



**Clinical Workflow Change
In Response to New
Regulations: A Case
Study**

Dale R. Shultz CHC, CIA, MBA
Director Regional Compliance
Baylor Scott & White Health

AGENDA


- ▶ Introduction
- ▶ Regulation Information Flow
- ▶ Regulatory change discovered / revealed
- ▶ Defining the Compliance Role
- ▶ Picking the Team
- ▶ Creating the Action Plan
- ▶ The Unexpected
- ▶ Measuring Success

Learning Objectives

- ▶ Paths for communicating policy/regulations changes
- ▶ Role of Compliance
- ▶ Who is on the team
- ▶ Action Plan development
- ▶ Handling the unexpected
- ▶ Measurement of success

Regulation Information Flow


- ▶ In your organization how do you become aware of changes to regulations / polices?
 - Centers for Medicare & Medicaid Services
 - Consulting firms
 - Lobbyist
 - Professional Journals (Compliance Today)
 - Subscriptions (example: LexisNexis®)
 - Legal / Risk Management
 - Conferences / webinar
- ▶ Has your organization missed key changes?



Regulatory change discovered / revealed

Our Vaccine for Children's program was about to be noncompliant

- ▶ The sales meeting
- ▶ State Vs federal guidelines



Role of Compliance

- ▶ Does compliance champion initiatives?
- ▶ What is your role?
- ▶ How are changes to regulations and statute communicated by Compliance to Operations?



Picking the Team

- ▶ Project Champion
- ▶ Roles to include
- ▶ Who leads the discussion
- ▶ Required buy - in

2018 POSTSEASON		
DODGER ROSTER		
PITCHERS	INFIELDERS	OUTFIELDERS
B. WILSON	J. URIBE	A. ETHIER
Z. GREINKE	N. PUNTO	C. CRAWFORD
C. KERSHAW	D. GORDON	S. VAN SLYKE
E. VOLQUEZ	M. YOUNG	S. SCHUMAKER
C. WITHROW	H. RAMIREZ	V. PUIG
R. NOLASCO	M. ELLIS	
C. MADRIL	A. J. ELLIS	
R. BELISARIO	T. FEDEROWICZ	
J.P. HOWELL	A. GONZALEZ	
K. JANSEN		
H. L. BRY		

Action Plan

- ▶ Balancing the plan
 - What can be agreed upon?
- ▶ Define "Done" or "Complete"
- ▶ Required reporting or milestones
- ▶ Buy-in, more than meeting attendance
 - Personal commitment by staff



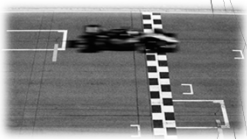
The Unexpected

- ▶ Backwards plan your timeline
- ▶ Stay connected to Legal
- ▶ Project scope creep
- ▶ Vendor impact
 - Order surge
 - Delivery configuration



Measuring Success

- ▶ Defined by "Done" or "Complete"
- ▶ Requirements to maintain
- ▶ Hand-off to Internal Audit



Dale R. Shultz, CHC, CIA, MBA
 Director Regional Compliance
 254-215-9046 work
 832-647-8802 cell
 DALE.SHULTZ@BSWHEALTH.ORG