



What Your Employees Don't Know Can Hurt You: Effective Compliance Education

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Objectives

- Assessing employee training in order to address internal compliance risks
 - Learner Characteristics
 - Learning Styles
- Using resources and various training methods for effective education
 - Interactive and scenario based
- Understanding learner comprehension as it relates to learning styles



Q1 - Perception of Compliance

How do you think employees perceive Compliance?

- Compliance is someone else's responsibility
- In theory, Compliance is part of everyone's job
- Compliance is part of my everyday job
- What do you mean by "Compliance"?



Q2 - Feelings about Compliance Education

How do you think employees feel about Compliance education?

- Boring but important
- Boring and has nothing to do with my job
- Interesting but confusing
- Interesting and easy to apply to my job/daily tasks



Q3 - Effectiveness of Compliance Education

Do you feel confident that employees are learning and retaining necessary information?

- Yes. We have found good tools for communicating and reinforcing vital content.
- Yes. I think they know the basics.
- Maybe, but I have no way of knowing.
- No. I think employees are on information overload.
- No. I think Compliance education has become just a box to check.



Challenges in Compliance Education

- Employee perception of Compliance
- Challenging subject matter
- Addressing the needs of all
- Getting “bang for your buck”
 - Time is money
 - Is anyone retaining anything?



Introduction

- Historically, no significant difference between outcomes in traditional or online education.
- Some people learn better using different types of education. Why?
 - Learner characteristics
 - Learning styles
 - Personal factors
 - Attitudes
 - Satisfaction



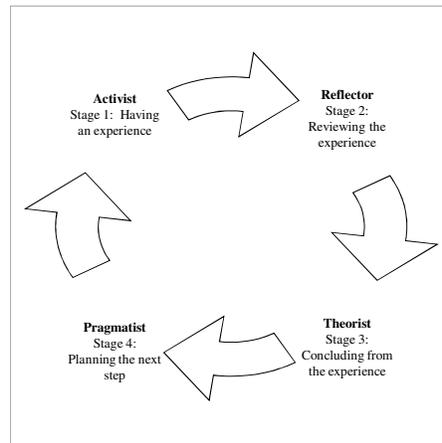
Learning Styles

- Individual's preferred method to learn
- Believed to be an indicator of learning success
- Formed by personality traits, intellectual ability, and fixed traits
 - Tests can be used to assess learning style
 - Kolb Learning Style Inventory
 - Honey and Mumford Learning Style Questionnaire
 - Myers-Briggs Learning Type Indicator



Honey and Mumford

- Used in business
- Learners prefer one type, but can move between types
- Learning from experience is critical to effective learning



Honey and Mumford Learning Style

Learning Style	Honey and Mumford Definition
Activist (Having an experience)	<ul style="list-style-type: none"> • Involve themselves fully and without bias in new experiences. • Open-minded • Act first and consider the consequences afterwards.
Theorist (Reviewing the experience)	<ul style="list-style-type: none"> • Adapt and integrate observations into complex but logically theories. • Perfectionists • Analytical
Pragmatist (Concluding from the experience)	<ul style="list-style-type: none"> • Search out new ideas and act of those that are appealing. • Prefer practicality and working on a feasible solution quickly. • Impatient
Reflector (Planning the next step)	<ul style="list-style-type: none"> • Prefer to stand back to ponder experiences and observe them from many different angles. • Postpone reaching definitive conclusions for as long as possible while concerning multiple approaches.

Q4 – Sensory Modalities

What components are included in your education. Select all that apply:

- Reading/writing
- Visual
- Audio
- Kinesthetic



VARK

- 10% of what we read
- 20% of what we hear
- 30% of what we see
- 50% of what we see and hear
- 70% of what they say and write
- 90% of what they do



Q5 – Limited Modalities

If your education contains limited sensory modalities, why?

- My facility is just looking to “check the box”
- It is cost prohibitive
- My facility does not believe the government would see anything but written material as effective



Satisfaction

- Includes learner’s attitude and feeling toward the educational process and predictive of overall performance
- Related to desirable outcomes for students
 - Quality of learning experience
 - Persistence
 - Self-confidence
 - Retention



Learner Characteristics

- Characteristics that effect satisfaction
 - Involvement with instructor and/or instruction
 - Age
 - Computer Familiarity
 - Level of education
 - Motivation



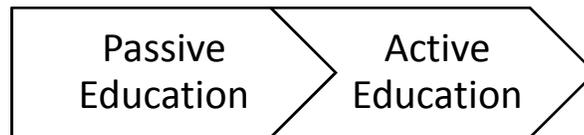
Why Does This Matter?

- Learners who complete instruction that is tailored to their learning style and characteristics are more satisfied with their educational experience.
- Those who are more satisfied tend to retain more of the content.



What Can I Do?

- Develop/utilize education that addresses multiple learning styles
- Remember to factor in learner characteristics



OPTIONS!



Addressing Styles and Characteristics

- Role based
- Education where the learner must read, listen, and “do” addresses all learning styles
- Include elements such as video, animation, interactivity, audio, and gaming
- Addressing age and computer familiarity
 - Options
 - Instructions



Example of Different Types of Education

Fraud and Abuse Example - Traditional

- The government has been concerned about the prevention of fraud and abuse
 - spending expected to be approximately \$5 trillion by 2022
 - 10.1% of all Medicare payments made to providers are improper
- Some improper payments are caused by error, others are a direct result of fraud and abuse.

Fraud and Abuse - Interactive

- What is the difference between Fraud and Abuse? (Click each box)

Fraud

Fraud is when a person intentionally makes false statements or misrepresentations to get an unauthorized benefit or payment for him/herself or another person.

Abuse

Abuse is where an action, directly or indirectly, results in unnecessary costs, improper reimbursement, or services that do not meet accepted standards of care or are medically necessary.



Benefits of Interactivity

- A move toward active learning
- Speaks to visual and kinesthetic learners
- Maintains attention because you need to “do something”



Fraud and Abuse - Scenario

Mary works in Patient Accounting and her job responsibilities include reviewing and appealing denied Medicare claims. Her performance bonus is based on achieving certain collection goals each month. Mary has many laboratory claims that were denied because they were billed with a non-covered ICD-9 code. In order to get these paid quickly, Mary reviews lab tests and changes the ICD-9 codes on these claims to codes that are covered. (Read the questions below and select the best option.)



Fraud and Abuse - Scenario

1. Mary's approach is:
 - a) Problematic because it could create compliance risks for the organization.
 - b) A great idea that everyone in the department should implement when working on appeals of denied claims.
2. If Mary's behavior is found to be in violation of the False Claims Act, the entire organization could be negatively impacted.

True False



Benefits of Scenarios

- The learner is able to have an experience
 - Relates to learning styles
- Relates to their own job role
- Immediate and meaningful feedback
 - Enhances learning and improves achievement
- Able to reflect back on the education while experiencing similar instances



Fraud and Abuse - Whiteboard



Benefits of Whiteboard

- Whiteboard education
 - Drawing forces the learner to generate inferences that connect verbal and nonverbal knowledge representations.
 - Learners tend to become connected to the education through sensory receptors, which causes the learner to connect to the story, leading to improved attitude and changed behavior over time.



Misdirected Faxes - Traditional

- Before faxing, verify the fax number
 - Do not use a number provided by a patient
- If a mistake is made while transmitting information, call your supervisor or HIPAA Privacy Officer



Misdirected Faxes - Gamification

Nurse Hatchett's Request



Dr. White Checks In



Send Fax



Conclusion



Benefits of Animation

- Engages the student in exploring new concepts that are relevant to their daily life experiences.
- A recent study shows that approximately 64% of learners taking a course with animation scored higher on exams.

The Move Towards “Microlearning”

- What is “microlearning”?
- What are the benefits of microlearning?
 - Time-effective
 - Ability to target a particular topic or issue
 - Attention capture
 - Retention of information



Retention

- Integrating aspects to address multiple learning styles has been found to be effective in behavioral change.
 - Moves the concepts into long-term memory
 - Assists with recall



Retention

- Ongoing tips
 - Compliance Website
 - Newsletters
- Micro-learning
- Specialty education
- Special events



Learner Satisfaction

- Understand the learner characteristics of your audience
 - Role in organization
 - Age
 - Use of computers
- Assess learning
 - Alter learning based on feedback



Take-aways

- Role-based education makes Compliance relatable
- Using various learning styles maximizes effectiveness
- Understanding learner characteristics facilitates choosing best type(s) of education
- Goal is to maximize employee engagement
 - In the individual education experience
 - On an ongoing basis throughout the year



Q6 – What type of education?

Personally, do you prefer:

- Traditional education
- White-board
- Gamification
- Scenarios
- A mixture of the above



Questions

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