Compliance Program Metric Ideas

1. **Policy & Procedure**
   a. Code of Conduct access - # of attestations of receipt vs number of employees
   b. # of policies due for renewal vs number reviewed/revised

2. **Program Administration**
   a. Culture Survey questions; Do you know who your compliance team is, how to reach them & what to report.
   b. Compliance Committee attendance rate

3. **Screening of employees, vendors, 3rd party contractors**
   a. Review COI process
   b. Audit results of screens - # checked for exclusion vs # doing business with
   c. Tracer process of exclusion checking process

4. **Communication and Training**
   a. High risk compliance training completion rates – Benchmark available
   b. Training post questions; What training helpful for the work you do? Was your instructor knowledgeable in the topic
   c. Volume of New Provider & New Leaders trained vs new those hires

5. **Audit, Monitoring and Internal Reports**
   a. Survey/track & trend do employees know how to report concerns.
   b. Track/trend volume of reports, anonymous, & substantiation – Benchmark available
   c. Track & trend days to resolve investigations
   d. Track & trend action plans implemented and completed

6. **Discipline for non-compliance**
   a. Track Compliance Committee review and measure of fairness and consistency of non-compliance sanctions

7. **Investigations and Remediation**
   a. Mock anonymous report on different issues to test process.