Objectives

- Oh so far, yet still so close: Optimizing the opportunities that remote employment provides
- Going the distance: Avoiding the pitfalls and compliance concerns with remote employment
- You don’t have to be there, to be there: Tools, tips, and tricks to keep everyone connected
- Changing course: How a state of disaster changes the landscape of remote employment
Objective

• Oh so far, yet still so close: Optimizing the opportunities that remote employment provides
Think outside the boxy office

• Can it work for you
• Taking the first step
• Partner with other remote employees in your organization

Opportunities

Flexibility in hours
• Where is your audience
• Work around appointments

Opens up your job market-
• Live in AL, work out of PA

Meals at home-
• Healthier food options
• Saves money
• Saves time
Opportunities

- Customize your environment
- No office distractions
- More time with loved ones

Opportunities - For the Employee:

Go from this…

To this:
Employee Benefits

- Wardrobe
- Transportation
- Tax Breaks

Opportunities - Employer

- Monetary Savings
  - Rent
  - Heating & Cooling
  - Support staff
Opportunities - Employer

- Salary Variance
- Larger Employee Market
- Regional Knowledge
Going the distance: Avoiding the pitfalls and compliance concerns with remote employment.

Labor Laws

- Wage & Hour
  - Monitoring
- Employee Classification
  - ACA - Benefits
HIPAA Privacy

RISKS
• Overheard conversations
• Paper records or other documents
• Retention policy compliance
• Disposition of documents upon termination

MITIGATION
• Secure work area
• Avoid printing/hard copy
• Provide mechanism for document destruction if appropriate
• Offboarding process for employees

HIPAA Security

RISKS
• Weak passwords
• Weak antivirus software
• Removable media
• Printing

MITIGATION
• Use VPN
• Limit access
• Multi-factor authentication
• Removable media encryption
• Disable printing
Polling Question

- If your organization has remote employees, does the employer provide computer hardware, or do employees use their own personal devices?
  - Employer provides computer hardware
  - Employees use their own personal devices
  - Don't know

Confidentiality agreement

Avoiding the HIPAA Pitfalls

- Policies and procedures
- Education and training
- Monitoring and auditing
Productivity

- Monitoring
- Accountability

Compliance Program
Awareness for Remote Employees
Accountability

- Compliance with policies and procedures
- Maintaining consistent work hours
- Keeping commitments

Engagement

- Social opportunities
- “Water cooler” discussions
- Understanding the culture
- Comfort reporting concerns
Don’t forget – you are still at work!

Avoiding embarrassing moments

- Know when you are on video
  - No eating
  - No personal grooming
  - Be dressed
- Find a quiet place to take phone calls
  - No barking dogs
  - No crying children
  - No flushing toilets
- Be aware of your surroundings
  - Your boss will notice if you are:
    - Outdoors
    - Out of breath
    - In a car
    - At a bar
Now that you are not there, what do you need to Be there?

Tools

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Tips...
Schedule weekly or bi-weekly calls

Tips
Travel – Schedule Face to Face meetings or trainings
Tips

• Design a Newsletter
  • Frequency
  • Consistent
  • Keep employees engaged
  • Include other departments
  • Promote your Hotline

Trainings

• Schedule when visiting the office
• Use video conferencing
• Smaller Groups
Tips

Establish Goals

• Department
• Employee

What Tricks can I use to be effective?
• Find a workspace
  • Reduce Distractions

• Make a schedule
  • Company or
  • One that works for you
  • Determine your end of the day
  • Plan ahead your day/week
  • Accomplish your daily/weekly/monthly goals
• Act like you are going to work
• Don’t work in your pajamas!

Communication is key!
Changing course:
HOW A STATE OF DISASTER CHANGES THE FACE AND SCOPE OF REMOTE EMPLOYMENT

Polling Question

• Are you currently working remotely?
  • Yes, due to the COVID-19 pandemic
  • Yes, because that is my routine practice
  • No
  • No, but I anticipate that I may in the near future
How has COVID-19 affected remote employment?

- # of employees working from home
- Deployment of technology resources
- Adjustments to policies

Who is working from home?

- Increased numbers
- “Nonessential” staff
  - Accounting
  - Billing
  - Coding
  - Utilization Review
  - Information Technology
  - Clinical Documentation Improvement
  - Compliance

- Mandated in many cases
But I don’t want to!

Mandated employees may not have the desire or personality for remote work.

Employees who are not accustomed to remote work may struggle with:

| Loneliness | Self-discipline | Lack of structure | Appropriate work space within the home |

School and other business closures may result in house full of people.

School-age children need oversight of schoolwork.

Polling Question

- Do you have employees working remotely now who did not before COVID-19?
  - Yes, their choice
  - Yes, mandated
  - No
  - No, but I anticipate it may occur soon
Do we have the resources to send them home?

- Information Systems hardware
- Software licenses
- IS support staff
- Process for approval
- Education and training

Do our current policies meet the changing needs?

- Limitations on who can work remotely
  - Employees with X amount of time working on-site
  - No children
  - Employees with no discipline for HIPAA or other relevant actions
  - Employees meeting productivity and quality goals
  - Is there a need to adjust your policy for certain circumstances?
What do I need to do?

- Be sensitive to employee needs
- Assess available technology and other resources
- Make a plan for education and training
- Set clear expectations
- Review current policies and revise as needed
- Monitor for compliance