A stylized sun graphic on the left side of the slide. It features a solid yellow circle at the bottom left, with several yellow dashed lines of varying lengths radiating upwards and to the right, suggesting rays of light. The background is a solid orange color.

The Marriage between Quality and Compliance How do they complement each other?

Health Care Compliance Association – Managed Care Compliance Conference

January 29 – 30, 2024

Marquitta Massey, BA, MSA, CHC

Background Oakland Community Health Network

- Oakland Community Health Network (OCHN) is contracted by the Michigan Department of Health and Human Services to lead a provider service network and manage care for approximately 27,000 citizens in Oakland County Michigan. This includes adults and children.
- Services are provided at over 470 service sites across the county.
- Individuals who receive public behavioral health services through OCHN's provider network include those who have an intellectual or developmental disability, mental health concerns, or substance use disorder.
- The majority of individuals served have Medicaid insurance coverage. OCHN also serves individuals that are uninsured or indigent when medically necessary.



Where are we
in the Mitten
State?

About Me

- Title:
 - Director of Quality and Regulatory Compliance/Privacy Officer
- Education:
 - Bachelor's of Arts – Economics
 - Master's in HealthCare Administration
 - Certified in Healthcare Compliance - HCCA
- Experience:
 - Regulatory Compliance – Banking
 - Quality Improvement and Management
 - Compliance and Auditing
 - Accreditation Preparation

Learning Objectives

1

Understand the roles of the Quality Improvement Staff and desired skills/competencies

2

Understand the role of the Compliance Officer and desired skills/competencies

3

Understand why it is important to "marry" these staff types to meet the objectives of the compliance department



Audience Experience

How many years have you been in the compliance profession?

- a) 0 to 3 years
- b) 4 to 7 years
- c) 8 to 10 years
- d) 11 years or more



Audience Perception

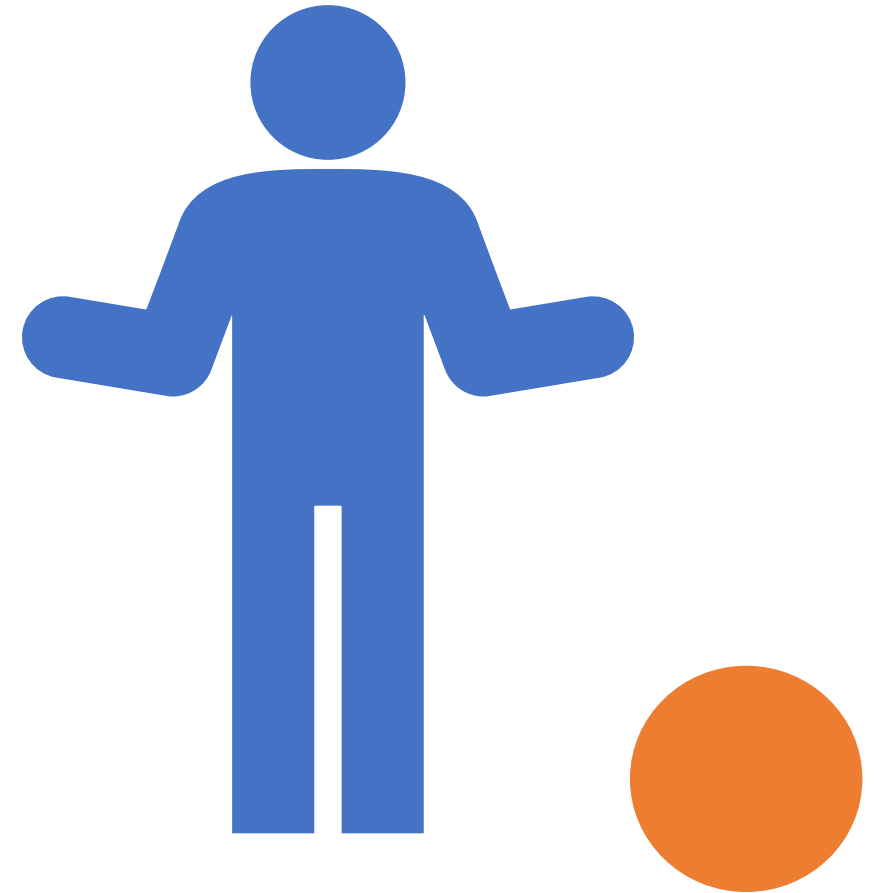
- How important do you feel that your role as compliance staff is in your organization?
 - a) It is not important; but it's required and just looks good on paper
 - b) Sort of important
 - c) One of the most important functions in the company



Audience Experience


Something to ponder:

- What do you know now that you wish you knew back when you first started in your compliance career?





Let's Talk about Quality!

- Overall Description (CMS.gov):
 - Quality Improvement is the framework used to systematically improve care.
 - Quality Improvement seeks to standardize processes and structure to reduce variation, achieve predictable results, and improve outcomes for individuals, healthcare systems, and organizations.
- 

What does a Quality Professional do?



Performance monitoring



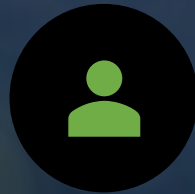
Auditing



Identifying improvement opportunities



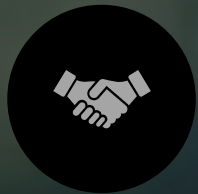
Living and breathing --- standards, standards, standards. The standards person.



Internal affairs department



Actively seeking root causes of issues



Collaborating with leadership and colleagues

I'm hiring a new Quality Analyst. What are the key skills needed for success?

- Persistence
- Curiosity > thinking outside the box
- Excitement
- Enthusiasm
- Good project management skills
- Communication skills - willingness to explain a project to others and gain their support
- Ability to persuade colleagues that there is a problem that needs to be tackled
- Engagement to keeping them engaged once the intervention is up and running as other clinical priorities compete for their attention





Corporate Compliance

What is Corporate Compliance



The definition of compliance is “the action of complying with a command,” or “the state of meeting rules or standards.”



In the corporate world, it’s defined as the process of making sure your company and employees follow all laws, regulations, standards, and ethical practices that apply to your organization and industry.



Corporate compliance covers both internal policies and procedures, as well as federal and state laws. Enforcing compliance helps your company prevent and detect violations of rules, which protects your organization from fines and lawsuits.

Seven Elements of an Effective Compliance Program

Implement	Implement written policies, procedures, & standards of conduct
Designate	Designate a compliance officer & compliance committee
Conduct	Conducts effective training & education
Develop	Develops effective lines of communication
Conduct	Conducts internal monitoring & auditing
Enforce	Enforces standards through well-publicized disciplinary guidelines
Respond	Responds promptly to detected offenses & undertakes corrective action

Key Skills Needed for a Compliance Officer

- Strong communication skills
- Critical thinking skills
- Strong Conviction
- Problem-solving skills
- Welcoming disposition
- Regulatory knowledge
- Actively pursues continuing education (seminars and certification programs)
- Ability to Network with other professionals in the industry
- Industry knowledge
- Attention to Detail
- Integrity
- Respect





Is there a
“Wrong Door:
for reporting
Compliance
Issues?”

- No prescriptive door for submitting complaints > no wrong door
- Complaints can be submitted via email, phone call, hotline, any department
- No judgement zone!

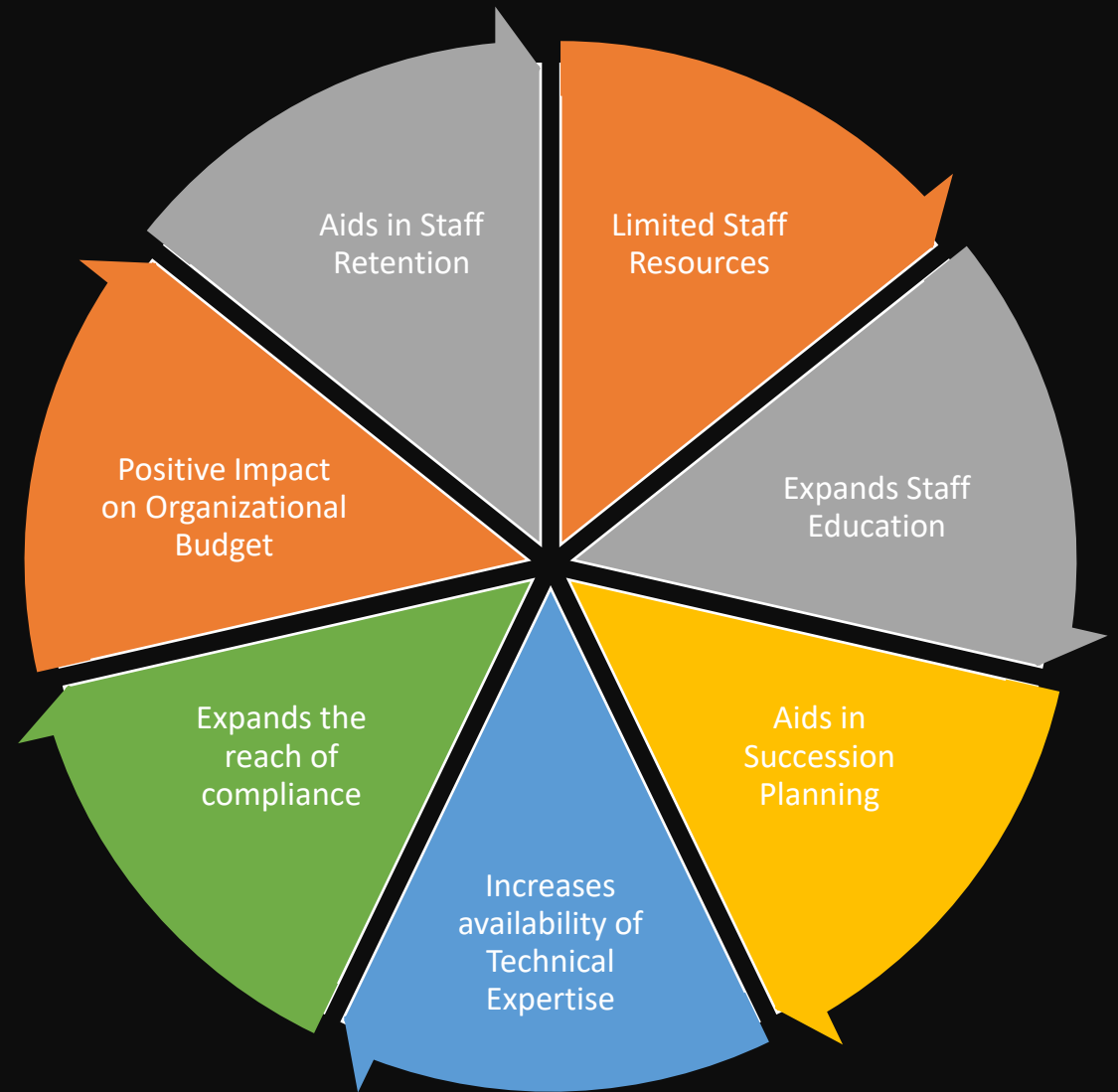
The Marriage between the two!


Quality	Compliance
Persistence	Strong Conviction Critical thinking skills Problem Solving skills
Curiosity	Strong conviction Pursuit of continuing education Industry knowledge Problem Solving Skills
Excitement	Pursuit of continuing education Welcoming Disposition
Project Management Skills	Regulatory Knowledge Critical thinking skills
Ability to persuade others	Integrity Respect Welcoming Disposition
Inspiration to others	Welcoming Disposition

Deputizing
Quality Staff as
Auxiliary
Compliance
Officers



Benefits to the Compliance Team with from Using "Compliance Deputies"

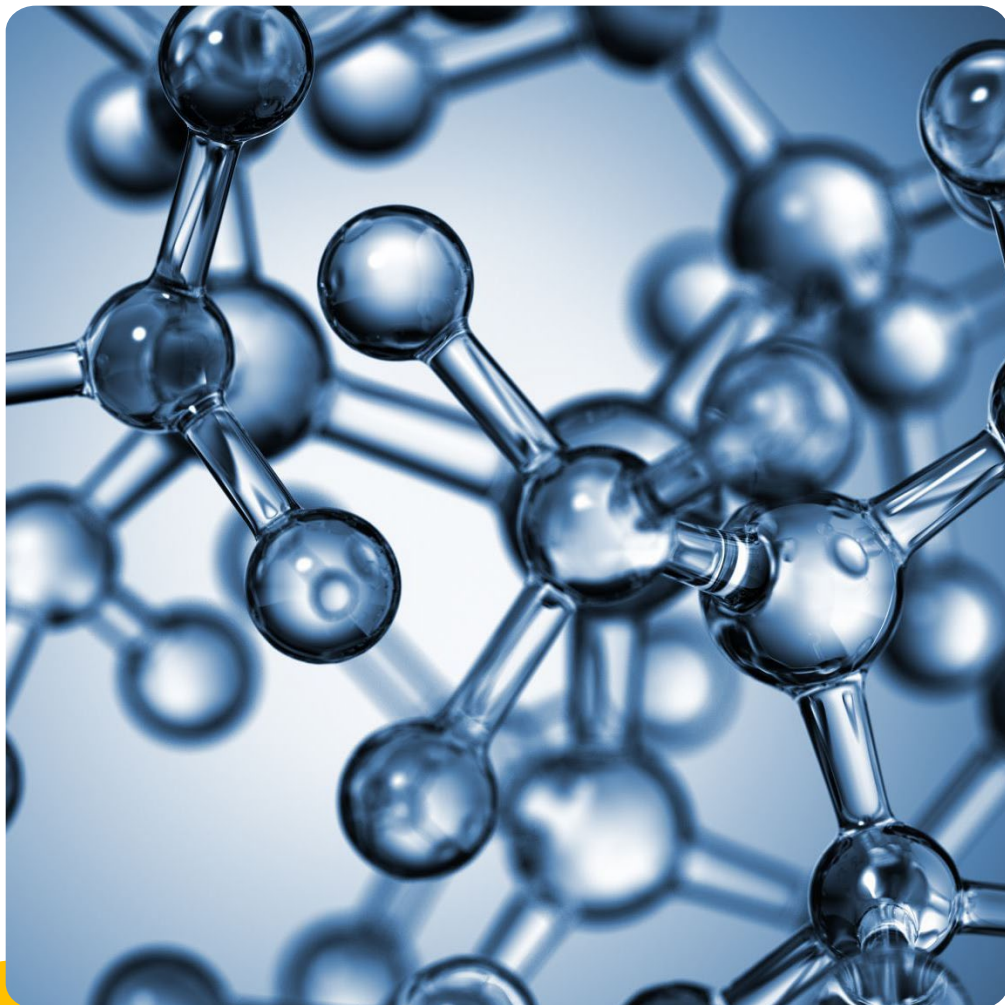




Example Case:
Who's the best
staff to
Investigate

This is an example of an actual compliance issue that was reported.

- As Compliance Officer – which staff would you ask to take the lead role in investigating the issue?
 - A. Finance Staff
 - B. Information Technology staff
 - C. Customer Services
 - D. Clinical Staff
 - E. Quality Improvement Staff



Key Take Aways

Quality and Compliance skill set has many overlapping characteristics

The Compliance Officer does not have to "do it all"

An organization can benefit from sharing compliance functions with Quality staff

Crossover of Quality responsibilities into Compliance is a great resume builder

This contributes to employee satisfaction and staff retention > paramount in today's work environment.



Any Questions?

