

HEALTH CARE COMPLIANCE ASSOCIATION

**TONE AT THE TOP:
A HEALTHCARE LEADER'S
PERSPECTIVE ON COMPLIANCE**


**DENVER REGIONAL CONFERENCE
OCTOBER 21, 2016**

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What's with the Goldfish?



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Discussion Outline

- Introduction & Personal Perspective
- Importance of Tone at the Top
- Healthcare Complexities
- Team Engagement Strategies
- Compliance Leader Partnership
- Questions/Comments

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Importance: Compliance Business Impacts

- Relationships
- Resources
- Public Exposure
- Reputation




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Healthcare Complexities

- Regulatory Oversight
- Changing Payer Dynamics & Alternative Payment Models
- Delivering Value
- Transparency & Consumerism



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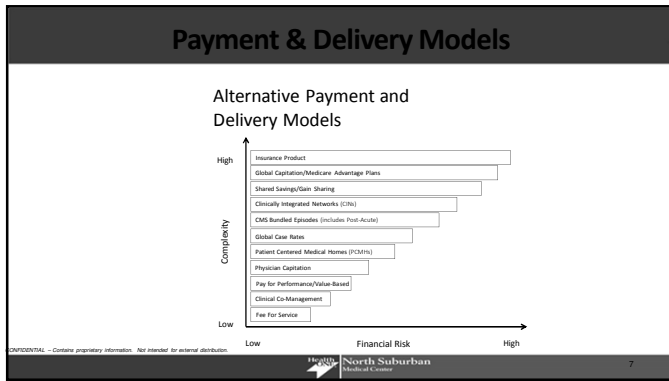
Changing Health Reform Landscape

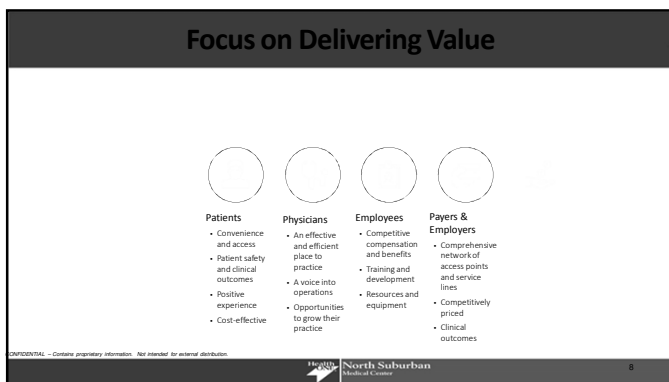
Preparing Today for a Changing Health Reform Landscape Tomorrow

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| <p>Payers</p> <ul style="list-style-type: none"> • Expanding role of government = budget pressures • Payers testing new reimbursement models • Reimbursement tied to quality still modest (e.g., 2% to 3%) | <p>Consumers</p> <ul style="list-style-type: none"> • Continued movement to High Deductible Health Plans (HDHP) • Pricing sensitivity leads consumers in exchange based plans to select narrow networks • Increased transparency makes consumers likely to shop "easy to compare" services |
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Team Engagement Strategies


- Hiring for Fit
- Mission/Vision/Values/Behavioral Standards
- Employee Rounding for Outcomes
- Goal Cascading
- Exceptional – Solid – Low Assessments
- Recognition

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Being a Strategic Business Partner


- Know the business...know the market
- Know how decisions are made
- View your role as a resource – not an obstacle



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THANK YOU!



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