Tips for Making Your Compliance Training Memorable

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Sanford Health is one of the largest health care systems in the nation, with 44 hospitals and nearly 300 clinics in nine states and four countries. Headquartered in Sioux Falls, South Dakota, and serving the Upper Midwest, with nearly 1,400 physicians, Sanford Health is dedicated to several initiatives, including global clinics, genomic medicine and specialized centers researching cures for type 1 diabetes, breast cancer and other diseases. Sanford Health has 28,000 employees, making it the largest employer in the Dakotas. Nearly $1 billion in gifts from philanthropist Denny Sanford over the past decade have transformed how Sanford Health can improve the human condition. For information, visit sanfordhealth.org.

Objectives

• Who, what, where when?
• Training approaches and deployment strategies
• Get creative! Examples of a variety of training tools

Kahoot!

• Use your cell phone or mobile device
• Connect to WiFi
• Password
• Go to Kahoot.it
How do people learn? DIFFERENTLY

Why do people learn?
- All employees are self-motivated life long learners
- What motivates people?
  - Fear for self
  - Fear for business
  - Noble cause
  - Competitive edge
What is your goal?

Bring Value

- What is the risk?
- What is the business process?
- Train on tasks not on risks
- What does success look like?

Simple & Clear

- Identify 1 to 3 objectives that will make a difference
- Give a 90% solution
- Provide a resource for the 10%
Action Oriented

• What do they need to do?
• When do they need to do it?
• How can they do it?

READY, SET, GO!

“Cornered by Compliance”

OH, THAT’S SO INTERESTING
TELL ME MORE...
Design

• Keep it simple!
• Limit to one idea per slide
• Tell stories
• Interact as much as possible
• Gamification
• Application of knowledge

Corporate Compliance Overview Do the Right Thing

Think before you act!
Sanford’s Code of Conduct cannot cover every situation. Before you act, ask yourself:
• Is it legal?
• Do I have the authority to act?
• Is it the right thing to do?
• Would I be upset or embarrassed if other people found out about this action?
• If this action became public, how would it be depicted in the media?

Or would you rather look at this?
What does success look like?

Measure it!

• Completion Rates
• Knowledge

Metrics on Business Process
Did it have an effect?

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1. Does what I learned today apply to my job?
2. Will what I learned today change the way I do my job?

What ideas do you have?