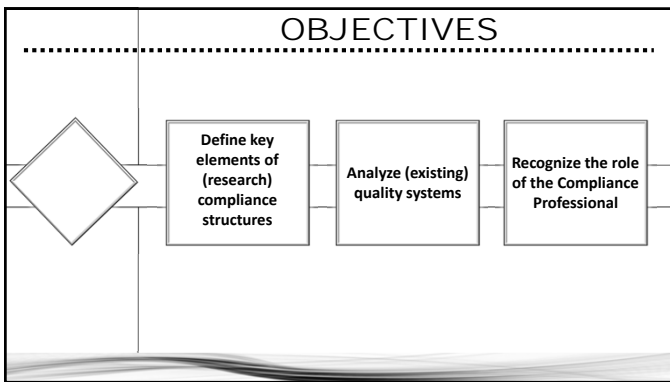


UNIVERSITY OF MIAMI
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Research Compliance Structures and Quality Systems

Johanna Stamates, Executive Director,
Research Compliance and Quality Assurance

Author: Johanna Stamates





WHAT IS COMPLIANCE?

Merriam-Webster

The ability of an object to yield elastically when a force is applied = flexibility

<http://www.merriam-webster.com/dictionary/compliance>



COMPLIANCE STRUCTURES

The 7 Elements of an effective compliance program

- Internal monitoring and auditing
- Implementing compliance and practice standards
- Designating a Compliance Officer to contact
- Conducting appropriate training and education
- Responding appropriately to detected offenses and developing corrective actions
- Developing open lines of communication
- Enforcing disciplinary standards through well-publicized guidelines

<https://www.ohh.gov/compliance/provider-compliance-training/files/ComplianceS02sp508.pdf>

(MORE) COMPLIANCE STRUCTURES

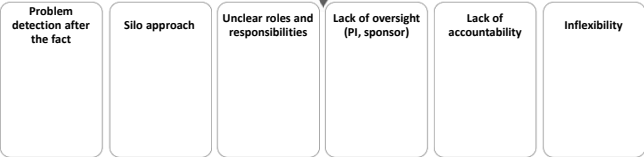
- | | |
|--|--|
| ○ STRUCTURE OF COMPLIANCE LEADERSHIP | ○ TRAINING & EDUCATION |
| ○ INVOLVEMENT OF SENIOR LEADERSHIP | ○ QUALITY SYSTEMS |
| ○ MISSION & VISION | ○ CORRECTION & PREVENTION |
| ○ CUSTOMER SERVICE | ○ EVALUATION AND FEEDBACK |
| ○ RESPONSIBILITIES & ACCOUNTABILITIES | ○ ENFORCEMENT AND DISCIPLINARY ACTIONS |
| ○ POLICIES & PROCEDURES/ WRITTEN STANDARDS | ○ COMMUNICATION |
| ○ RISK EVALUATION & MITIGATION | ○ HOTLINE: ANONYMOUS REPORTING |

Seriously - LET'S TALK ABOUT COMPLIANCE

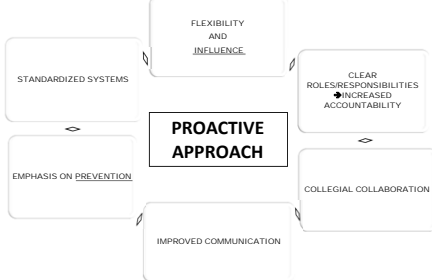


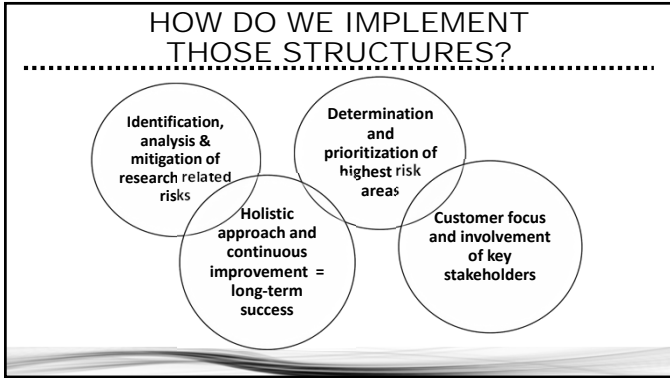
"You realize, we're going to have enforcement issues."

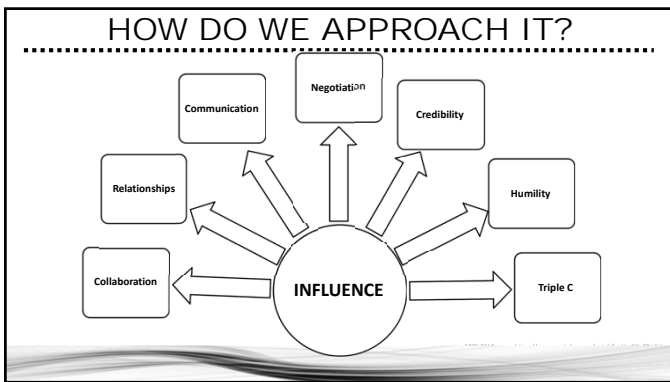
COMPLIANCE ROADBLOCKS



OPTIMAL COMPLIANCE APPROACH



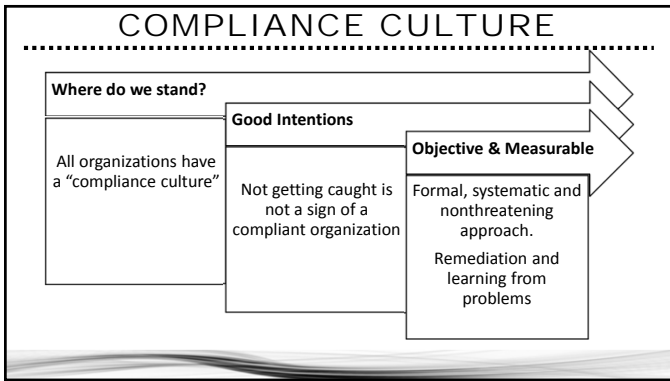


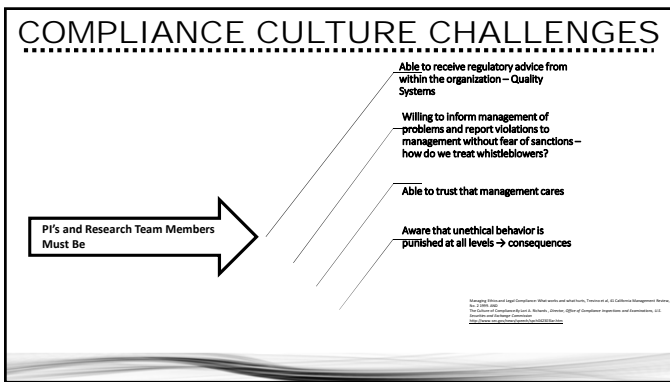


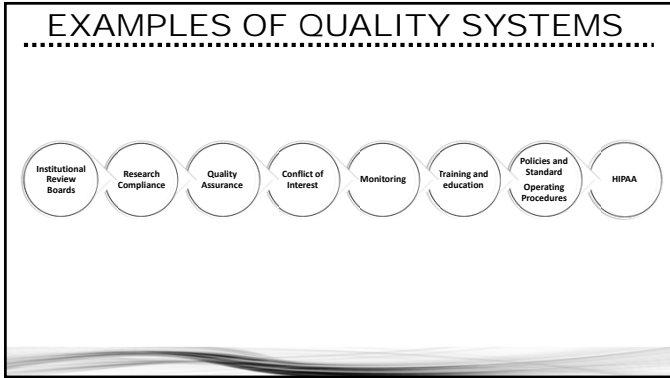
COMPLIANCE CULTURE

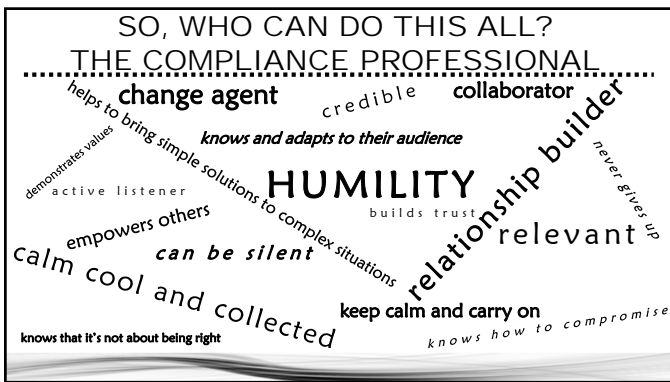
Character is doing the right thing when nobody's looking. There are too many people who think that the only thing that's right is to get by, and the only thing that's wrong is to get caught.

J. C. Watts

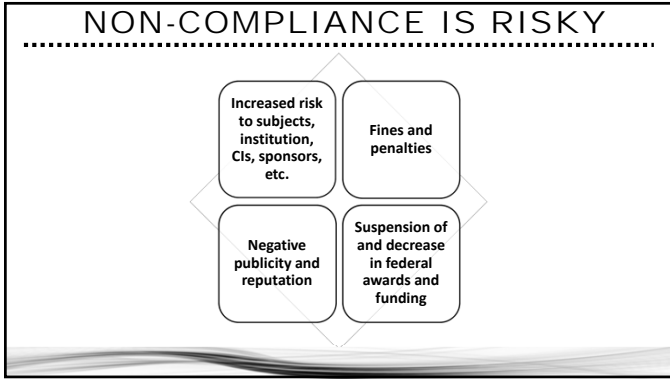


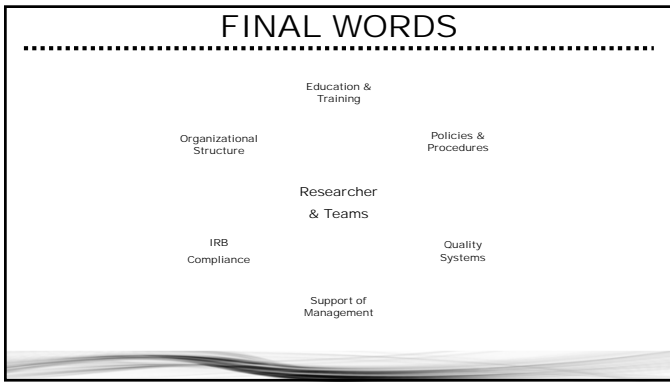


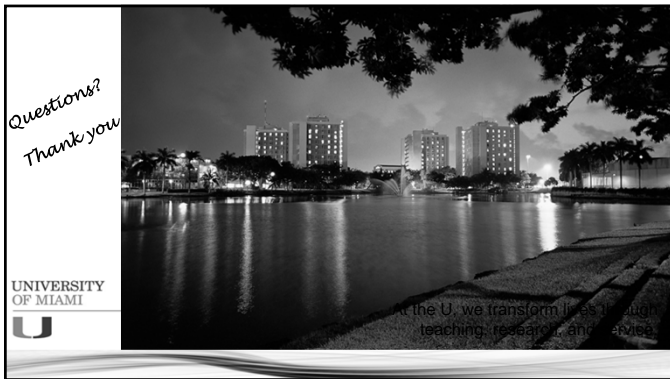












CONTACT INFORMATION



Johanna Stamates
**Office of Research Compliance
And
Quality Assurance
(RCQA)**
<http://www.uresearch.miami.edu>
jstamates@med.miami.edu
Telephone: (305) 243-4215