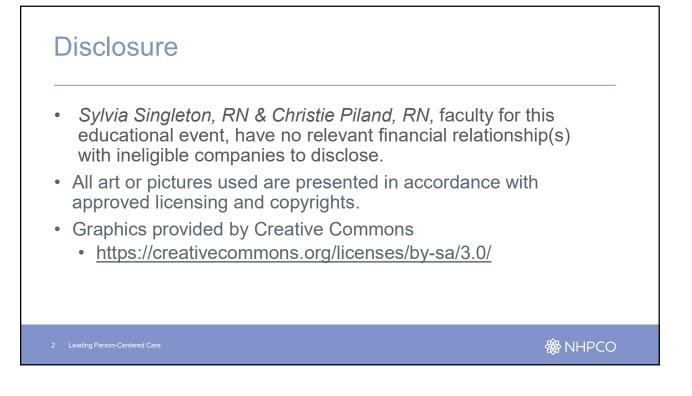
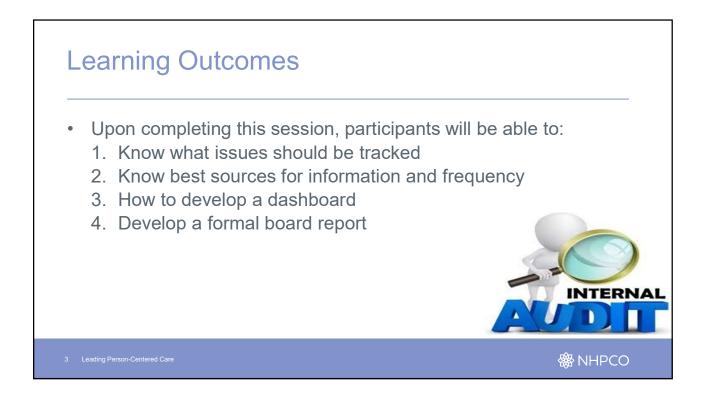
器 NHPCO

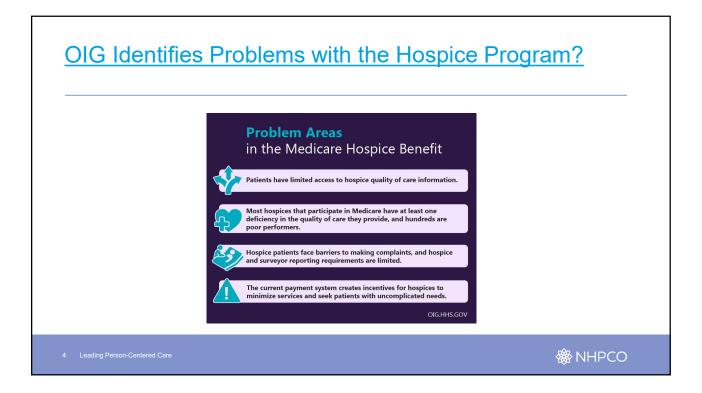
Tracking Compliance Issues

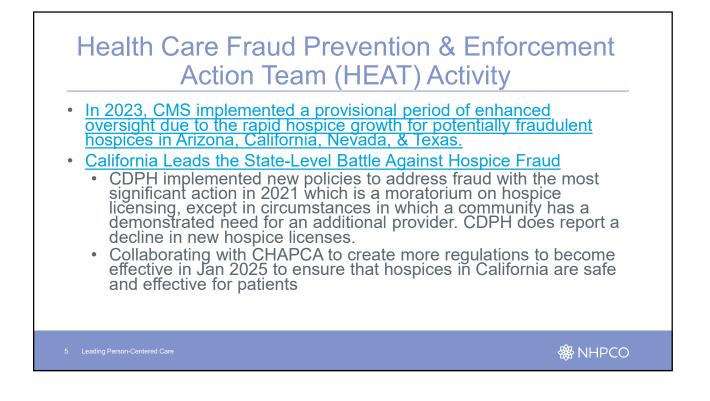
Sylvia L. Singleton, RN, CHC & Christie Piland, RN, BSN, MBA Caris Healthcare | <u>ssingleton@carishealthcare.com</u> & <u>cpiland@carishealthcare.com</u>

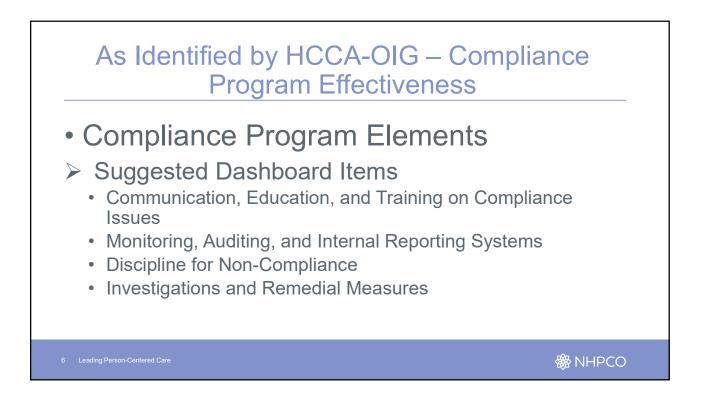
1 Leading Person-Centered Care

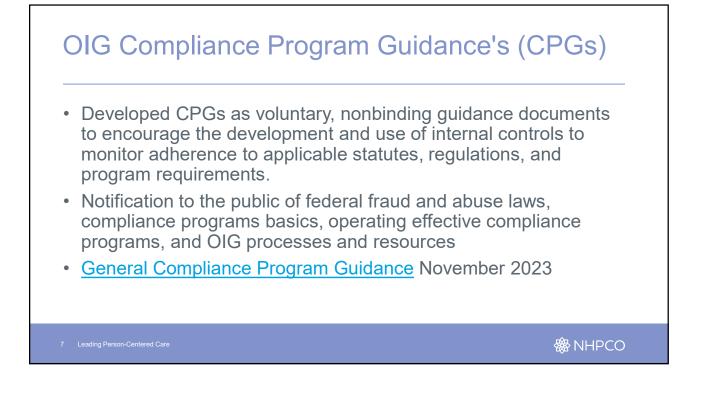




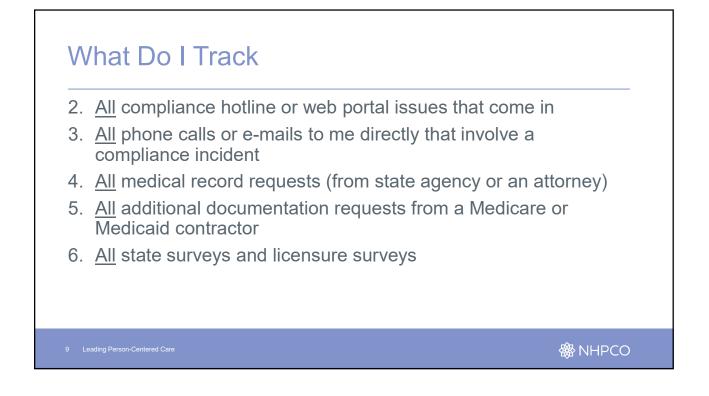








1. /	All government reports related to hospice			
	a) Office of Inspector General [e.g. Report (OEI-02-17-00020)]			
	b) <u>CMS.gov Hospice Center</u>			
) PEPPER Reports (Program for Evaluating Payment Patterns			
C	<u>I LI I LIVINEPOILS (FIOGIAIII IOI LVAIUALIIIG FAGINEIIL FALLEIIIS</u>	Electronic Report) – currently unavailable		
C				
	<u>Electronic Report)</u> – currently unavailable) All MACs (Medicare Administrative Contractors) that we submit claim	ns		
	Electronic Report) – currently unavailable	ns		
	<u>Electronic Report)</u> – currently unavailable) All MACs (Medicare Administrative Contractors) that we submit claim	ns		
C	<u>Electronic Report)</u> – currently unavailable) All MACs (Medicare Administrative Contractors) that we submit claim	ns		





Are You Responsible for Doing All of the Activities

Not necessarily...

- You are responsible for collecting results and ensuring follow up
- You may be working with Education/Training to ensure compliance education is administered to all staff
- If someone wants to perform External Audit you may be responsible for reminding them to get an attorney and conduct under privilege

11 Leading Person-Centered Care

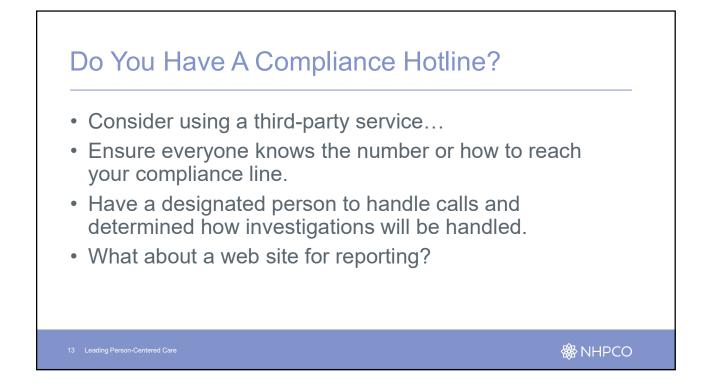


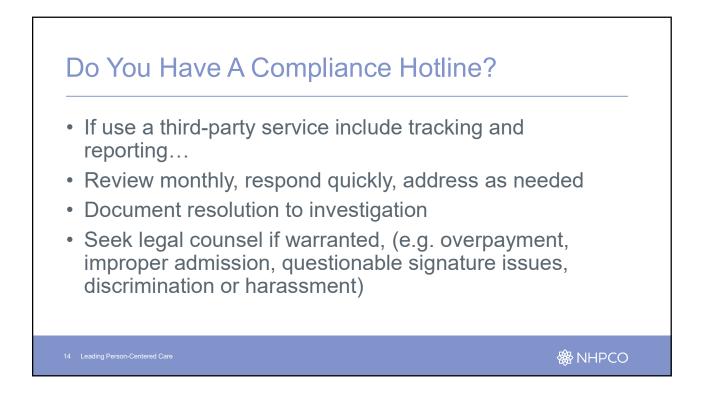
Restaurant Restaurant

Are You Responsible for Doing All of the Activities

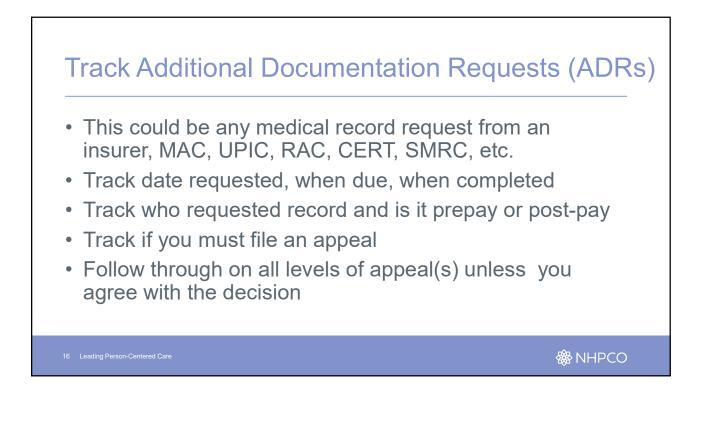
- You may be working with HR to determine the levels of discipline for compliance violations or making recommendations on certain situations
- You are most likely responsible for:
 - Ensuring that corrective action plans are written after internal and external audits are completed
 - Conducting compliance hotline investigations or coordinating investigations
 - Reporting findings after investigations and
 - Determining next steps

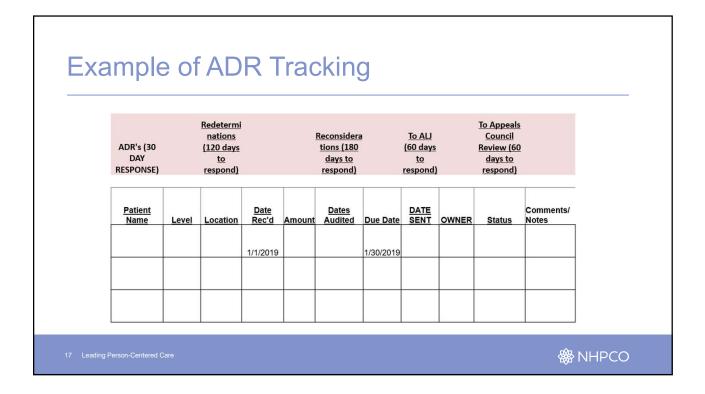
ℬ NHPCO



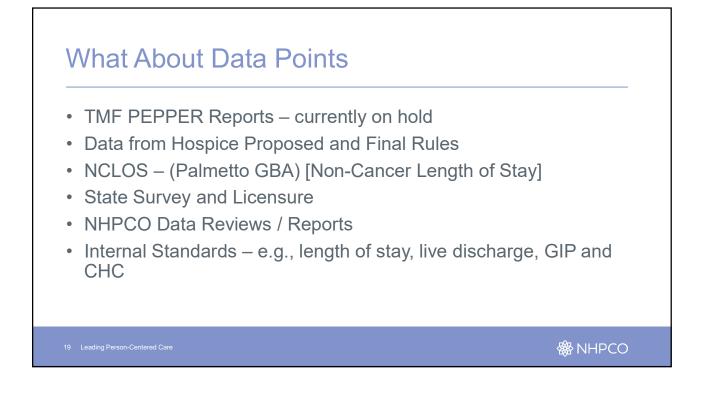


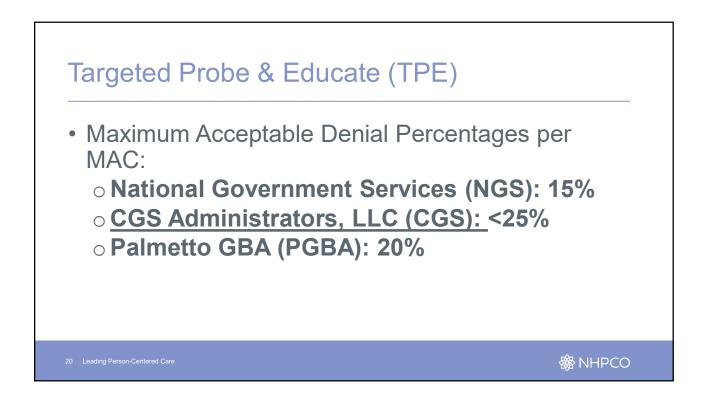


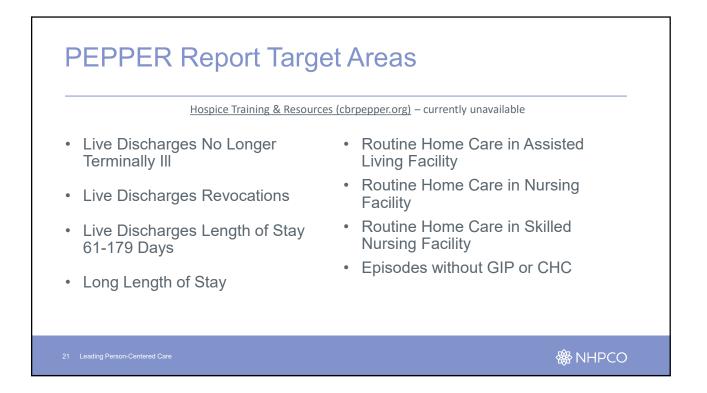


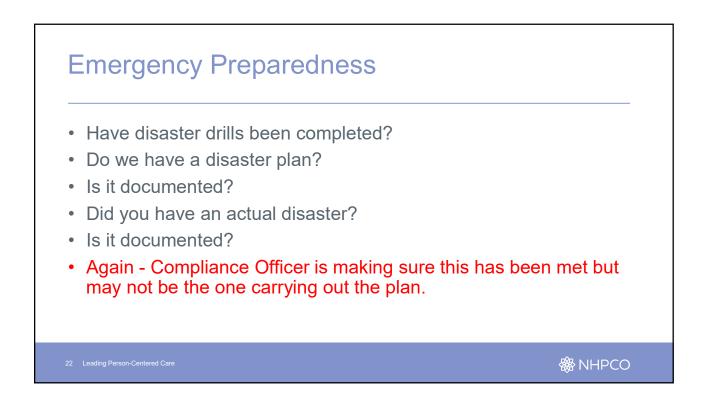


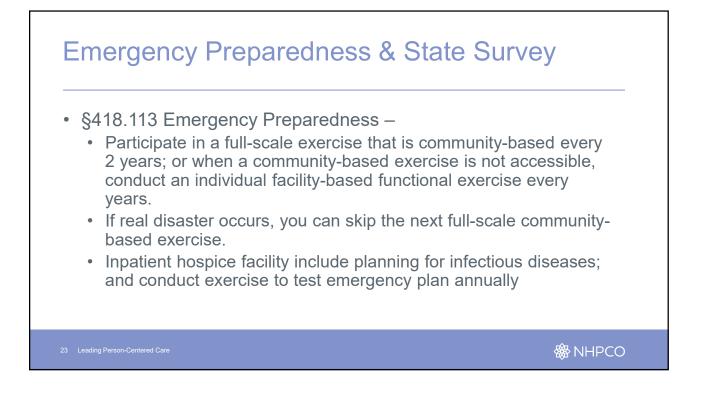


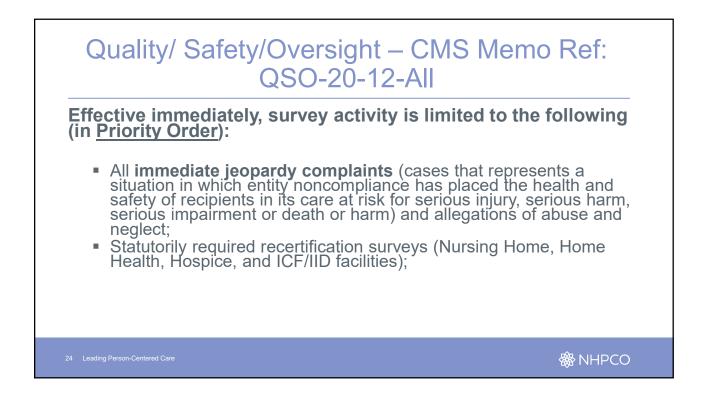


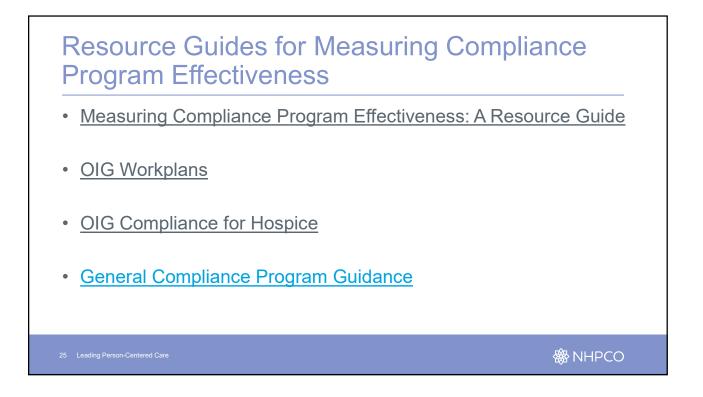


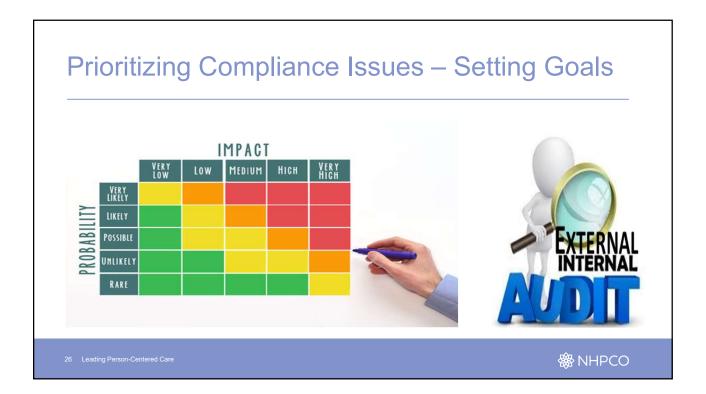


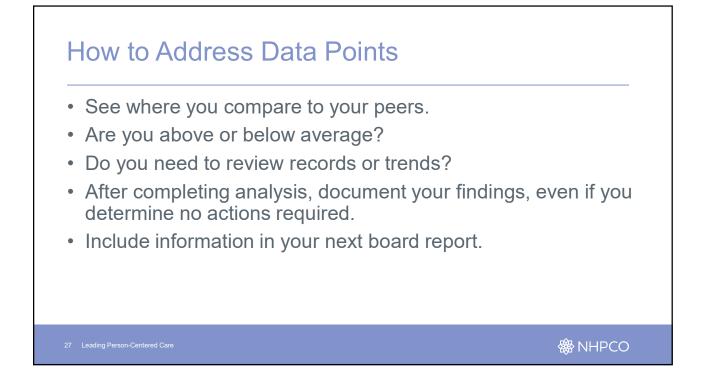


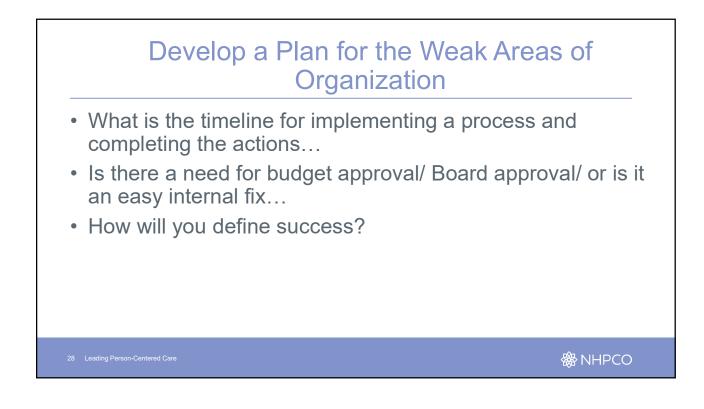




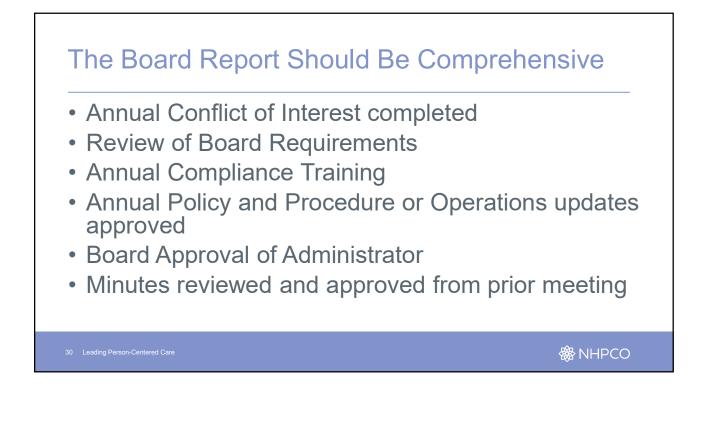


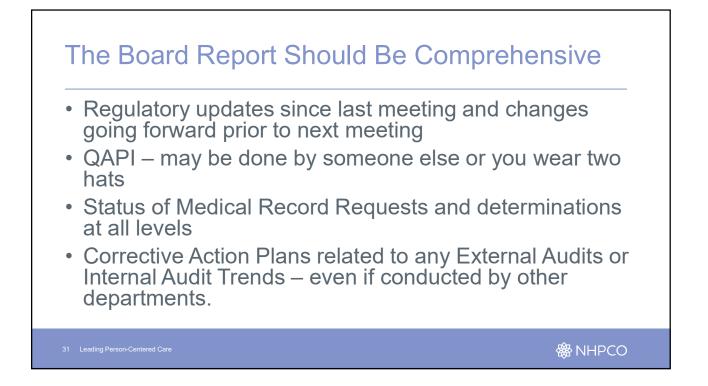


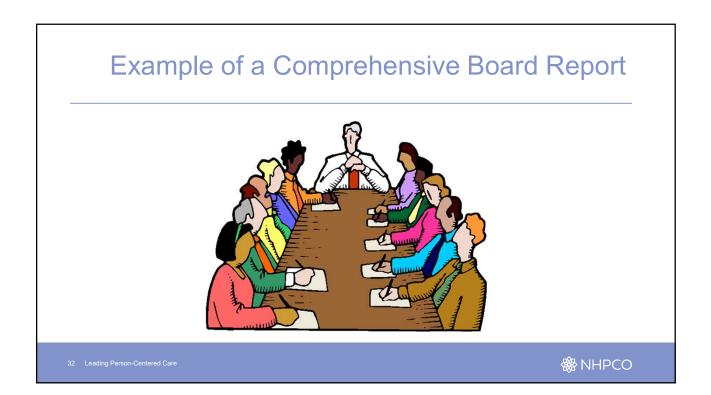




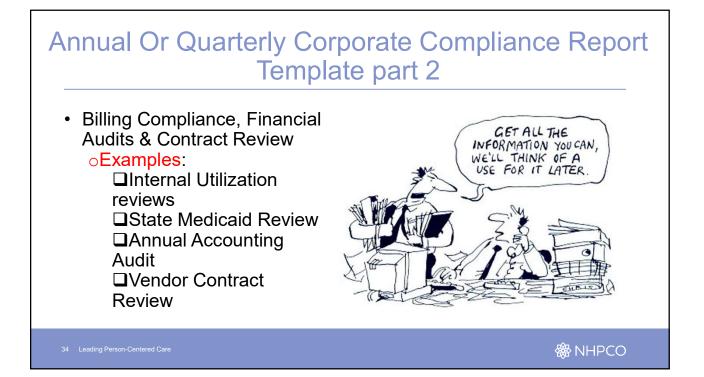








<section-header><section-header><list-item><list-item><list-item><list-item><list-item><list-item>



器 NHPCO

Annual Or Quarterly Corporate Compliance Report Template part 3

- Licensing, Accreditation & Safety Reviews / Inspections
 - This section should provide a list of any and all licensing and accreditation reviews, as well as safety inspections that occurred during the reporting period.
 - Examples:
 - □ Council on Accreditation (COA)
 - □ CHAPS/JACHO/ACHC
 - State Licensing Body / State Survey
 - □ State and Local Fire Inspections / Emergency Preparedness Participation
 - Health Department Inspections
- National Accreditation Status
 - This section provides a summary of the agency's current status with any of their national accrediting bodies. Should include the date(s) that any annual reports were submitted and if they were accepted.

```
35 Leading Person-Centered Care
```

<section-header><section-header><section-header><text><list-item><list-item><list-item><list-item><list-item><list-item>

🛞 NHPCO

Annual Or Quarterly Corporate Compliance Report Template part 5

- Risk Management
 - This section provides and overview of what the agency identifies as it's top ten risk. This should include a description of how those risk were identified and what the potential impact of each is. Finally, this section should describe the actions the agency is taking to mitigate the risk identified
 - Examples:
 - Threats to major infrastructure (electric, plumbing, facilities)
 - Threats related to technology
 - □ Threats to Security (physical and electronic)
 - □ Threats to Management and Leadership (policy, procedure, succession plan)
 - Threats to funding and financial stability
 - □ Threats related to the workforce

37 Leading Person-Centered Care

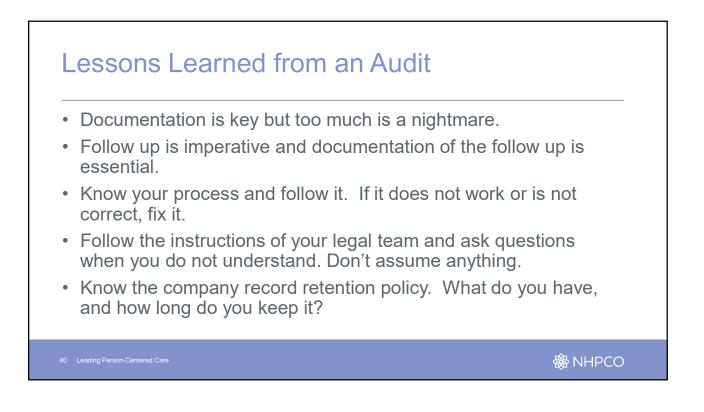


🛞 NHPCO

Annual Or Quarterly Corporate Compliance Report Template part 7

- Civil Rights Violations, Grievances (patient and employee), and Legal Issues
 - This section provides a comprehensive overview of any reported client rights violations and grievances (patient and employees). This section should describe the actions the agency took to investigate reports, findings of the investigation and steps to correct any wrongdoing.
 - This section also describes any litigation and /or legal concerns that the agency is facing or currently involved in.
- Other
 - This section provides opportunity to describe any other type of potential violation or concern that was reported during the year.
 - $\circ~$ This section also allows for a summary of any additional actions that agency has taken to mitigate future risk.

39 Leading Person-Centered Care



BANHPCO

Lessons Learned from an Audit

- Read everything sent from entity reviewing the records or conducting the audit.
- Read responses, briefs, etc. Ask questions.
- Results from contractor review are important.
- Appeals decisions are important.
- Corrective actions plans are important.

<section-header><section-header><section-header><section-header><section-header><section-header><section-header><text>

