

Assignment:



Ask Compliance committee members to wear the provided “Ask me” buttons to prompt team members to ask them about their work. Below are suggested topics with talking points.

This is a great opportunity to reinforce certain important messages identified by the committee. Consider using Who, What, When, Where, Why and How as the basis for your talking points.



Hotline

- Where to find the hotline number within your organization.
- It is anonymous. Caller is given a reference number to call back for follow-up if desired.
- Organization’s commitment to non-retaliation for reporting.
- Conduct full investigation on all hotline calls. Process, findings and resolutions are all documented.

Protected Health Information (PHI)

- What is PHI – examples of PHI (make it relevant to the individual who is asking)?
- Ways your organization protects PHI
 1. Role-based access to Electronic Health Records (EHR)
 2. Encryption
 3. HIPAA privacy and security policies (highlight certain policies i.e. mobile device, social media)
- How does staff protect PHI?
 1. Never share your password, key card/fobs
 2. Log off promptly from EHR
 3. Ensure all forms of PHI (written, electronic, verbal) are secure
 4. Use secure server when working remotely
 5. Timely reporting of any potential incident breach

Gifts

- Outlined in Code of Conduct and Gifts policy
- Review your gifts policy related to accepting gifts from residents, families and vendors
 1. Perishable or consumable gifts
 2. Will or trust
 3. Solicitation
- Review your gifts policy related to giving gifts to residents
- Cannot serve as a resident's executor, trustee, administrator, or guardian or provide financial services or act under a power of attorney for a resident

Disclosing PHI to Family and Friends

- Review HIPAA policy on Disclosure of PHI to Family and Friends
- Require written or oral consent from resident (Where is Request to Restrict the Use and Disclosure of PHI form located?)
- Give resident opportunity to object to the request to disclose
- To whom should all requests be directed?