Compliance solved.

stress not included.

Training • Assessments • Support

From Hiring to Firing:

How has your organization protected itself when a termination is necessary?

• Disciplinary Action?
• Employee Grievance?
• Strategies on hiring, firing, discipline, and employee morale (or even your own morale) will be shown in everyday situations.

Play the "H/R Manager" game and see how well you would have protected your practice.

From Hiring to Firing:

Get resources and develop strategies to protect your practice from that one disgruntled employee, that one OSHA incident, or that HIPAA compliance failure.

It's only a matter of time before one happens in your workforce and you had better be prepared. Formulate your plans with help from situations drawn from practices just like yours, with the same historic problems.

Now they're doing it right, and so can you.
Learning Objectives

1. Analyze your current hiring and firing policies to protect your practice.
2. Assess your vulnerabilities and how apply corrective measures, even to your current workforce.
3. Useful scenarios for everyday employee interaction, and educate your staff to reduce your risk.

Hello!

I’m Eric Christensen, Director of Client Services at Healthcare Compliance Pros. You can find me at eric@hcp.md

Ask Questions

This is your chance to learn from each other

“One person can set the tone in a group relationship in relation to the atmosphere, and experience.” 😊
The Practice Family

- We’re all just one big happy family, right? (Mostly?)
- How a practice evolves:

Here’s a scenario...

The Practice Family

- Could this happen in your organization?

Former Medical Biller Charged With 24 Counts in Identity Theft Case

A Los Angeles woman who worked for a medical billing company appeared in court Wednesday to face criminal charges alleging she stole the identities of hundreds of patients, but her arraignment was postponed.

Reon Jordan, 34, was arrested at her home and booked on suspicion of grand theft, burglary and unauthorized use of personal identifying information, according to a news release from Los Angeles County Sheriff’s Department.

Reon Jordan was arrested on suspicion of identity theft. (Credit: L.A. County Sheriff’s Dept.)

Maricopa County Medical Employee Stole Patient’s Credit Card Info

BY: ADI NEWS SERVICES  OCTOBER 9, 2013

Winfred Aurelius Dick Jr. and Brittany Davidson, both of Phoenix, have been arrested by Maricopa County Sheriff’s detectives on charges related to identity theft. Both are suspected of stealing the credit card information of multiple victims which they gained access to at their place of employment.

The investigation began in late September when Sheriff’s Captain Dave Letourneau noticed an erroneous charge on his credit card that was used to pay for someone else’s traffic fine in Glendale City Court.

Sheriff’s detectives immediately started an investigation and determined that one of the suspects was stealing credit card information at her place of employment, a medical billing firm which services the Scottsdale Dermatology Clinic.

Sheriff’s detectives working the fraud case served a search warrant to the home of Winfred Dick, where both suspects reside, and found evidence linking Dick and Davidson to the Sheriff’s Captain’s theft. They also found methamphetamine in Dick’s vehicle wrapped up in court paperwork. Dick is an employee at the Amazon shipping department.

Sheriff Arpaio said, “In a bizarre twist, we have a law enforcement official and a court involved in this...
From Hiring to Firing: Case Study:
What is the right and wrong way to hire employees? When to consult with professionals (head hunters and consultants)?

Are You Hiring Right?

What and more importantly, who are you looking for? Do you...

1. Use References and Background checks
2. Evaluate new employees early on, to make sure they are the right fit
3. Have employee contracts (what are the positive and negatives)
4. Have open lines of communication.
5. Enforce disciplinary standards through well-publicized guidelines.

Are You Hiring Right?

1. Know how to find new employees (networking, consultants, head hunters)
2. Have an onboarding with Policies and Procedures, are they right for your practice
3. Have clear and written expectations
4. Have a code of conduct
5. A Culture of Compliance

The Practice Family

• Or This?
Human Resources

Is there a buffer between practice administration and employees?

How do you handle the H/R functions in your office?

The changing workforce

- Millennials to Seniors—how do they differ, does job description matter?
- Do you use best practices and how?
- Do you use Documented Rewards and Corrective Action?

The changing workforce

- How much do you dwell on the positives and negatives?
- What are the responsibilities of the Practice Owners, Employees and Patient experience?
- Everyone can be their own Compliance Officer if they understand what it means.

Scenario...
Impacts!

“Tell me your stories”
They’re not all bad right?

The Poisonous Employee

- One happy family?
- Patient interaction?
  - Mitigation of bad employee/patient interaction
- Discuss:
  - Timely Corrective Action
- How do you deal with it?

Case Study

Do doctors sometimes need a time out?
How do you handle physician to employee interactions and disagreements?

Whistle Blowers

- FWA, Blowing up a small issue
- Policies to protect the employee and practice
- Audit Logs provide a useful tool for monitoring activity
- Retraining / Policy and Procedure
Firing: or when it all goes bad

- Do you Retain, Retrain or Say Good Riddance
- Culture fit
- How often to evaluate expectations before it's too late
- The unwritten contact (social contract)
- Are your processes in place?

Point of Impact

- RISK MANAGEMENT
- It’s time to get real

Termination Checklist

- Do you use one?
- How could it resolve your outstanding issues and protect your practice?

Case Study

- Let’s talk...
Now’s your chance, ask away...

Too shy? You can also:
Call me at 855-427-0427 or
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