

## COMPLY WITH REGULATIONS

### ACM MESSENGER TOOLKIT: Use Cases and Best Practices

North American healthcare providers must comply with various regulations to ensure safety and continuous quality improvement. These regulations are frequently updated, and new ones are introduced each year.

Failure to comply with these regulations can result in hefty fines, legal fees, damage to reputation, loss of business, and exclusion from government programs.

To mitigate these risks, healthcare providers need to increasingly focus on developing and implementing robust compliance programs. These programs help ensure that healthcare services like medical clinics and senior care facilities operate in compliance with regulatory requirements and offer patients and their families an added sense of security.

#### When should a care provider use communications for compliance and transparency?

Scenario(s)	Solution(s)	Benefit(s)	Result(s)
Individual updates such as: <ul style="list-style-type: none"> <li>- Care plan updates</li> <li>- Intake and discharge instructions</li> <li>- Medical emergency transfers</li> <li>- Fall with no injury and other</li> </ul>	<ul style="list-style-type: none"> <li>- Change in plans: send messages on any number of personal issues to patients/residents and their family members.</li> <li>(Feature: <a href="#">Direct Messaging</a> and <a href="#">Contact Types</a>)</li> <li>- Privacy and</li> </ul>	Adopting compliance technology will: <ul style="list-style-type: none"> <li>- Demonstrate to regulators your commitment to compliance</li> <li>- Increase staff productivity and overall satisfaction;</li> <li>- Reduce risks,</li> </ul>	When successful, your compliance program will result in: <ul style="list-style-type: none"> <li>- Better detection, tracking and response time for a compliance risk or breach.</li> <li>- Directly linked to</li> </ul>

<p>non-emergency events</p> <ul style="list-style-type: none"> <li>- Wound care advisories</li> <li>- Room change notifications</li> <li>- Emergency communications such as a medical outbreak</li> </ul>	<p>compliance: ensure the correct permissions have been given to respect privacy and trust (Feature: <a href="#">Consent Management</a>)</p> <ul style="list-style-type: none"> <li>- Patient journeys: follow patients from their move-in, to discharge in order to share and gather information (Feature: <a href="#">Status</a>, <a href="#">Message Types</a> and <a href="#">Attachments</a>)</li> <li>- Templates for all scenarios: provide updates without worrying about crafting your messages (Feature: <a href="#">Template Library</a>)</li> </ul>	<p>ensure compliance and help you pass audits</p> <ul style="list-style-type: none"> <li>- Automate manual processes (such as record keeping) that can automatically prevent non-compliance in areas that were once rife with infractions</li> </ul>	<p>star ratings, reviews, reputation and creating a competitive edge</p> <ul style="list-style-type: none"> <li>- Less hours spent on preparing, sending and responding to compliance related communications</li> <li>- Returning time to care (decrease in overtime hours and administration)</li> </ul>
<p>Team collaboration updates such as:</p> <ul style="list-style-type: none"> <li>- Care plan emergency action or revisions</li> <li>- Medical emergency transfer</li> <li>- Fall with no injury and other non-emergency events</li> <li>- Wound care advisories</li> <li>- Personal care updates (or inability to complete)</li> </ul>			

**How should a care provider assess a compliance program?**

The environment of a care facility is in a constant state of flux, with frequent updates to regulations, guidelines, and policies that must be effectively conveyed and understood.

**Ten tips to managing a healthcare compliance program:**

1. **Conduct a comprehensive risk assessment:** A thorough risk assessment helps to identify areas where compliance risks are most likely to occur, allowing healthcare providers to prioritize compliance activities and resources.

2. **Develop and update written policies and procedures:** Written policies and procedures provide clear guidance to staff on what is expected of them and help to ensure consistency in compliance efforts.
3. **Provide regular training and education:** Regular training and education helps to ensure that all staff members understand their compliance obligations and how to meet them.
4. **Establish effective lines of communication:** Effective communication channels, such as hotlines and reporting mechanisms, enable staff to report potential compliance issues and concerns.
5. **Conduct internal audits and monitoring:** Regular internal audits and monitoring can identify areas where compliance risks may exist and help healthcare providers to implement corrective action.
6. **Implement appropriate corrective action:** Corrective action is critical when potential or actual compliance issues are identified. Healthcare providers should have a plan in place to address identified issues and implement changes to prevent future non-compliance.
7. **Ensure appropriate documentation:** Proper documentation is critical to demonstrating compliance with laws and regulations. Healthcare providers should maintain accurate and complete records of their compliance efforts.
8. **Conduct due diligence on third-party vendors:** Healthcare providers should perform due diligence on vendors and business partners to ensure that they are compliant with all relevant laws and regulations.
9. **Stay up-to-date on changes in regulations:** Healthcare providers must stay current with changes in regulations to ensure that their compliance program remains effective and up-to-date.
10. **Establish a culture of compliance:** A culture of compliance emphasizes the importance of compliance and ethical behavior at all levels of the organization. This includes setting a tone from the top and promoting accountability for compliance throughout the organization.