

COMPLIANCE TODAY



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COMPLIANCE INSTITUTE 2003



INSIDE

- 2 Leadership letter
- 3 On the calendar
- 5 HIPAA readiness survey results
- 6 Are you ready?
- 8 Payor/managed care SIG update
- 11 Home care SIG update
- 13 Sarbanes-Oxley Act, Part 2
- 16 Meet William N. Whatley
- 17 FYI
- 18 CEO's letter
- 19 CI 2003 Q&A
- 21 Back to Basics

Letter from the CEO

ROY SNELL

**A friend
in need...
indeed!**

HCCA recently ended a contract with an association management company and have hired our own staff. Sixty days ago we started our new office. We started the transition 30 days before that. The transition was done at a mind-boggling pace for several reasons, but one of the main benefits has been that it saved the association money.

In the first thirty days we selected a new software system and began converting our membership data. We found office space, furniture, and the necessary office equipment. We began the development of a benefits package and started hiring staff. On October 1st we took our first phone call.

The HCCA office receives between 80 and 150 calls a day. The most difficult thing to do well on day one was to follow up on all those calls. The first few days were hard but it is going much better now.

What made the transition even more challenging is that we had to coordinate seven meetings in our first 60 days, Washington DC, Atlantic City, Atlanta, San Francisco, Philadelphia, Redmond, Washington, and San Diego. The new staff has done a remarkable job but we could not have done it without the help of the HCCA Board of Directors. They have all helped in one way or another. The single greatest decision the Board made was to ask Greg Warner, our Immediate Past President, to manage the transition.

When it came time to get furniture, Greg rented a U-Haul, drove to the Mayo Clinic warehouse loaded up four desks and a dozen chairs and drove them to Minneapolis. He took vacation time to come up to Minneapolis for job interviews and office space visits.



The single greatest contribution Greg made to the transition was assisting with the decision making. The number of tasks that had to be performed was staggering but the number of decisions that had to be made was even greater. Many decisions had to be made in a very short period of time. Greg was at the other end of the phone any time we needed him. It is hard to describe how helpful it was to have someone so experienced to bounce things off of.

Greg's five years experience managing Mayo Clinic's Human Resources Department were invaluable. His 25 years in administration was helpful as we set up our policies and procedures. When he helped with decisions in areas where he had limited experience, he would run me through a series of questions that made the right decision jump out at us.

Part of the reason this seemingly impossible transition was successful, and frankly enjoyable, was because of his assistance. This could have been and probably should have been terrifying. It was not. Thanks, Greg.

There is not enough space in this newsletter to tell you about all of the things the Board and Greg have done. For those of you who want the unabridged version come to the Compliance Institute in April—I will be telling stories all day and night. ■

