



HEALTH CARE
COMPLIANCE
ASSOCIATION

COMPLIANCE TODAY

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Interview with Janet Rehnquist



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Letter from the CEO

ROY SNELL

The Compliance Academy: Beyond the Call of Duty—Thanks, Steve

I don't know who thought of the idea of having a Compliance Academy but they were onto a great idea. I would like to, and usually do, take credit for good ideas because I was usually around when it was first discussed and have a self-aggrandizing memory. This time however, I am fairly sure someone else deserves the credit—I just don't know who first suggested the idea. The Academy has been well received and it is getting better all the time. We are in our 4th year and last year we added a new Advanced Academy developed for compliance veterans.

Individualized training

For those of you who have not attended an Academy it is different than most compliance training because it has a reduced class size of about 60 (give or take 10) with four full days of training. About half of the four days the students are split into two groups and faculty repeat their sessions. These groups are often split into smaller groups of about five people for case studies review. The bottom line is that students get involved and have an opportunity to discuss the issues they are personally dealing with. Students also get to hear potential solutions and innovations from their peers.

Networking

One of the most significant benefits of the Academy is that the students learn together for four days. They eat breakfast, lunch and dinner with their peers. They take breaks with their peers. They meet after dinner with their peers. By the end of the four days they know each other by name and have discussed complex issues and problems pertinent to them. You "kinda gotta be there" to understand the feeling, but it is a wonderful experience to go from a job that can be a little isolated to bonding with "brothers and sisters in battle." This is the very reason the HCCA was started. Just to give you some idea about the bonding that occurs - the first group to attend the Advanced Academy last year insisted on having a reunion. Students have people they

can call on throughout the year—people they know can help them with their issues.

The cream of the crop

A Dean is selected for the Academy; they develop a content outline and select faculty. They call on the most successful compliance professionals in the field. We have had over 1,000 speakers at various HCCA events in the last six years so the Academy represents some of the best. Evaluations facilitate the replacement of topics and faculty that are deemed not worthy by the students. It doesn't matter who the faculty member is, if the Dean and the students think they or their topics are not appropriate they can be replaced. We once replaced a faculty member who was a founding President and CEO of the HCCA with another faculty member. And I have not been asked back since.



Beyond the call of duty

The Dean and the faculty take the Academy very seriously. Steve Vincze, a veteran Academy faculty member had a small problem getting to the Academy in Los Angeles in February. He started out the day before his presentation driving three hours to Atlanta to catch a flight through Denver to LA. In Denver there was some maintenance problem with the plane, it was late and all the other flights to LA were full. Steve hopped in a 4x4 vehicle and drove an additional 16 hours to LA and arrived two hours before the presentation without his luggage. If he had waited to get his luggage from the airline he would not have made it in time. The hotel helped him get some clothes, he facilitated his class and got an ovation from the students. Thanks Steve.

Things work better when people care

The Deans of the Academy take their job very seriously—making sure that current topics are covered by experts in the field. The faculty take their jobs very seriously and prepare a 500 page workbook. The students' contribution and participation is impassioned. The HCCA staff makes sure that all of these people have a positive environment to conduct their business. Students receive a copy of the *Health Care Compliance Professionals Manual* published by Aspen Publishers, and HCCB certification testing is now available onsite after the Academy. The Academy works because people care. ■