

An HCCA Audio/Web Conference

August 29, 2008

Still in the Dark?

Reporting Meaningful Metrics to the Board



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To assist the board in its role of oversight and monitoring of the ethics and compliance program, compliance officers strive to provide vital information and to engage the board of directors in a productive discussion. Board members are extremely busy and should not be burdened with too much detail and all the complexities faced by the program.

But, do the typical summaries of compliance training completion rates, hotline call summary data, coding accuracy rates (for healthcare), etc., provide a meaningful story on the state of the program? Measuring program performance is a challenging task and the board needs to know the efficiency, responsiveness, and the degree to which the compliance program is meeting its objectives.

In this session, we will discuss various types of quality non-financial performance data that can provide valuable insights into the operations and impact of the compliance program. Ideas on metrics that are predictive and actionable will be explored. Also, approaches will be covered for presenting such metrics in a manner that is simple, humorous, yet memorable to board members with short attention spans.



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