



# Compliance

## TODAY

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by Roy Snell, CHC, CCEP-F

# Cathy Boerner: A hidden gem in a sea of compliance professionals

*Please don't hesitate to call me about anything any time.*

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On occasion I like to write about people. Others would advise against it. Their logic is if you can't say something nice about everyone, don't say anything nice about anyone because you could offend others. That is precisely why there is so little recognition. I write this knowing full well that there are countless wonderful people in our profession that I will probably never get a chance to write about.



Snell

You will all enjoy the most remarkable fact about Cathy Boerner: She is the first one of you to tell me I was wrong. Thousands have followed

in her footsteps, but she was the first. I met Cathy very early on in my career. I was really focused on one risk area as a compliance officer: healthcare billing. Although it was probably 80% of our risk, she told me I was wrong not to look at all risk areas constantly. Although it took me a while to catch on, she was right.

The other thing that is notable about Cathy is that she is the most effective person I know at evaluating the effectiveness of compliance programs. She is focused, has a system, and leaves people with a manageable amount of work to do until the next time they

look at their compliance programs' effectiveness. Others don't know what's important, so they tell people everything is important; and if everything is important, then nothing is important. There are very few people who can help a company spend its compliance resources more effectively than Cathy. She understands that every organization is so very different in its needs, resources, political climate, compliance maturity, etc. She has a great sense of how much is possible. I have said for many years that effectiveness measurement is the Holy Grail of compliance, and she is at the top of the heap.

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Cathy and I go way back. She is friendly and direct. You can learn something from someone who is honest but doesn't end every sentence with the implication that "you are a fool." She likes debate. It comes easy. As an attorney she has honed her skills well and respects and enjoys a proper and honest exchange of ideas. She is focused and gets her work done. She isn't much for the "Hey, look at me" stuff and stays out of the limelight, because she is busy accomplishing things. This is why so very few people reading this know her. Cathy is a hidden gem in a sea of compliance professionals. 🍷