

Tips for Making Your Compliance Training Memorable

HCCA Minneapolis Regional Compliance Conference
September 14, 2018



**Cindy
Matson**

Executive Director, Compliance
Cindy.Matson@SanfordHealth.org

DISCLAIMER

- This presentation is not medical, legal, accounting, regulatory, compliance or reimbursement advice.
- All sample documents provided are for informational purposes only.
- You should consult with your own experts when developing programs and policies.
- Opinions offered during this presentation are my own and not a representation of Sanford Health or HCCA.
- This presentation is not a promotion of any service or product.



About Sanford Health

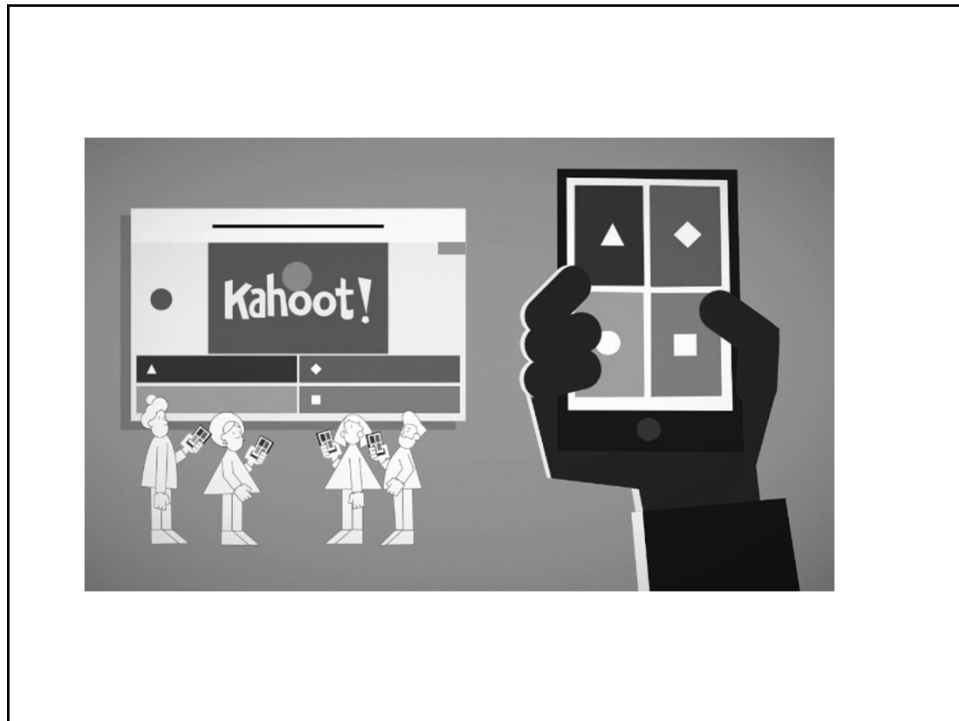
Sanford Health is one of the largest health care systems in the nation, with 44 hospitals and nearly 300 clinics in nine states and four countries. Headquartered in Sioux Falls, South Dakota, and serving the Upper Midwest, with nearly 1,400 physicians, Sanford Health is dedicated to several initiatives, including global clinics, genomic medicine and specialized centers researching cures for type 1 diabetes, breast cancer and other diseases. Sanford Health has 28,000 employees, making it the largest employer in the Dakotas. Nearly \$1 billion in gifts from philanthropist Denny Sanford over the past decade have transformed how Sanford Health can improve the human condition. For information, visit sanfordhealth.org.

Objectives

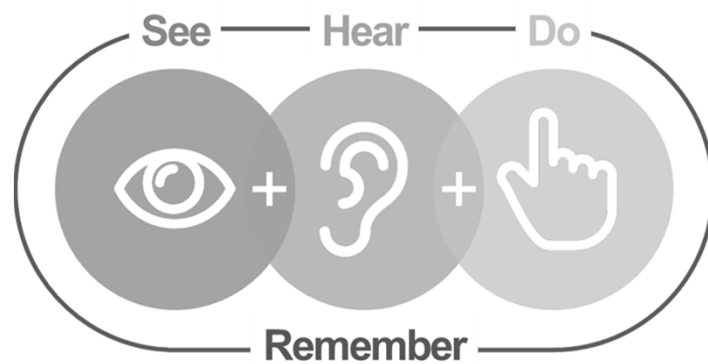
- Who, what, where when?
- Training approaches and deployment strategies
- Get creative! Examples of a variety of training tools



- Use your cell phone or mobile device
- Connect to WiFi
- Password
- Go to [Kahoot.it](https://kahoot.it)



How do people learn?
DIFFERENTLY



Why do people learn?

- All employees are self-motivated life long learners
- What motivates people?
 - Fear for self
 - Fear for business
 - Noble cause
 - Competitive edge

What is your goal?



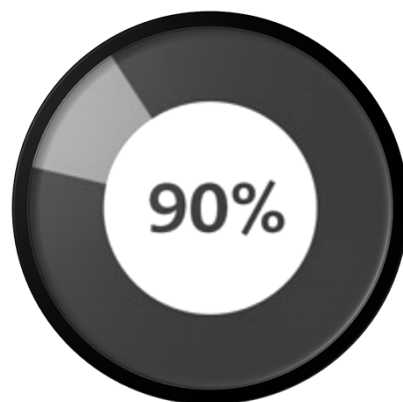
Bring Value



- What is the risk?
- What is the business process?
- Train on tasks not on risks
- What does success look like?

Simple & Clear

- Identify 1 to 3 objectives that will make a difference
- Give a 90% solution
- Provide a resource for the 10%



Action Oriented

- What do they need to do?
- When do they need to do it?
- How can they do it?

READY, SET, GO!

“Cornered by Compliance”



Design

- Keep it simple!
- Limit to one idea per slide
- Tell stories
- Interact as much as possible
- Gamification
- Application of knowledge

Corporate Compliance Overview Do the Right Thing

Think before you act!

Sanford's Code of Conduct cannot cover every situation. Before you act, ask yourself:

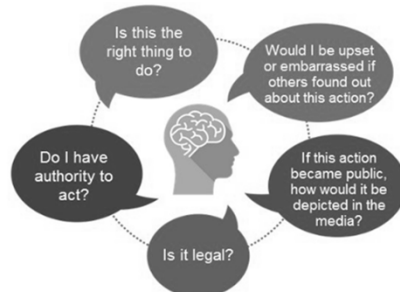
- Is it legal?
- Do I have the authority to act?
- Is it the right thing to do?
- Would I be upset or embarrassed if other people found out about this action?
- If this action became public, how would it be depicted in the media?

Or would you rather look at this?

Compliance Overview
Do The Right Thing

Think Before You Act

Sanford's Code of Conduct cannot cover every situation. Before you act, ask yourself:



DrAfter123/DigitalVision Vectors/Getty Images

simon2579/DigitalVision Vectors/Getty Images

< BACK    NEXT >

What does success look like?

Compliance Overview
Do The Right Thing

Congratulations!

You have earned a **GOLD MEDAL** in compliance!
Your completion has been recorded. You may close
the course.



simon2579/DigitalVision Vectors/Getty Images

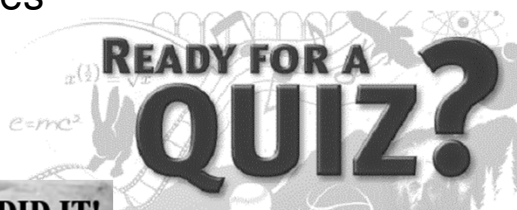
< BACK



NEXT >

Measure it!

- Completion Rates
- Knowledge



Metrics on Business Process



Did it have an effect?



1. Does what I learned today apply to my job?
2. Will what I learned today change the way I do my job?

What ideas do you have?

