

# Compliance managment

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Compliance Management An Assignment Submitted by of Establishment XXXX, Section XXXX, Spring Compliance management is concerned with the identification of applicable requirements of the organization in the field it is operating in, assessment of present compliance, assessment of potential outcomes of non-compliance and recommendation of measures and strategies to address compliance problems as well as avoid reoccurrence of such problems (Lekatis, 2012). In most organizations, numerous things get to be considered including regulatory requirements that will often branch into numerous departments making it hard for a single manager to comprehend. Applying compliance management would ensure that accidental violations of contracts, regulations, policies and strategies are avoided. In this way the organization or institution gets to limit damages and manage the risk posed by non-compliance.

In the compliance management scenario some regulations and policies were violated. The patient's health information is expected to be handled confidentially but Mr. Stephen's health information got passed on to his family members and its privacy was lost. In addition there is the issue of information storage that was handled incorrectly. As a result, the phone number indicated in the patient management system that could be used to reach Mr. Stephens is different from the one in the electronic health records. The first step that the compliance management officer would do is to ensure there are documented details of the entire scenario for clarity purposes. It would then be recommendable to assess the extent of damage in order to ascertain the appropriate next step which would in this case be compensation of Mr. Stephens to avoid litigation. However, if Mr. Stephens was to refuse the offer, then the clinic legal advisor would have to be

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contacted to engage in the legal dispute.

This scenario is a violation of compliance as the organization regulations require patient information to be handled with care. Non-compliance here applies when the health records of the patient get mixed up and the health information of the patient gets passed on to the wrong recipient. Regular review of patient information would ensure that incorrect entries are identified and corrected therefore avoiding an occasion where patient information gets passed to the wrong person (Lekatis, 2012). In addition, an appropriate framework should be developed that would ensure clinical staff are taught on compliance and on better clinical documentation ways. In the workflow, key compliance issues, such as confidentiality and caution when handling patient information, should be published and repercussions of violating these rules stated. In this way the clinic staff would be aware of the main areas to approach with extreme caution.

Denise made the error of stating patient information on an answering machine. If she had been taught compliance behaviors such a mistake could have been avoided. The HIM could be given the responsibility of teaching compliance behaviors. The HIM could formulate a schedule and group the clinical staff in teams that could be taught the necessary regulations, rules, and policies that they have to comply with. The clinical staff could also be taught on better ways of documenting patient information. During their documentation process, they should input personal information, address details, and contact numbers with caution to avoid input of wrong information. When they document information they should safeguard the confidentiality of the patient's information. In addition, they should put service, welfare, and health of the patient before their self-interest. Informed <https://assignbuster.com/compliance-managment/>

consent would help them on when to pass on information of the patient and release information.

In conclusion, organizations and institutions are exposed to numerous risks in the event regulations and policies are violated. Compliance management would prevent the occurrence of disputes arising from non-compliance. The clinical staff can be taught on compliance behaviors to avoid their making related mistakes. The health information management department could take the responsibility of coordinating teaching of compliance behaviors.

#### Reference

Lekatis, G. (2012). Understanding risk management and compliance. New York, NY: McGraw-Hill.