

# An Easier Way to Manage Compliance

## *Toolset Helps Healthcare Organizations Track Compliance*

Healthcare organizations have a universal challenge to contend with – tracking compliance and managing multiple regulatory requirements which frequently overlap. With their product **The Compliance Tracker Toolkit™**, Brickhouse Martin Healthcare Engineering (B•MHE) has developed a solution.

### **Customized Support for any Healthcare Organization**

This database tool was developed to help hospice organizations track their regulations and levels of compliance. The tool can be customized for any sector of the healthcare community and customized further for each specific client's unique requirements.



The end result for users? Simplification and consolidation of the many administrative tasks related to the tracking of compliance and regulations that currently are paper-based, time-consuming, inefficient, and prone to error.

### **The Challenge**

Pat Bishop, RN, MSN, director of Patient Care Services at Blue Ridge Hospice in Winchester, Virginia, was searching for a solution to help her deal with the challenge of performing self assessments and tracking compliance with multiple regulatory agencies.

“We are a mid-sized hospice serving over 200 patients a day. Managing compliance is just one of our staff’s many daily responsibilities,” said Bishop. She explained that her team was looking for a process that would allow staff to readily access the self assessment of compliance, locate supporting documentation, and prepare for unannounced surveys. “We looked at tools available in the industry and found nothing that provided a comprehensive solution,” she said.

So Bishop enlisted B•MHE to help her organization with these issues:

- Multiple sets of regulations
- Overlapping requirements across regulations without a cross reference
- Paper-based reference materials
- No automated tracking of needs and accomplishments
- Reliance on one staff member for compliance information
- Concerns about staff access to information during unannounced surveys

### **The Solution**

With their clients’ requirements in mind, B•MHE developed the Compliance Tracker Toolkit™ to:

- Combine multiple regulations (even from all 50 states, if needed) into one database, allowing cross-referencing
- Enable staff to search one or all regulations by key words
- Facilitate documentation of self-assessments of compliance levels
- Record compliance assessments using a color-coded scorecard and enable the consolidation of all specific scorecards into a corporate level scorecard for overall compliance
- Improve internal processes for identifying regulatory requirements and tracking compliance
- Provide a tool for researching regulation implications
- Help monitor staff accountability for compliance
- Serve as a catalyst for compliance process improvement

In addition to the standard features included in the toolset, the system is easily customizable to include an organization's specific performance and quality goals and provides printable reports of results.

“The Compliance Tracker Toolkit™ is a user-friendly application, necessitating only minimal user computer skills, making it simple for most staff to use,” noted Sharon Brickhouse Martin, B•MHE president.

And this was the mix of functionality and usability that Bishop's organization needed. With B•MHE's solution, Bishop's staff can readily access the self assessment, locate supporting documentation, and prepare for unannounced surveys.

As the product is easily customized and can be tailored to include regulations from all 50 states, it has the potential to help many other healthcare organizations. “I am very excited about this toolkit because I see it as a solution for many of the regulatory challenges that face our hospice organizations,” said Susan Hogg, executive director of the Virginia Association for Hospices.

### **A Customer-focused Delivery Process**

The Compliance Tracker Toolkit™ is installed in collaboration with an evaluation of compliance processes within an organization. As with any technology, it is only part of the solution that ultimately involves changes in processes and behaviors. B•MHE uses the following methodology involving people, process and technology when addressing the compliance challenge for new clients.

1. **Planning:** A fact-finding planning session enabling the B•MHE staff to assess the needs of the organization, including but not limited to, developing an understanding of current compliance related processes used by the organization, establishing any database needs, drafting designs of reports to be generated by the database, and establishing a project timeline.
2. **Design:** Evaluation of the current compliance-tracking processes at the organization, identifying areas for improvement, and finalizing the design of the compliance-tracking section of the database.
3. **Build:** The customized build of the regulatory database; loading the specific regulations applicable to the organization.
4. **Test and Implement:** B•MHE staff test the database first by simulation and then by actual client use. They then install the toolkit on the client's network and provide training to staff.

5. Follow-up: Before the project is considered complete, B•MHE establishes update and support agreements to ensure full customer satisfaction is achieved.

After implementation, B•MHE continues to support the client with quarterly updates. The company is also pursuing options to make the compliance tracker available to clients via the Internet.

### **Managing the Momentum of Change**

B•MHE has a 16-year history of helping healthcare clients manage the momentum of change happening in the industry. This Compliance Tracker Toolkit™ is their latest solution for addressing the industry's evolving regulatory needs.

“We take pride in providing personalized customer service and working closely with clients as an extension of their internal operations,” said Martin. And that close relationship and commitment to customer satisfaction ensures that B•MHE's services are carefully tailored to meet each client's unique needs.

*For more information about B•MHE, including the Compliance Tracker Toolkit™, visit [www.brickhousemartin.com](http://www.brickhousemartin.com).*