Catherine, CCO

"Trying to keep our organization's name out of the headlines is my greatest concern, along with making sure we don't get hit with huge fines or a CIA."

ABOUT

Hospital	City Health System – 400 beds
Department	Executive
Experience	4 years as CCO
Shift	Day, 9-5
Patient Load	None
Education	Masters
Age	52

As Chief Compliance Officer, Catherine oversees the Compliance program, functioning as an independent and objective body that reviews and evaluates concerns/issues within the organization. She is accountable to the Board for monitoring and reporting the results of their compliance program. She must ensure the Board that employees are following regulations and the organization's Code of Conduct. Catherine also coordinates departmental risk assessments. She is trustworthy, has good judgment, and is confident in her abilities.

Greatest challenges:
- Staying up to date with regulations
- Organizational compliance
- Gathering the support of the Board and CEO for compliance initiatives
- Training the Board
- Creating an *EFFECTIVE* compliance program
- The protection of revenue with the avoidance of illegal activity

Resources she needs most from HSTM:
- Compliance training to minimize risk
- Courseware updates when regulations change
- Documentation of staff training completions for audits
- Policy and procedures document repository with staff attestation

What excites her:
- Compliance education that instills a culture of compliance throughout all levels of the organization
- 100% training completion rate
- Effective audits
- No breach incidents
- Facility in compliance with regulations
- Staff in compliance with Code of Conduct

What workflows she engages in *most*:
- Email
- Many in-person meetings
- Research – regulatory updates
- Policy review and updates

Confidence in her job

Tech and Search skills

Stress

Mobile usage

TECHNOLOGY
- PC at her desk
- Laptop she brings to meetings and home
- iPhone
- iPad

RESOURCES SHE CAN ACCESS
- Organization's Intranet
- Microsoft Office
- HealthStream
- HCCA Membership
- OIG guidance documents
- Federal regulations

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