

Policy & Procedure Management for HIPAA



The Background

Today's Health care providers face monumental tasks. Hundreds or thousands of employees deployed over a large national or multi-national territory must keep informed of existing or new corporate policies and procedures. Individual departments in an Enterprise have their own rules and guidelines that must be read and understood by departmental members. Special events, training activities, and such must be communicated to staff. The HIPAA Privacy regulations must be disseminated to "need to know" personnel.

The challenge that Compliance Managers face is not only to disseminate corporate policy and regulatory information in a timely manner—and distribute to those who need to know—but also to ensure that the recipients receive, read and understand the content of the new or revised Procedures.

Traditional methods of distributing Corporate Policy and HR documents such as paper based Policies & Procedures Manuals, Corporate Intranet or Email, simply cannot address these requirements. Furthermore, traditional methods are unable to provide any analysis of the compliance and understanding status throughout an enterprise.

Best practices now require that understanding and compliance be an embedded part of corporate culture; demonstrable and proactive. Having policies, having procedures and having good intentions is no longer sufficient.

The Solution

CONFORM bridges the gap between good intentions and demonstrable actions, by automating and monitoring in real-time, the cycle of authorized creation, distribution, audit and testing to support the enforcement of Regulatory and Operating Procedures such as 45 CFR:164.

Document distribution rules may be set detailing the time by which information should be read and actions taken. A test, if appropriate, can be taken and in the event of test failure or inaction, the automated escalation process will come into force.

New employees automatically receive all corporate-wide New Hire policy documents, as well as any documents directly related to their Department and specific job functions. CONFORM then monitors their reading and understanding of these policies. Furthermore, as employees move to different departments within the Hospital, any policies or documents associated with that new department are automatically delivered to their InBox.

CONFORM handles new versions of policy and procedures by archiving old versions for compliance purposes, while distributing new revised versions to appropriate employees and departments.

The intended recipient would be notified by email of the availability of a new document within CONFORM, and provided with a link to view it (in tamper-proof PDF format), and any associated test.

CONFORM's archive element provides Governance Directors and Compliance Officers with access to employee history, in terms of compliance testing and results. Every action or inaction is audited, providing Directors and Department Managers with the invaluable ability to accurately understand the comprehension and compliance status throughout the enterprise, and to drill-down to establish in advance, areas of potential risk.

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