Reference
Office of the Inspector General Program Guidance for Hospitals

Applicable To
All employees involved in the maintenance and distribution of the Compliance Plan and Standards of Conduct booklet of Gundersen Palmer Lutheran Hospital and Clinics hereafter referred to as “GPLHC”

Detail
A critical element of GPLHC’s Compliance Program is effective communication/education of the Compliance Plan and Standards of Conduct to all employees, staff and others at GPLHC. Each Board member, newly hired employee, resident, student and volunteer shall receive a copy of the Compliance Plan and Standards of Conduct booklet from GPLHC Compliance Specialist which is part of the orientation process. At the time of hire, new employees receive Compliance Plan and Standards of Conduct computer based training. All existing employees, medical and associate staff, residents, students, and volunteers shall receive education on the Compliance Plan and Standards of Conduct on an annual basis.

Implementation
The Director of Compliance/Compliance Officer for Gundersen Regional Hospital Affiliates, or his/her designee, is responsible for developing the Compliance Plan and Standards of Conduct curriculum so that all employees, medical and associate staff, residents, students and volunteers are effectively educated on the Compliance Plan and Standards of Conduct.

1. Compliance Plan and Standards of Conduct education, at a minimum, will include information on the following aspects of the Compliance Program:
   a. Purpose of the Compliance Program;
   b. Identification of the Gundersen Vice President, Compliance and Gundersen Director of Compliance/Compliance Officer for the Regional Hospital Affiliates;
   c. Review of the Standards of Conduct;
   d. Communication channels (Hotline);
   e. Expectations for reporting compliance concerns;
   f. Non-retaliation Policy;
g. Medicare Compliance (Fraud, Waste and Abuse); Information regarding the False Claims Act and other information as required pursuant to the Deficit Reduction Act of 2005;

h. Acceptance of gifts; and

i. Identity Theft Preventions Program.

2. Educational materials will be developed to facilitate compliance education and to ensure that a consistent message is delivered to all employees.

3. Educational materials will be standardized to evidence that everyone attending a compliance education session receives the same instruction.

4. Employees will be provided with the opportunity to seek clarification or more information on any aspect of the Compliance Program.

5. Attendance by new employees will be monitored through the signing of the acknowledgement card located in the Compliance Plan and Standards of Conduct booklet. New employees who fail to attend a compliance education session will be reported to their direct supervisor, and they will ensure that such employees complete the required mandatory education.

6. Attendance by current employees will be monitored electronically when such education is offered through a computer based program, or may, if necessary, be monitored by attendance rosters and/or ID badge swiping if the education is presented in an auditorium setting.

7. Each member of the Board of Directors will be educated annually on the Compliance Program when the Director of Compliance/Compliance officer presents the Annual Report of Compliance Activities.

8. The Director of Compliance/Compliance Officer, or his/her designee, is responsible for submitting periodic reports to the Compliance Operations Committee and the Board of Directors regarding the Compliance Plan and Standards of Conduct education.

Reviewed/approved by GPLHC’s Compliance Operations Committee: November 10, 2015