Welcome to University of Iowa Health Care

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New Provider Orientation
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Role of Counsel

• Counselor, not decision-maker
• Represent the institution
  – ALL of UI Health Care, including UI Hospitals and Clinics, Carver College of Medicine, and UI Physicians
• Integrity, confidentiality, trust
• Decisions made by the right person at the right time
• Achieve strategic objectives while minimizing risk
• Best outcome given available resources
• Brainstorming resource
Role of Counsel

• Attorney-client privilege
  – Confidentiality
  – E-mail: “I am seeking your advice regarding . . . .”

• Documentation
  – Statements against interest
Role of Compliance Officer

- Policy oversight
- Coding and billing integrity
- Conflict of interest with industry
- HIPAA privacy
- Implementing laws and regulations in consultation with legal counsel
- Making sure all the bases are covered
- Communicating concerns
- Risk identification and mitigation
- Resource for who, what, when, and why
Your Role

• Be an issue spotter
• Be a partner
• Be an early intervener
• Be a creative, flexible problem solver
• Be a reader
• Be a teacher
What do I do if I . . . ?

- Receive a subpoena, government investigation, attorney calling me
- Have a question about a law
- A patient or family is upset
- Not sure how to talk to a patient or family member
- Need a contract
- Have a conflict of interest question
- Have a policy question
- Have a Joint Commission or accreditation question
- Have a HIPAA or privacy question
- Think a patient may have been harmed or our care team made an error
- Want to report a compliance or other concern
Patient Privacy Program

• Oversees and implements a comprehensive program to meet laws and regulations related to the Privacy Rules of the Health Insurance Portability and Accountability Act (HIPAA)
• Investigates complaints related to suspected privacy breaches
• Oversees proactive patient privacy monitoring system
Patient Privacy Program

• Joint Office for Compliance receives alerts when staff members modify or change their own medical records such as when they:
  – Create office visits with themselves as attending providers
  – Charge for these visits as billing providers
  – Add and/or remove their own diagnoses
  – Order their own medications and tests
  – Documenting their own patient education

• Joint Office for Compliance receives alerts when staff members access, modify, or change the medical records of household members, co-workers, supervisors, or VIPs without authorization.
Am I covered for that?

• What happens if something does go wrong?
Questions?