



**SIMPLIFYANCE™**

Compliance Made Simple

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# **CONTINUOUS COMPLIANCE**

**OVERVIEW**

# INTRODUCTION

Compliance work can be anxiety-producing. Regulations and accreditation standards can be difficult to understand, and leaders in behavioral healthcare rarely have the time to sift through all the complex requirements their organizations are held to. Healthcare professionals often worry about complying with the requirements they know exist and worry even more about what requirements may be out there that they are not actively tracking or may not even be aware of.

Because of the importance of quality care, healthcare will always be heavily regulated. In fact, in many states, regulation and oversight are becoming more stringent, and the penalties for non-compliance are steeper, as government agencies and other third-party payers implement more quality-based requirements.

Additionally, compliance work must be done at every type of behavioral healthcare organization regardless of size. Smaller organizations often struggle to figure out how to meet compliance obligations with fewer resources than are available at larger providers.

At Simplifyance, we believe that it's our job to make compliance simple and manageable for organizations of any size. We bring our knowledge of regulations, accreditation standards, and best practices to every client we work with and update our work as regulations and standards change. Quality and Compliance solutions are curated to each organization's individual needs, making it possible for organizations to access a level of expertise that might not otherwise be accessible. As more organizations expand their focus on compliance, many are turning to Simplifyance as their value-based compliance solution.

## What Our Clients Are Saying

*"Simplifyance has improved our time management in regard to regular compliance responsibilities which has allowed us to be more able to start and complete projects that, in the past, have been delayed. It has also improved our overall insight into what we do in operations that is effective, and where we need to improve."*

**Alex Collins**

# Value Based Care & Value Based Compliance

Behavioral healthcare organizations are all too familiar with the concept of value-based care. Discussions about the shift from reimbursement based on the volume of services provided to one based on the value of care are common amongst behavioral healthcare professionals.

The purpose of this paper is to discuss a value-based compliance solution for these organizations and professionals.

Value-based care is a popular concept because it seeks to refocus the goals of care delivery in ways that create a better and more cost-effective experience for consumers.

The value-based compliance solutions offered by Simplifyance are ideal for organizations that are looking for ways to extend the logic behind value-based care to other aspects of behavioral healthcare delivery as well as additional opportunities to lower costs and deliver more value.

Simplifyance offers an array of value-based compliance solutions, including:

- Project-Based Consulting for Licensure and Accreditation
- Compliance Software
- Continuous Compliance Services

The purpose of this paper is to describe the Simplifyance Continuous Compliance Services Solution.



# OUR CONTINUOUS COMPLIANCE SERVICES SOLUTION

Behavioral healthcare compliance is something that should be addressed proactively, however, organizations are also required to react to everyday compliance challenges. A healthy compliance program consists of both proactive planning to prevent compliance issues from occurring, and effective response when they inevitably do.

The Simplifyance Continuous Compliance solution helps organizations develop these proactive compliance processes and provides real-time support with compliance issues whenever and however they arise.

We collect data, conduct analyses, and build processes that give our clients visibility into their compliance positioning. We offer a spectrum of services that range from working to build long-term performance improvement objectives around compliance, to assisting with managing incidents and performing regulatory reporting when issues arise.

Because both proactive and reactive compliance work is essential for organizational success, the Simplifyance Continuous Compliance solution addresses both proactive and reactive compliance domains. Below is an accounting of the services offered by Simplifyance in each domain.

## Proactive Domains

The domains listed below detail areas that Simplifyance Continuous Compliance experts work with your staff to proactively build out a healthy compliance program.

### Licensing & Accreditation

Organizations usually cannot even provide services without an active state license and rely on accreditations to negotiate contracts with insurance providers and build patient/client trust. Simplifyance Continuous Compliance experts assist organizations with preparing for licensing and accreditation renewals through:

- Facilitation and preparation for licensing and accreditation renewals
- Mock surveys and preparatory audit activities and facility walk-throughs
- Work with leaders to draft, implement, and monitor corrective action plans following licensing and accreditation surveys

## Regulatory Compliance

Even after successful licensure and accreditation surveys, many organizations have the desire to instill and maintain a position of perpetual compliance. The Simplifyance Continuous Compliance Solution assists organizations with regulatory compliance through:

- Implementation and monitoring of corrective action plans to close identified regulatory compliance gaps
- Creation of a regular compliance email informing staff of compliance resources, updates, best practices, and information, at the frequency defined by the organization (monthly/quarterly)
- Proactive monitoring of the regulatory and legal environment for changes that affect compliance obligations
- Oversight of ongoing compliance responsibilities in key areas such as human resources, operations, clinical, medical, and nursing
- Development of internal audit strategies and recommendations to support ongoing monitoring of clinical documentation requirements
- Auditing of clinical, medical, human resources, and/or facility compliance at a frequency and volume defined by the organization to ensure established policy and procedures are being followed and regulatory compliance maintained

## Research & Advice

It can be incredibly difficult to stay on top of when regulations change and how to comply with new regulations when they are enacted. Fortunately, Simplifyance Continuous Compliance experts are available to:

- Research and advice on regulatory and compliance requirements in new jurisdictions (e.g. new service, new location)
- Conduct strategic planning with organization leadership regarding program and facility initiatives, and organizational development
- Direct consultation for the organization's continuous compliance and quality improvement initiatives

# Organization Operations

Compliance and operations functions often work closely with one another as compliance requirements have operational impacts such as the need for holding certain types of meetings, as well as creating and reviewing organizational policies, procedures, and plans.

Simplifyance's Continuous Compliance experts assist with operational compliance activities such as:

- Facilitation/Leadership of the organization's Quality Assurance and Performance Committee, at a frequency defined by the organization (monthly/quarterly)
- Facilitation/Leadership of, or participation in, the organization's Policy & Procedure Committee; Safety Committee, Corporate Compliance Committee
- Development of educational materials to train and educate staff on Policies & Procedures
- Production of content for Compliance training for staff (new hire/annual)
- Participation in Medical Staff meetings, Leadership meetings, and Infection Prevention and Control meetings.

## Planning & Performance Improvement

Performance improvement and the oversight of safety plans can be difficult for organizations to evaluate and act on. Simplifyance assists organizations with:

- Development of performance improvement plans, at the frequency defined by the organization (monthly/quarterly/annual)
- Oversight and management of the organization's Continuous Quality Improvement (CQI) Plan, working directly with leaders on activities and P.I. Planning
- Oversight of the organization's Emergency Management and Operations Plan
- Oversight and management of the Hazard Vulnerability Analysis (HVA) and Environment of Care plans (Safety, Security, Utility, Fire Safety)
- Oversight and updates to the Infection Prevention and Control Plan
- Provide staff education in person or virtually, at a frequency defined by the organization (monthly/quarterly)

# Reactive Domains

Proactively building out a quality compliance program is essential for organizational success; however, no amount of planning can prevent an organization from experiencing incidents, complaints, grievances, and/or other real-time compliance issues.

Fortunately, Simplifyance's Continuous Compliance experts are available to help organizations react to risk management and patient experience issues when they inevitably arise.

## Risk Management

Smaller healthcare organizations have very few incidents, and rarely need to report issues to federal, state, or payor groups. This can lead to a lack of preparedness and understanding of how to handle these events when they occur.

Simplifyance Continuous Compliance professionals have a deep knowledge of compliance issues and work to assist with:

- Incident management & oversight
- Incident follow-up
- Corrective action planning
- Analysis and reporting of risk trends
- Critical incident investigation & analysis (sentinel events and adverse events); Root Cause Analysis
- Regulatory reporting

## Client Experience

Providers work hard to create amazing client experiences, but unfortunately even the most caring and highest-quality behavioral healthcare organizations receive complaints and grievances from clients. Sometimes these come from the client directly, and sometimes through a regulatory body or insurance company.

Because the handling of client experience issues is so sensitive, it helps to have assistance from experts like Simplifyance with:

- Investigation and management of complaints to regulatory entities or insurance providers; draft written responses; management of organizational response
- Complaint/Grievance tracking
- Complaint/grievance investigation and follow-up
- Client satisfaction analysis

# CONCLUSION

Regardless of the size of your organization, the complexity of the care you deliver, and the state of your compliance program, the Simplifyance Continuous Compliance Solution can provide a value-based approach to improving your organization and ultimately, the care you deliver to your clients.

We help eliminate your compliance anxiety, as you always have experts to call on to help proactively build out your compliance program and react to any compliance issues that you are confronted with.

**For More Information**  
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