



# COMPLIANCE NEWSLETTER

## Heritage Provider Network *Volume 10, Issue 2*

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### Compliance Professionals -

#### Not Internal Police

Did you know that National Compliance Officer Day is recognized annually on September 26? Compliance Officer Day was founded in 2016 by SAI Global-now SAI360-to honor the challenging work of Compliance professionals in the United States.

Compliance officers may be misbranded as the “Internal Police” or the people who always say “No”. In reality, Compliance Officers and their teams are business protectors and enablers;

- ◆ Helping establish and maintain ethical culture within their organizations
- ◆ Maintaining compliance with state, and federal laws and regulations
- ◆ Detecting and mitigating issues
- ◆ Solving problems and creating solutions
- ◆ Promoting business continuity
- ◆ Serving as organizational historians

Recognize your Compliance Officer, by simply saying:

**“Thank You!”**

Betsy Wade, Compliance Today HCCA - September 2023

#### Heritage Provider Network’s Group Compliance Officers

ADOC/LMG/RMG	Jeff Baron	<a href="mailto:jbaron@regalmed.com">jbaron@regalmed.com</a>
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#### REPORT FRAUD, WASTE, ABUSE NON-COMPLIANCE

- Reports are kept confidential to the extent possible and may be made anonymously.
- Report without fear of reprisal or any other penalty, including retaliation or intimidation.
- Reports may be made 24/7, to your Compliance Officer through the Compliance Confidential Hotline, by email, or by mail.

Refer to CMP-GN-006 *Whistleblower Protection* policy.

### Defining Culture

Culture refers to the behaviors, language, customs, arts, morals, knowledge and beliefs of a particular group of people. This group could be of a national, racial, ethnic, religious, geographic, age-related, or other social nature.

Cultural differences can create confusion and misunderstandings:

- ◆ Innocent remarks or actions may unintentionally insult or anger a person from a different culture.
- ◆ Failure to understand cultural differences can cause misunderstandings and create barriers to obtaining appropriate care.
- ◆ Different cultures may be suspicious of medical techniques and/or approaches from other cultures and may fail to follow a prescribed treatment plan.
- ◆ Individuals from certain cultures may hesitate to ask questions even when they don’t understand.

Cultural competence means to be respectful and responsive to the health beliefs and practices, including the cultural and linguistic needs, of diverse population groups. Developing cultural competence is an evolving, dynamic process that takes time and occurs along a continuum..

Cultural competence is important because studies have found that culturally and linguistically diverse groups and those with limited English proficiency experience less access to care.

Cultural competency in healthcare is the ability of providers and organizations to effectively deliver healthcare services that meet the social, cultural and linguistic needs of patients.

Refer to *Cultural and Linguistic/Disability Sensitivity* training

#### HPN COMPLIANCE WEBSITE RESOURCES

To access the most recent Compliance & OSHA Training, Compliance Plan, Code of Conduct, Compliance Policies & Procedures, and archived Compliance Newsletters, please visit:

<https://www.hpnao.com/Compliance>