2019 PHYSICIAN ENGAGEMENT CHECKLIST FOR LEGAL AND COMPLIANCE EXECUTIVES

We are frequently asked by our subscribers and clients on how to best engage physicians in the compliance process. Here's a checklist to help create and maintain positive relationships between legal and compliance executives and physicians.

Get to know your physicians.

Introduce yourself in the hallways or sit down with them in the cafeteria. And while you might not be an expert, try to be as knowledgeable as possible about their profession and their specific roles and responsibilities.

Stay in constant communication with physician leaders.

As simple as it may seem, connecting with physicians who are leaders within your organization and educating them on your compliance message is a great way to communicate with the broader physician group. By engaging and educating physician leaders, they are then able to carry your message to other physicians.

Educate and conduct regular trainings.

Keep your physicians in the loop on enforcement news, advisory opinions, regulations, trends inyour state, the OIG work plan, as well as your organization's overall compliance process and information relevant to their speciality. Some best practices include regular trainings (either in person, online or even hiring an outside organization to do so) and incorporating tactics that fit the respective learning styles of your physicians.

Create or maintain a culture of compliance.

It takes a village to create a culture and it starts from the C-suite down to every level within your organization. Simply put, if your executive team doesn't treat compliance, safety and quality as a top priority, how could you assume that your physician will take your message seriously?

Have a clear cut, straightforward definition of FMV.

Many physicians become suspicious when it comes to FMV since they may interpret it as an excuse to be paid less than they feel that they are deserved. We advise that you have a clear cut, straightforward definition of FMV and have real-world examples of what it means by sharing the risks of non-compliance.

Learn best practices from other departments in your organization.

We advise that you look at other departments within your organization on how they successfully work with your medical staff and gain best practices from within. By having a clear consistent message while promoting a culture of compliance from the top down, trust can be established with your physicians as you can build, foster and grow relationships that enhance the goals of your organization.

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