hcp | Healthcare Compliance Pros

# Compliance solved.

stress not included.

Training · Assessments · Support

# COVID-19
# Response & Recovery
## May 12, 2020

# COVID-19 Phrases

# HCP COVID-19 Toolkit

**Our COVID-19 Toolkit includes several key elements needed to address COVID-19 outbreaks and the possibility of remote-based employees.**

**Contact your compliance advisor to activate the new modules, and to sign up for the COVID Toolkit which includes:**

- Handouts
- Training
- Reporting Forms
- Incident Forms
- Webinars
- CDC Updates
- Tip Checklist
- **NEW** Resources

# Lessons Learned

# What has been vital to your organization during this experience?

Leadership

Communication

Actions that match core values

Adapting to change

# Leadership

- The right people on the team
- Scheduled meetings
- Divided responsibilities
- Made decisions as a team

# Do you have a COVID-19 Response Team?

- Yes
- No
- The team is me

# Communication

## Regular communication within organization

- Daily updates (emails, company chats)
- Weekly calls with leadership

## Communication with patients

- Screening procedures
- How-to guides for telehealth visits
- What to expect when you arrive

# Core Values and Adapting to Change

Core Value: Taking ownership

Flexibility within the workforce

Doing what needs to be done

# What has this situation forced you to do differently?

Telehealth

Centralized services

New utilization of staff

Remote workers

# What are you doing now that you were resistant to doing prior to COVID-19?

- Telehealth
- Allowing employees to work from home
- Communicate differently (Zoom meetings, conference calls, etc.)
- All of the above
- Nothing

# What will you continue to do after COVID-19?

- Telehealth
- Allowing employees to work from home
- Communicate differently (Zoom meetings, conference calls, etc.)
- All of the above
- None of the above

# Biggest Challenges

Keeping up with all the changes

PPE

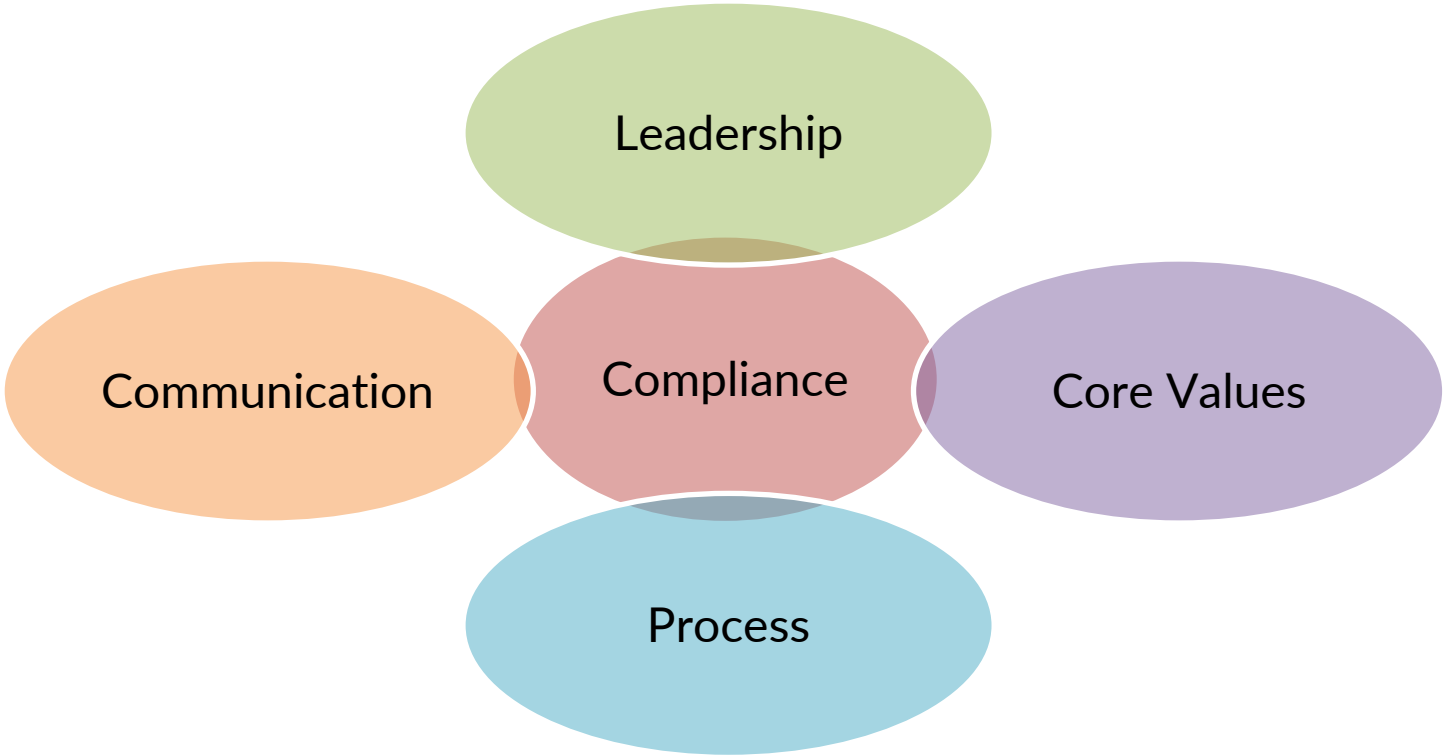
Staffing/HR issues

# Things That Are Working

- Telehealth
- Offering voluntary furloughs
- Central location for patients with COVID diagnosis/symptoms
- Remote work

# Key Takeaways

# Culture of Compliance



# Updates

# Regulatory Updates/Guidance

## OSHA's 10 Steps All Workplaces Can Take to Stop the Spread

1. Encourage workers to stay home if sick.
2. Encourage respiratory etiquette, including covering coughs and sneezes.
3. Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
4. Limit worksite access to only essential workers, if possible.
5. Establish flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), if feasible.
6. Discourage workers from using other workers' phones, desks, or other work tools and equipment.
7. Regularly clean and disinfect surfaces, equipment, and other elements of the work environment.
8. Use Environmental Protection Agency (EPA)-approved cleaning chemicals with label claims against the coronavirus.
9. Follow the manufacturer's instructions for use of all cleaning and disinfection products.
10. Encourage workers to report any safety and health concerns.

https://www.osha.gov/Publications/OSHA3994.pdf

# Regulatory Updates/Guidance

**OCR Issues Guidance on the Restrictions to Disclosures of PHI to the Media**

- Authorization is required **before** the disclosure
- Masking or obscuring faces before broadcasting is **not** sufficient
- "Hospitals and health care providers must get authorization from patients before giving the media access to their medical information; obscuring faces after the fact just doesn't cut it." – Roger Severino, OCR Director

https://www.hhs.gov/sites/default/files/guidance-on-media-and-film-crews-access-to-phi.pdf

# CARES Act Provider Relief Fund

Initial $30 billion was distributed April 10-April 17

Distributions of the remaining $20 billion started Friday, April 24

CARES Act Provider Relief Fund Attestation Portal
https://www.hhs.gov/provider-relief/index.html

Deadline to attest is 30 days from receipt **(1st deadline-May 10)**

# Moving Forward

# Compliance Now & Beyond COVID-19

## Compliance Considerations for Telehealth & Remote Workers

- How to get and stay compliant after COVID-19
- Tuesday, May 19 @ 11:00 MST

## Send us your questions and/or experiences

- Call us at 855-427-0427 or
- Email us at support@hcp.md

# Questions? Ask Now

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