



2023

Annual Compliance Benchmark Report

Over 800 professionals shared their insights with us, and we conducted an in-depth analysis of the data and trends.

# Introduction

Hello Healthcare Compliance Experts,

Welcome to our Annual Compliance Checkup Report! It's easy to get caught up in the demands of compliance work, and this is your reminder to take a quick break and assess how your program measures up.

The healthcare landscape is continually evolving. Regardless of your role in ensuring compliance within your organization, we've crafted this report to facilitate connections with your peers, share insights, and keep you informed about new challenges and opportunities.

Over 800 professionals from across the U.S. generously shared their insights with us, and we conducted an in-depth analysis of the data and trends.

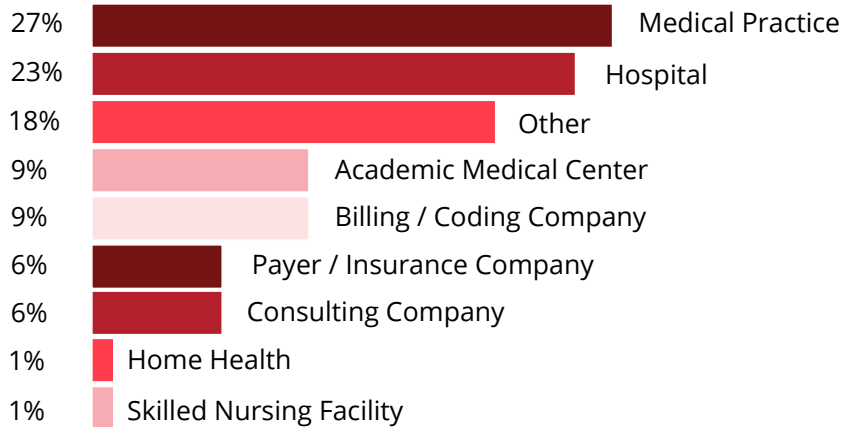
We hope this report will be valuable to you and your organization. Thank you for dedicating your time to review it!

The Healthicity Team

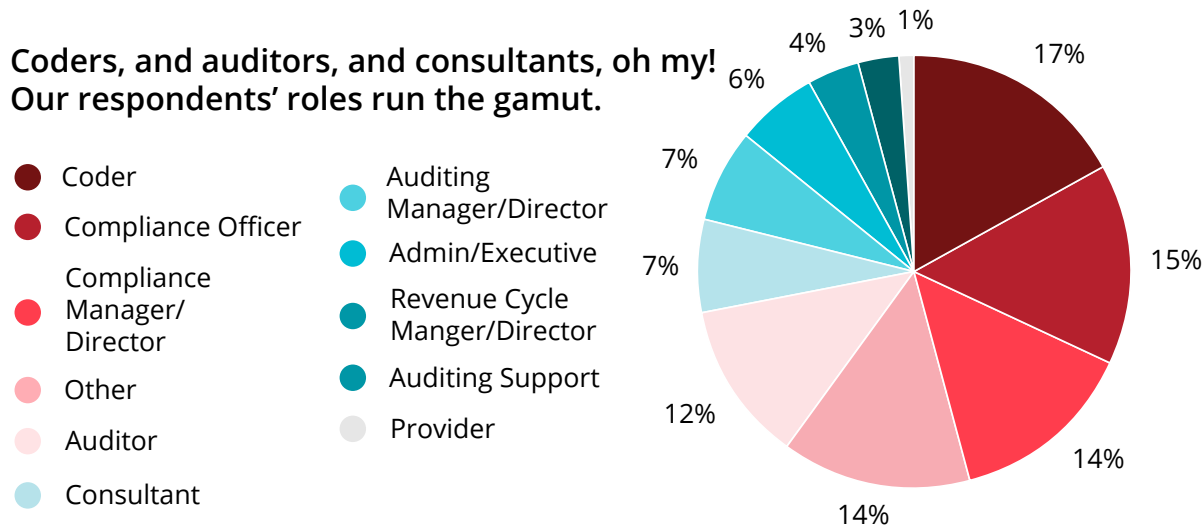


# Demographics Snapshot

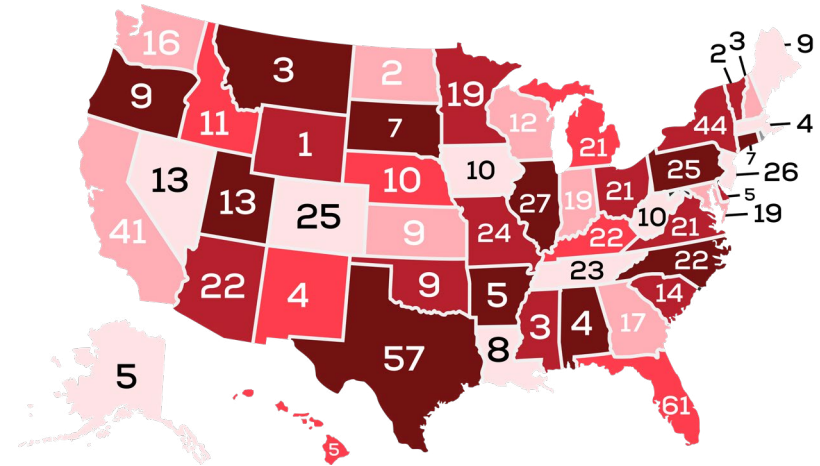
Let's take a quick peek at some survey demographics before we dive into the data:



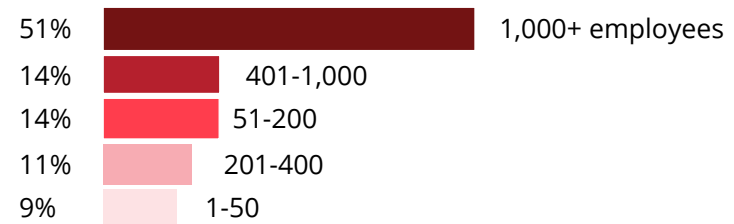
Coders, and auditors, and consultants, oh my!  
Our respondents' roles run the gamut.



Our survey respondents cover the country! Here's a look at their locations:



Survey respondents work everywhere from smaller organizations to large health systems.



The State of Compliance Programs ..... 05

HIPAA: The Major Focus for Compliance Teams ..... 08

The Compliance Challenges of Today (and Tomorrow) ..... 10

How Compliance Teams Stack Up With the 60-Day Rule ..... 13

Making the Grade: Measuring Program Effectiveness ..... 15

Compliance and Auditing: A Match Made in Healthcare Heaven ..... 18

Managing Incidents of Non-Compliance ..... 20

What’s Ahead in Compliance? Expert Insights on the Future ..... 22

# The State of Compliance Programs

An overwhelming majority of respondents (94.1 percent, to be exact) reported that they have a formal compliance program in place. A formal compliance program not only sets a strong ethical foundation for an organization, but it also promotes responsible and ethical behavior at all levels, fostering a culture of integrity and transparency.

The number of total employees in respondents' compliance programs held fairly steady from last year's survey, with 36 percent reporting 2-5 employees in their program this year. Interestingly, 27 percent stated they have more than 10 compliance team members (which is up just 2 percent from last year's survey).

As the healthcare industry evolves, compliance risks will evolve in tandem. Teams must be prepared and well-staffed to navigate the never-ending changes just around the corner.



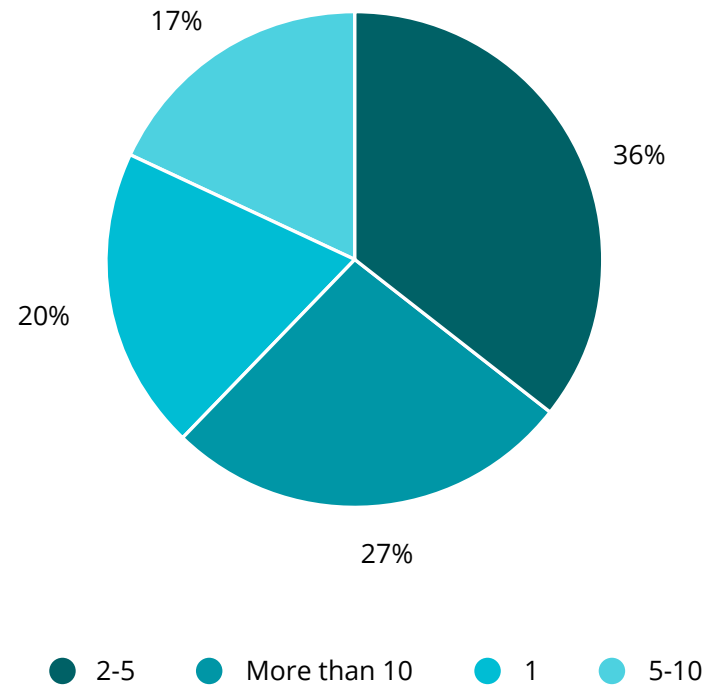
## The Art of Building a Successful Compliance People Strategy

Assembling the ideal compliance team is no small task – and that's why it can be such a puzzle. We invited Sarah Couture, a former nurse turned compliance executive, to share her insights on structuring effective compliance teams.

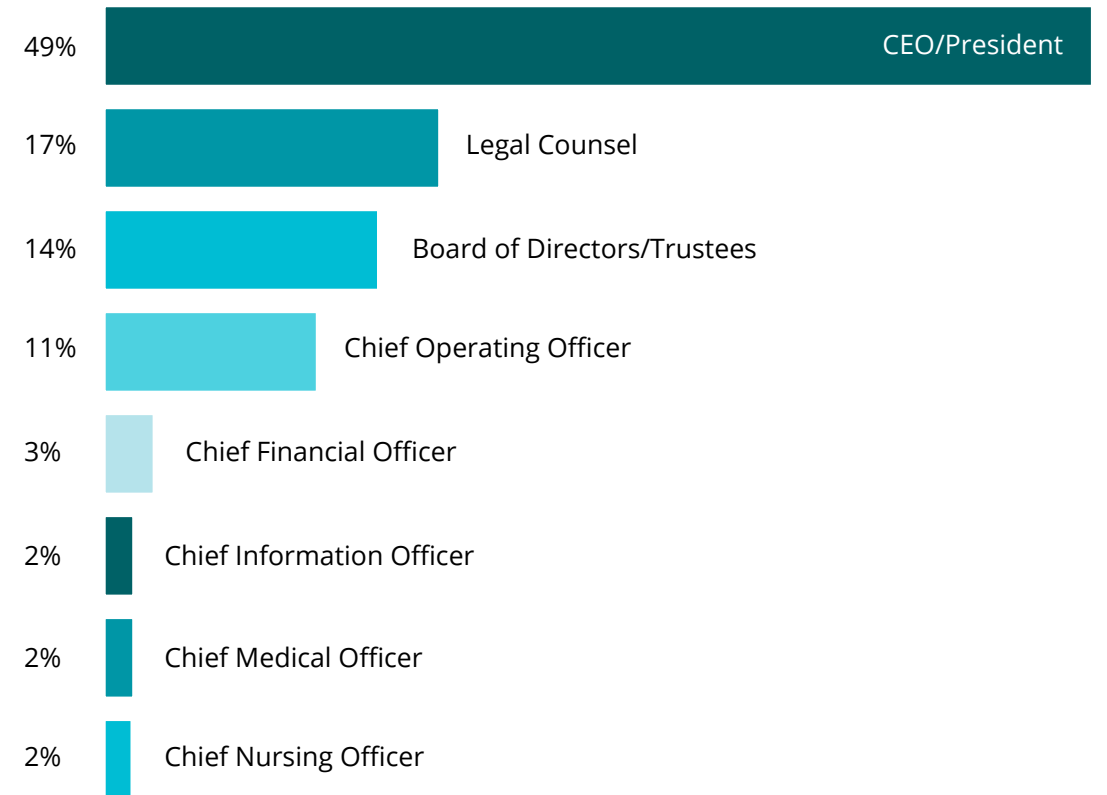
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# The State of Compliance Programs

How many total employees are in your compliance program?

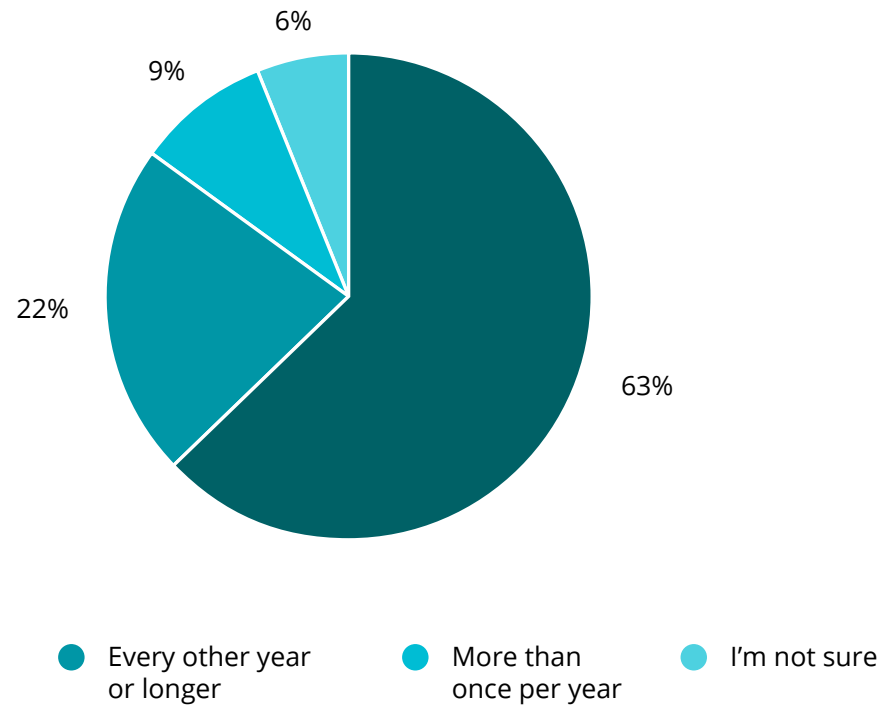


Who does your compliance leader report to?



# The State of Compliance Programs

How often are your compliance policies and procedures reviewed and/or updated?



Does your organization have a designated compliance committee?

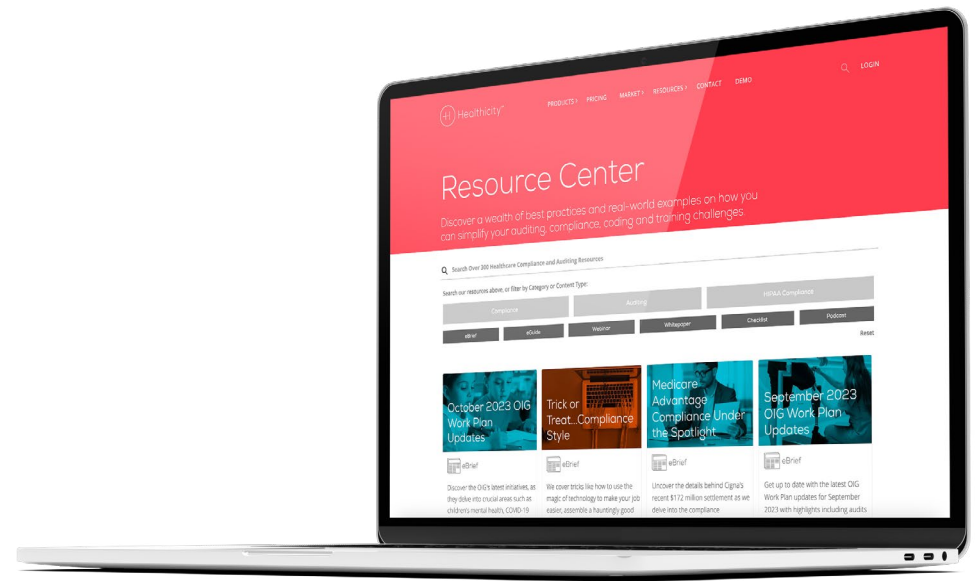


# HIPAA: The Major Focus for Compliance Teams

As far as risks go, 25 percent said that HIPAA is the biggest compliance risk to their organization this year, followed by program management and documentation. It's no wonder that HIPAA continues to confound compliance professionals – it's a multifaceted regulation with multiple rules and requirements.

Complying with HIPAA rules can be challenging, and the financial and reputational risks associated with HIPAA violations make it a top concern for healthcare organizations. (Did you know we have an entire section of our Resource Center dedicated to HIPAA Compliance? [Check it out.](#))

With cybersecurity incidents on the rise (especially in healthcare), compliance teams are zeroing in on HIPAA Security Risk Assessments. These present another opportunity for cross-functional collaboration with IT and Security teams, demonstrating once again that compliance works better when we all work together.



[HIPAA Compliance Library >>](#)



# HIPAA: The Major Focus for Compliance Teams

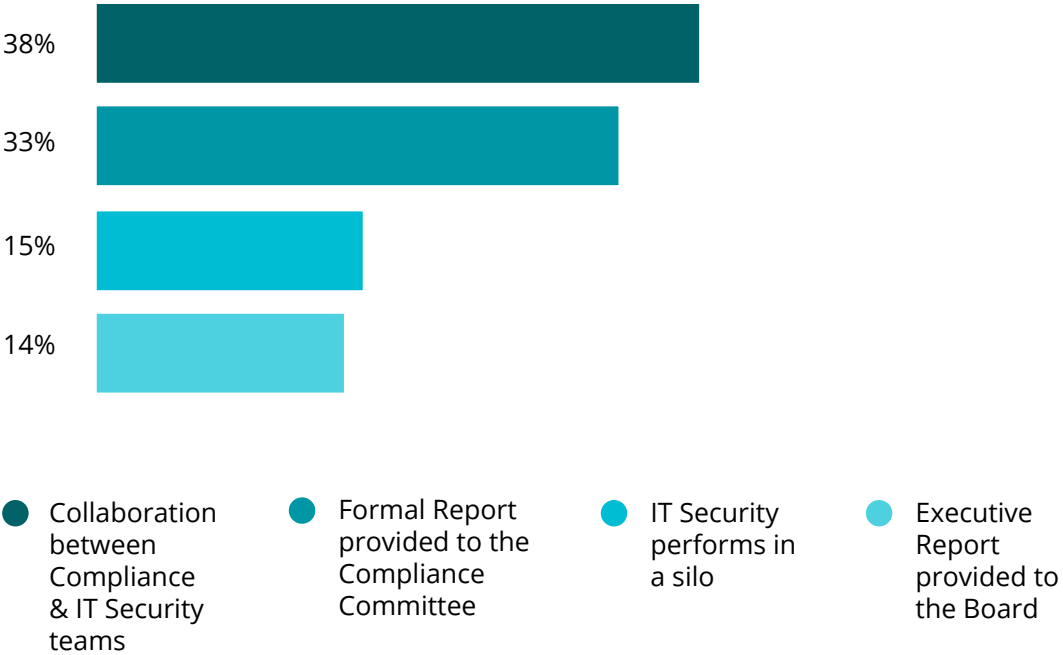
Does your organization conduct an Annual HIPAA Security Risk Assessment?



Does your organization monitor privacy and security trends and use the data to update your HIPAA training?



How does your organization monitor the outcome and corrective actions from your HIPAA Security Risk Assessment?



# The Compliance Challenges of Today (and Tomorrow)

Nearly half of all respondents (43 percent, to be exact) said that keeping current with the increasing volume of laws and regulations is the greatest challenge in managing their compliance program. That's an interesting departure from last year, when 69 percent said updating policies and procedures.

The sheer number of new laws, changing laws, and potential laws is enough to make anyone's head spin. Luckily, there are lots of resources that can help.

From the Health Care Compliance Association to the American Academy of Professional Coders to agencies like the OIG and CMS, organizations are constantly sharing new updates and resources to help you stay in the know. We're also constantly updating our [Resource Center](#) with eBriefs, white papers, checklists, webinars, and podcast episodes to support you and your organization.

As compliance's vital role within organizations becomes more and more apparent, it's critical for teams to have the agency to properly manage their program, and 81 percent of our respondents feel they have the authority to conduct investigations and implement corrective actions. For the 11 percent who don't feel they have the same freedom, education may be key – educating your leaders, board, and internal staff about how compliance drives success for the organization.



[Download Here >>](#)

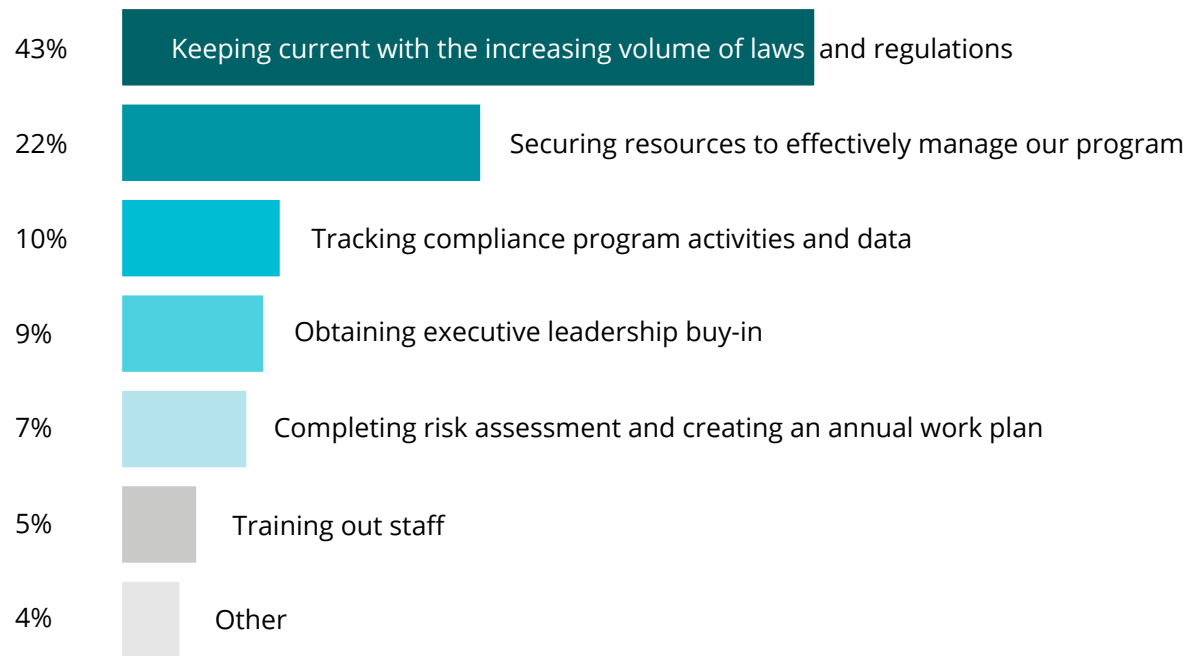
## Your Roadmap for Managing Compliance Policies & Procedures

Do the words "policy management" give you instant heartburn? (We wouldn't blame you if that's the case).

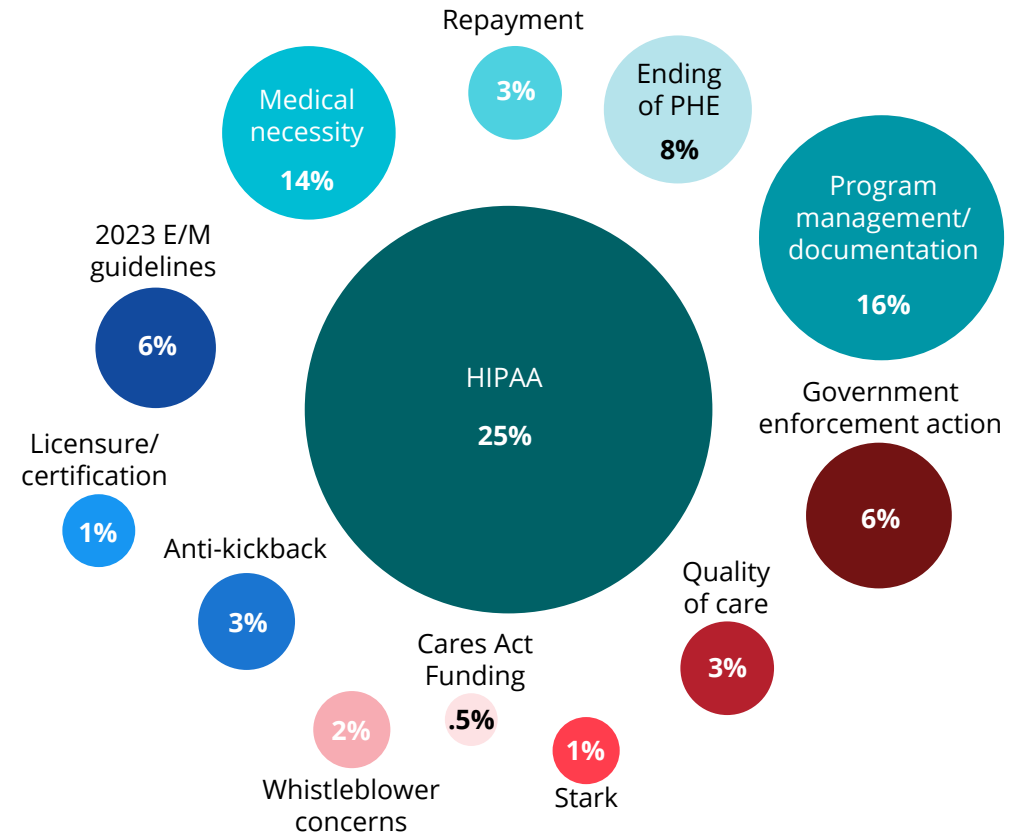
That's why we created this eBrief with key expert insights into policy and procedure management to help make your job easier.

# The Compliance Challenges of Today (and Tomorrow)

What is your single greatest challenge in managing a compliance program in 2023?

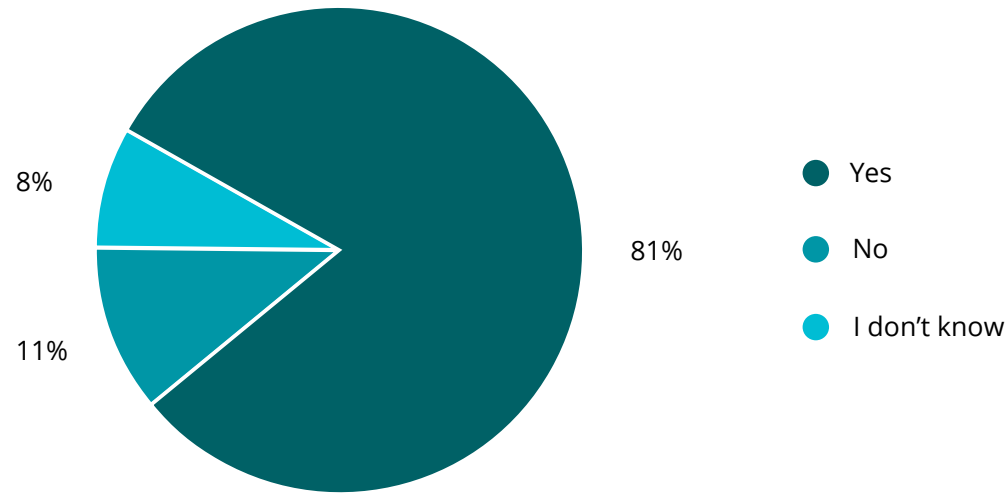


What presents the greatest compliance risk to your organization this year?



# The Compliance Challenges of Today (and Tomorrow)

Does your compliance program perform an annual compliance risk assessment?



Does your compliance program create / have a formalized work plan?



What resource do you anticipate relying on most for your compliance information this year?



# How Compliance Teams Stack Up With the 60-Day Rule

The 60-Day Rule aims to ensure the integrity of Medicare and Medicaid payments by requiring providers to promptly investigate and return any overpayments.

It's crucial for healthcare organizations to establish robust compliance programs and procedures to meet the requirements of the 60-Day Rule and avoid potential legal and regulatory repercussions – and over half of our respondents do just that. There's still room for improvement, as 21 percent said they're not sure of written policies, and 18 percent said they don't have a policy.

It's no secret that the 60-Day Rule can be complex, but it's heartening to see that 43 percent of respondents are very comfortable and 20 percent are moderately comfortable with their organization's compliance with the rule.

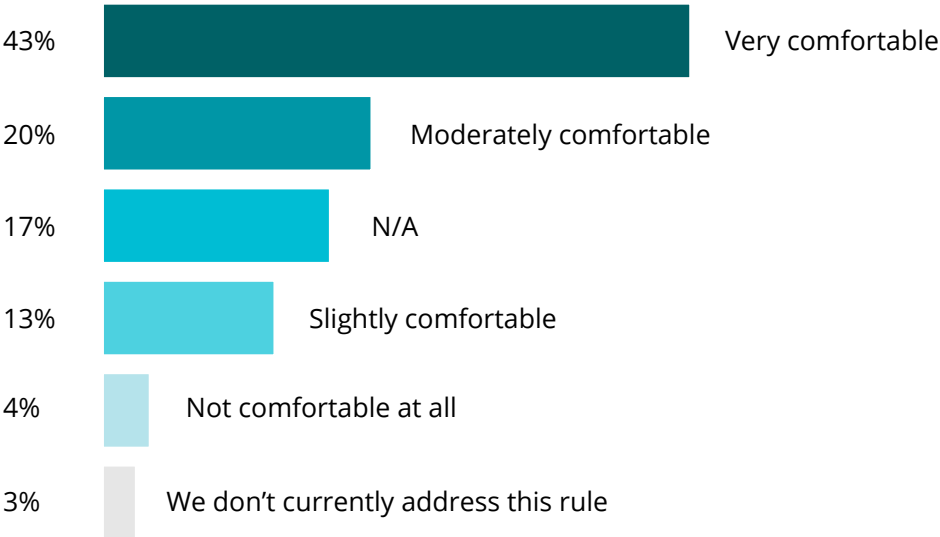
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# How Compliance Teams Stack Up With the 60-Day Rule

Does your compliance program have a written policy/procedure that specifically addresses the rules in the 60-day repayment (overpayments) rule?



How comfortable do you feel about your organization's compliance with the 60-day repayment (overpayments) rule?



# Making the Grade: Measuring Program Effectiveness

Our top three answers were neck-and-neck-and-neck – compliance teams are prioritizing audits, updating policies and procedures, and employee training in their quest for compliance effectiveness.

When asked how organizations demonstrate their effectiveness, 66 percent reported that they used internal audit and assessment results. With so much talk around internal audits and compliance program effectiveness, it's a great time to mention the power of automation. By implementing software and solutions that make audits, policy management, and training easier, you can drive efficiency and make your team's job much easier.

Documents and spreadsheets still have a stronghold on compliance program management, with 38 percent stating that's how they manage their program. Just over half of respondents use a blend of documents, spreadsheets, and healthcare compliance software.



## How to Perform a Compliance Program Effectiveness Review + a Free Review Kit

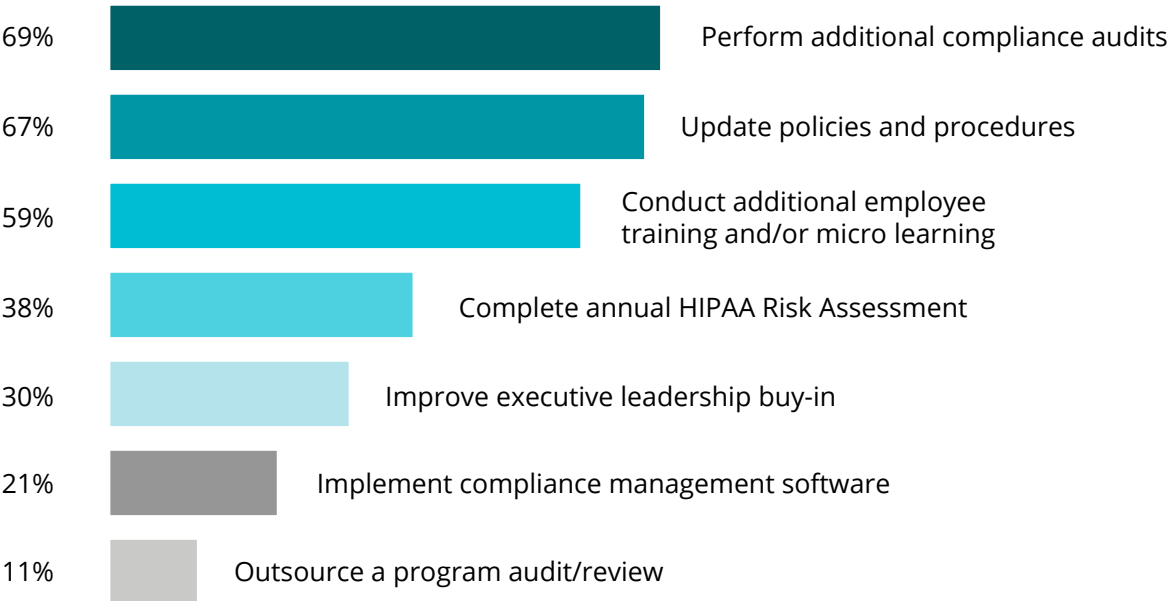
What better way to start out the new year than with a Compliance Program Assessment? Okay, we get it, a compliance effectiveness review might not be at the top of everyone's New Year's resolution list, but it is crucial to maintaining compliance and reducing risk.

We've got the insights and a free review kit to make it easier to perform a compliance program review so you can start 2024 on the right foot.

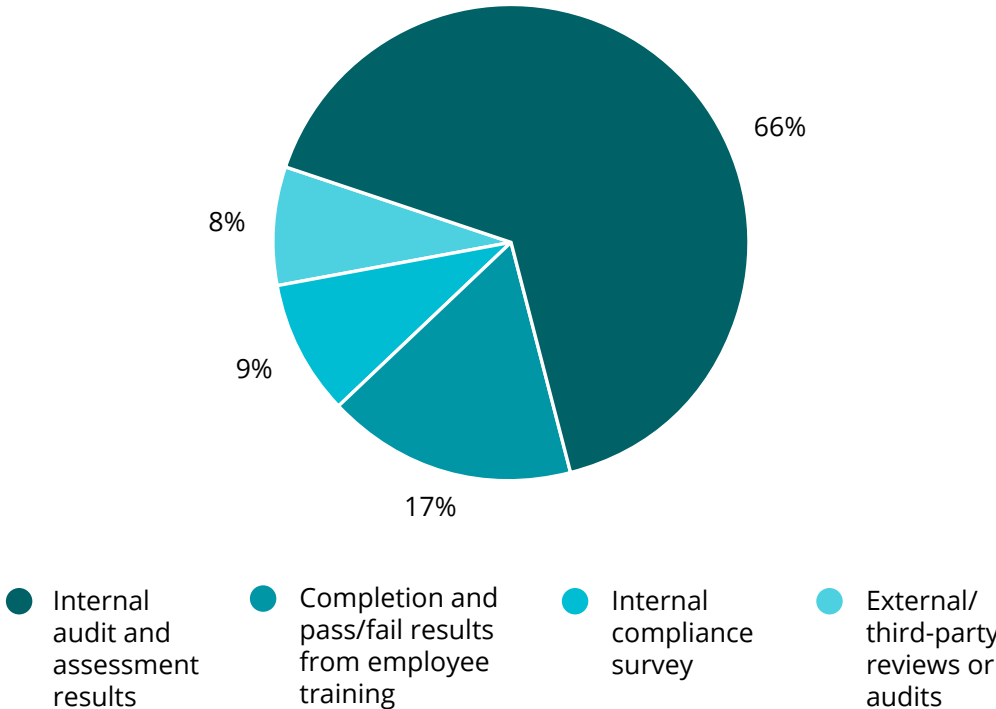
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# Making the Grade: Measuring Program Effectiveness

What are your priorities in 2023 for improving your organization's compliance effectiveness? (multiple choice)



How does your compliance program demonstrate organizational compliance?





# Making the Grade: Measuring Program Effectiveness

What tools do you use to manage your compliance program?

Documents and Spreadsheets (e.g. Word, Excel)



38%

Healthcare Compliance Software



9%



Blend of both  
53%

How do you conduct your compliance training?

Online



36%

In person

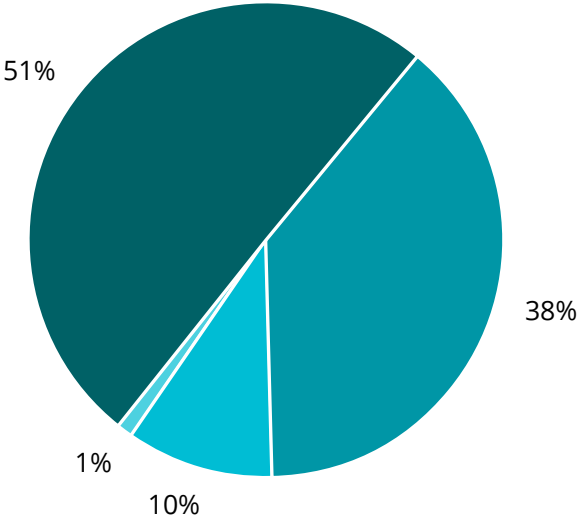


4%



Blend of both  
60%

What percentage of your program's time will be devoted to training?



● 0-25%   ● 26-50%   ● 51-75%   ● 76-100%

# Compliance and Auditing: A Match Made in Healthcare Heaven

When compliance and auditing teams are aligned, they can address compliance issues before they become significant problems.

Three-quarters of our compliance respondents stated that their program does require formal documentation/coding audits of medical providers, signaling a strong commitment to staying updated on new coding changes.

The types of audits performed by compliance programs are wide-ranging, from HIPAA security to financial arrangements to coding and billing. Take a look at the survey responses to see if there are any audits you might want to implement in your program.



## A Blueprint for Your Annual Audit Plan

Unlock the secrets to airtight compliance auditing!

Learn how to tailor your annual audit plan, proactively improve your program, and safeguard your organization's reputation.

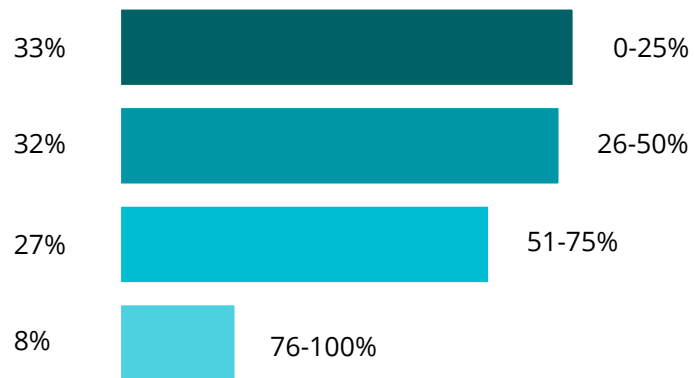
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# Compliance and Auditing: A Match Made in Healthcare Heaven

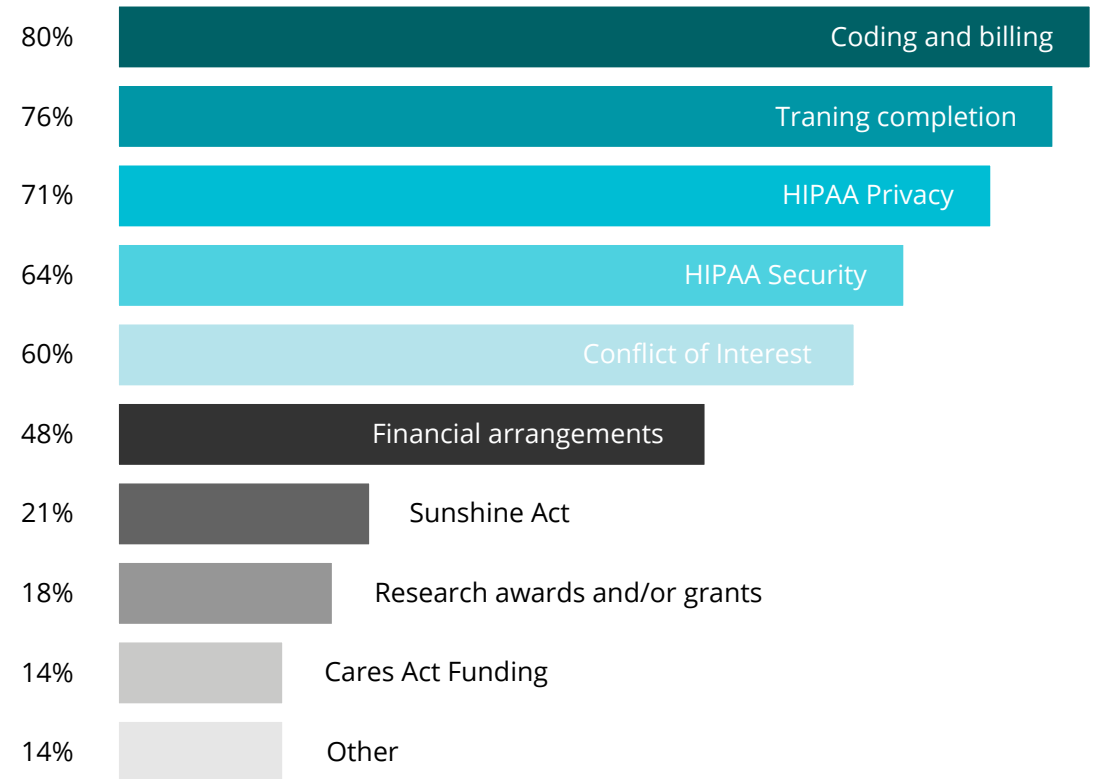
Does your compliance program require formal documentation/coding audits of your medical providers?



What percent of your compliance program's time do you anticipate will be devoted to auditing and monitoring?



What types of compliance audits does your program perform? (multiple choice)



# Managing Incidents of Non-Compliance

It happens to the best of us. What matters is how you follow through and take steps to prevent non-compliance incidents from happening again.

Our survey results show that 43 percent of respondents anticipate 0-10 non-compliance incidents this year, with 11-25 incidents coming in at 27 percent. Nearly half of our respondents said they monitor non-compliance issues with a software application, which is a solid way to leverage technology to support your program.

Managing non-compliance issues with spreadsheets and email came in at 20 percent each. While these methods may be comfortable and familiar, compliance programs now have the opportunity to use specialized solutions to make their job easier and more efficient.

## PRESENTERS:



**Remo Peshkepia**  
Product Manager, Compliance Solutions



**CJ Wolf**  
MD, CHC, CPC, COC, CCEP, CHPC, CIA



## From Reporting to Resolution: Best Practices for Compliance Incidents

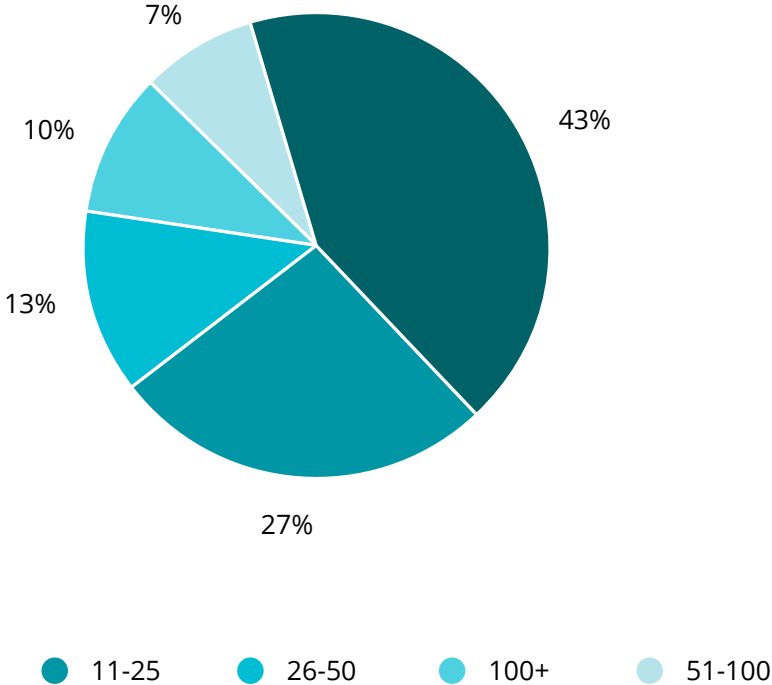
Reporting is just the start.

Learn the art of compliance incident resolution in this on-demand webinar!

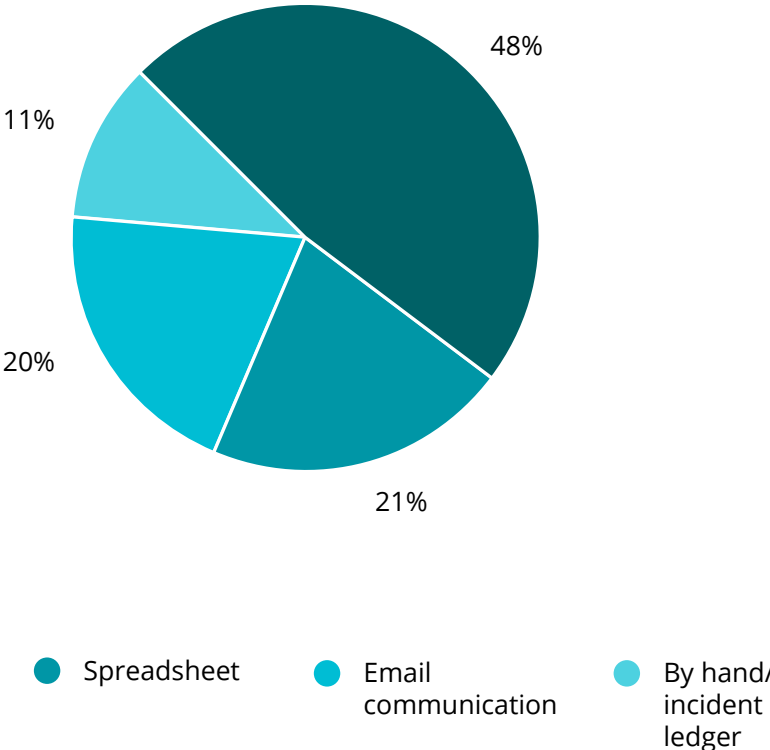
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# Managing Incidents of Non-Compliance

Based on previous years, how many incidents of non-compliance do you anticipate being reported to, or discovered by, your compliance program this year?



Once an incident is reported, how is it monitored through to closure?



# What's Ahead in Compliance? Expert Insights on the Future

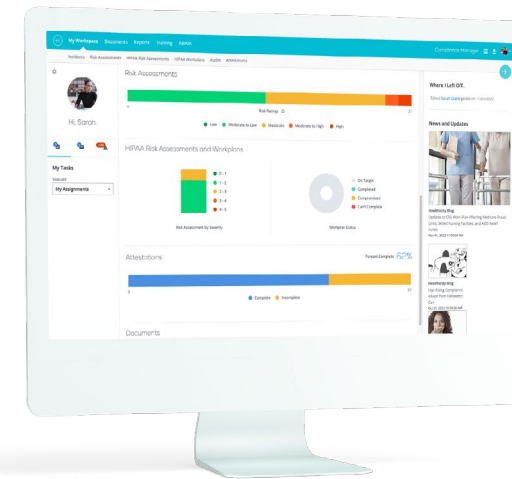
HIPAA compliance risks aren't going away. Healthcare organizations have so many patient interactions every day, and how those are managed and documented is critical ensuring strong compliance. HIPAA risks come up every year on our survey, and we see compliance professionals taking proactive measures like performing audits and updating policies and procedures to combat these risks.

Using obsolete software and solutions in healthcare compliance can heighten the likelihood of human errors. Using dedicated compliance tools not only reduces this risk but also offers in-depth data to enhance decision-making and program alignment.

As compliance teams look to evolve their approach to training, micro-learning can be a valuable approach. Rather than just offering annual compliance training, make your compliance education more frequent.

Learning about compliance can be fun – especially when you have the opportunity for bite-sized learning that is engaging and interesting.

## Compliance Manager



Featuring a customizable workspace and real-time reporting, Compliance Manager will simplify your compliance challenges. Whatever compliance challenges you may face, you can manage your entire program in one easy-to-use application.

[Demo Now >>](#)