

Highlights from Principal Deputy Inspector General Joanne Chiedi's Remarks

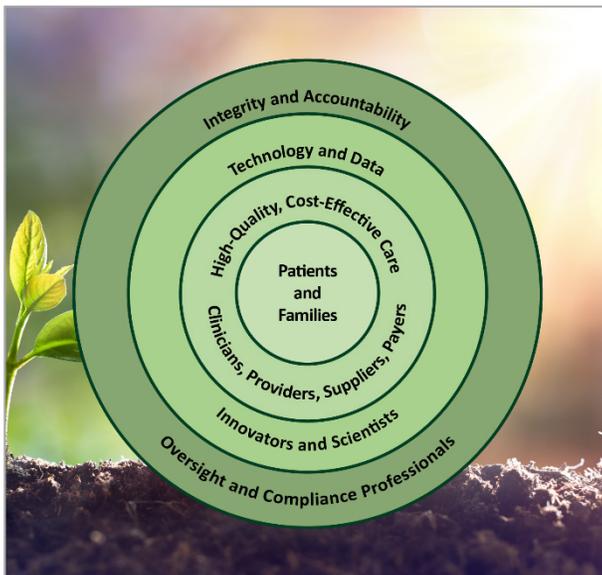
Oversight and Compliance at This Time of Disruptive Innovation in Healthcare

"My main message is this: Be bold. Take action. Compliance must have a seat—and a voice—at the innovation table." – Joanne Chiedi

- **We cannot oversee what we do not understand.** Effective oversight requires understanding how healthcare is delivered today and how it will be delivered in the future.
- **Compliance must have a seat and a voice at the innovation table.** Embrace technology and innovation at this revolutionary time in healthcare.
- **Give Compliance the data.** If anyone in your organization has data, Compliance should have access to it, too.
- **Compliance and innovation must advance together.** Compliance can and will play a big part in getting innovation right in healthcare.

"If you want to predict and manage risks, if you want to delve beyond what happened, to explore why, give Compliance data, give them C-suite support, and freedom to do their jobs." – Joanne Chiedi

The Healthcare Ecosystem



PATIENTS AND FAMILIES are reimagining how and where they want to receive healthcare. Patients are becoming empowered consumers, making decisions based on data and using technology to find and receive services. Increasingly, they will have better access to their own medical records and new sources of health-related data from wearables and apps.

CLINICIANS, PROVIDERS, SUPPLIERS, AND PAYERS are rethinking how they deliver smart, quality care to consumers.

INNOVATORS AND SCIENTISTS are supporting the delivery of quality healthcare with new digital health technologies, new care delivery models, and new clinical treatments. Many of these innovations will improve care, ease clinician burden, and decrease costs. Some will not. That's the nature of innovation.

OVERSIGHT AND COMPLIANCE PROFESSIONALS are working to ensure that the rules of the road are followed, that dollars are well spent, and that patients are protected. Like innovation, compliance never stops, should never become stagnant, and will be essential to the success of the new healthcare ecosystem.

"Businesses that plan to be around for more than 15–20 years will embrace change. They will have their compliance professionals working shoulder to shoulder with their disruptive innovators." – Joanne Chiedi

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Strategies for Forward-Focused Oversight and Compliance

1. Agility and Adaptability

- Being nimble and able to adapt to change is critical.
- Create multidisciplinary teams with the flexibility and skills to work in new ways across your organization to identify and gain new insights into program vulnerabilities and how to address them.
- Give Compliance data, C-suite support, and freedom to do their jobs.

Agility and Adaptability Tips

- ✓ Review your staffing plan to be sure you have the right mix of expertise.
- ✓ Use your organization's data to identify compliance soft spots and liabilities before they come to the government's attention and potentially become bigger, more expensive problems.

2. Continuous Prioritization

- To respond to rapid change, engage in a process of continuous prioritization.
- Scan the environment early and often and with multiple lenses—looking around at the current state of play and at the horizon for emerging issues.
- Be open to reassessing priorities.

Continuous Prioritization Tips

- ✓ Support a culture that allows for experimentation.
- ✓ Set up a regular process for environmental scanning and prioritization of your compliance activities.
- ✓ List your priorities.

3. Compliance Leadership

- Compliance leadership is about a clear vision, empowerment, being passionate so others can see that you care, so that when you are sitting at the table, your voice will be heard.
- Compliance and oversight must be forethoughts, not afterthoughts.
- Getting in early and often can avoid costly mistakes and retrofitting down the road.
- Find new opportunities to use your organization's technology and data to improve your compliance program and operations.

Compliance Leadership Tips

- ✓ Seek a meeting with the people planning your data or technology functions.
- ✓ Get a seat at the table so that innovations are done in a compliant way.

4. Strategic Partnerships

- Partnerships are more vital than ever in this complex, disruptive healthcare world.
- Working with mission partners who share your passion for effective oversight makes a huge difference. It is not healthy or sustainable to go it alone.

Strategic Partnership Tips

- ✓ Get to know all the department heads within your organization. Maybe start with IT.
- ✓ Identify your organization's partners and reach out to their compliance offices.
- ✓ Meet people at conferences, like HCCA, and other networking opportunities.

For compliance resources, please see oig.hhs.gov/compliance.



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