NAVEXGLOBAL®

American Academic Health System Builds Flexible Reporting System

"EthicsPoint is flexible enough that I don't need to buy other modules for three times the price."

Robert Kay
Chief Compliance Officer

Solution

EP ETHICSPOINT®
Incident Management

EP | NE | PT | RR

Highlights

INDUSTRY	NUMBER OF EMPLOYEES	BEFORE	AFTER
Healthcare	5,000	After divestment, hospitals need hotline and incident management system.	Hospitals implement reporting system that provides automation and flexibility.

An organization's hotline reporting system serves many purposes, such as providing:

» A confidential place for employees to clarify policy and discuss or report concerns

» A communications channel beyond the rumor mill

» A way to direct employee questions to the appropriate resource

» An opportunity to provide guidance before a poor decision is made

» An early warning of issues or problem areas brewing in the organization

» A last internal stop for whistleblowers before they take an issue outside the organization to a regulator or attorney

Download the Definitive Guide to Incident Management to Learn More

Challenge: Divestment Leads to Need for New Hotline & Incident Management System

When Hahnemann Hospital and Saint Christopher's Hospital for Children were divested from Tenet Healthcare and purchased by American Academic Health System in early 2018, the two hospitals found themselves without a hotline reporting system.

Familiar with NAVEX Global from his time at a previous organization, Robert Kay, Chief Compliance Officer for Hahnemann and Saint Christopher's, decided to bring EthicsPoint hotline and incident management system on board to fill the gap.

Solution: EthicsPoint® Helps Meet Federal Compliance Guidelines for Hospitals

One of the most important parts of implementing the hotline system was making sure that the two hospitals' compliance programs were following the program guidelines set forth by the Health and Human Services Office for the Inspector General. Based on the Federal Sentencing Guidelines, the guidelines recommend seven elements that make up effective compliance programs including "the maintenance of a process, such as a hotline to receive complaints, and the adoption of procedures to protect the anonymity of complainants and to protect whistleblowers from retaliation."

Kay worked with NAVEX Global's Professional Services team to implement EthicsPoint to fulfill the recommended guideline. Kay wanted to use EthicsPoint, not just as a phone or web intake system to raise issues, but as a space for logging audits, asking questions, making suggestions or recognizing a colleague for catching a potential issue. "We wanted this to be a spot where people could have one phone or one web intake and they could put their voice out there," he said.

In addition, Kay worked with Professional Services to bring together three distinct entities within the hospitals that would have an interest in the hotline: human resources, physician practices and compliance.

NAVEXGLOBAL®

Whistleblower Hotline Intake

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your program, helping you spot trends and take corrective action before minor issues become major.

Incident Management: EthicsPoint®

Capture and investigate E&C reports from across your organization in a centralized database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

Awareness Solutions

Raise awareness of key E&C program components, including your hotline and key training messages, with NAVEX Global's proven awareness materials.

Results: Automatic Triaging for Hotline Reports

Now up and running, EthicsPoint is able to effectively and automatically triage hotline reports to where they need to go. If an HR issue is raised at one of the hospitals, it is routed to that hospital's HR department to be addressed. Reports that identify employees for a job well done or a good compliance catch are sent to senior leadership for recognition. Kay is hoping that adding this recognition portion to the hotline reporting system will help embed a culture of compliance within the hospitals. "You need to let people know that this is also a place where you can note good catches as opposed to bad issues," he said.

The ability to use EthicsPoint, not just as a reporting system, but also for recognizing employees and logging audits has been one of the biggest benefits for Kay. "EthicsPoint is flexible enough that I don't need to buy other modules for three times the price," he noted. "It's sophisticated enough that I don't need to add a whole lot to it."

About American Academic Health System

American Academic Health System owns or manages both academic and community-based acute care hospitals, including Hahnemann University Hospital, the teaching hospital for the Drexel University College of Medicine, and St. Christopher's Hospital for Children in Philadelphia; Howard University Hospital, a 145-year-old teaching hospital located on the campus of Howard University in Washington, DC; and four general acute care hospitals in Southern California. American Academic is an affiliate of Paladin Healthcare, a national healthcare management company with a proven track record of building strong healthcare delivery networks in urban and suburban areas, including some of the nation's most diverse communities facing healthcare challenges.