Custom Training Plan for Healthcare Organizations

A Custom Portfolio of NAVEXEngage Ethics & Compliance Training Courses
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INTRODUCTION

An effective and engaging ethics and compliance training program is a critical component in building and maintaining a culture of ethics, integrity and respect. Training that is relevant and stimulating creates a strong organizational culture while ensuring individual alignment to applicable regulatory and behavioral expectations.

Our approach to employee education is built upon decades of experience in the compliance eLearning space and reflects our commitment to effective training with exceptional return on investment. We pride ourselves on the quality of our training solution and its ability to resonate with learners and meet the unique training needs of your organization.

The 2018 NAVEX Global Training Benchmark Report showed more survey respondents see ethics and compliance training programs as the key element in preventing misconduct and ethical violations more than any other element of an ethics and compliance program. Training and awareness are also seen as essential vehicles through which behavioral and cultural expectations are expressed, addressed and enacted in an organization.

NAVEX Global’s eLearning solution, NAVEXEngage, delivers market-leading ethics and compliance training with highly interactive and regularly refreshed content designed to engage learners and drive understanding and behavioral changes. Our risk-based approach ensures you can deliver training on critical topics to key audiences with both short-form micro learning and full-length courseware, on any device, virtually anywhere and anytime. Your learners expect focused, engaging and topical training that informs yet does not overburden.

NAVEXEngage courseware empowers you to address your most critical ethics and compliance risks. From harassment to cyber security and your code of conduct, we focus on the topics that matter to you. Our courseware is updated on a regular cadence to ensure that customers are training employees on current obligations and risks. For example, our Workplace Harassment course has been updated every 24 months for more than 15 years, enabling many customers to plan their harassment training around our update schedule.

Your Custom Catalog

This catalog, created to address your unique ethics and compliance concerns, is designed to optimize your training program. Whether you select full-length or micro learning content, our training approach is purposely flexible to allow you to train on multiple topics for multiple learners over several years via a custom training plan. Use this catalog, your training calendar and the various course lengths we offer to elevate your training program and ensure your objectives are met.

Talk with us about how to construct the most effective approach to ethics and compliance training, build an optimized calendar and curriculum, and to pursue a risk-based and multi-topic training program for your learners.

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Training Within Your Ethics & Compliance Program

NAVEX Global offers a platform of ethics and compliance solutions, including incident management, policy and procedure management, ethics and compliance training,
third-party risk management and code of conduct services. These program elements are interlinked through their ability to not only capture ethics and compliance trends, but also to empower organizations to take proactive action to drive change.

Our training solution is changing how organizations approach ethics and compliance training. Developed by experts in the field, vetted by Baker McKenzie, and endorsed by the Society for Human Resources Management (SHRM) and the Association of Corporate Counsel (ACC), NAVEXEngage is the trusted training solution you need for your ethics and compliance program.

NAVEXEngage Is Designed to Be Accessible to Your Learners

Subscription Services

NAVEXEngage courses are designed to fit your ethics and compliance program and training needs. With decades of experience with real customers and their unique needs, we have developed a simple and effective set up approach that allow you to make a course uniquely your own. These include:

- Your logo on every screen within the training
- Integrating your policies in the training, allowing for quick and easy learner access
- Custom certificates of completion
- Integrating your personnel resources and contact information
- Course configuration to match your needs where courses have multiple modules (Workplace Harassment and Ethics & Code of Conduct)
- Mode selection (video, audio, text)

Additional customization available at implementation for a fee.

In Multiple Languages

NAVEXEngage courseware is designed to meet your global language needs. The courses in our library specific to US Domestic law are available in U.S. English, Canadian French, and Latin American Spanish. The remainder of our course library is available at no additional cost in fourteen standard languages. The translation of our courses into additional non-standard languages are available for a nominal fee.

Learning Management Systems

All NAVEX Global full-length courses are designed to be deployed and managed on a learning management system (LMS), an online software tool that allows you manage all of your organization’s users and the courses they view. It also allows you to run reports, and track learner progress and completion. An LMS is an essential tool for documenting and proving compliance and establishing legal defenses. Customers may use our LMS or an alternative SCORM, AICC, or xAPI compatible LMS.

NAVEX Global Partnerships

NAVEX Global is proud to partner with industry-leading organizations that help protect businesses, grow positive corporate cultures and provide key learning opportunities for our customer base. Included below are the organizations with whom we partner and produce our award-winning, legally-vetted content and with whom we have exclusive relationships for our training solutions.

Baker McKenzie is the first truly global law firm. Since their founding in 1949, they have been advising leading multinational and domestic companies on the issues of an integrated global
market. As a community of citizens of 60 nations, Baker McKenzie has a deep understanding and appreciation for the language and culture of business all over the world. This provides a distinctive ability to help clients anticipate and address the nuances of local markets as they pursue their global and regional business objectives with confidence. Baker McKenzie is a trusted partner of NAVEX Global and helps to ensure that our solutions are legally sound.

The Society for Human Resource Management (SHRM) is the world’s largest association devoted to human resource management. Representing more than 250,000 members in over 140 countries, the Society serves the needs of HR professionals and advances the interests of the HR profession. Founded in 1948, SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China and India. NAVEX Global is the exclusive online ethics and compliance training partner of SHRM.

The Association of Corporate Counsel (ACC) is the world’s largest organization serving the professional and business interests of attorneys who practice in the legal departments of corporations, associations, nonprofits and other private sector organizations around the globe. The ACC is the premier association for 34,000+ in-house counsels in over 85 countries. They are a highly-respected organization whose mission is to provide their members education, networking and practical resources. The ACC exclusively endorses NAVEXEngage™ Ethics and Compliance Training as their training vendor of choice. The ACC selected NAVEX Global in 2016 for both the legal accuracy of our content and the impact of its delivery.
Conflicts of Interest

Personal pursuits and relationships outside the workplace can lead to richer, more fulfilling lives for employees. Inside the workplace, gifts and entertainment given or received in the course of a job can strengthen business bonds. This all adds up to a better working environment. But what happens when these situations conflict with the interests of the organization or put an organization at risk?

Conflicts of Interest provides critical guidance on recognizing and handling conflicts – or potential conflicts – that can threaten organizational integrity. Learners will explore how conflicts in key areas can harm their employer and put jobs at risk. Animation, video and interactive scenarios engage learners and drive home critical points and best practices.

Employees have an obligation to avoid conflicts and maintain organizational integrity. Strong training can increase accountability and reduce risk, creating a culture where doing the right things – both inside and outside the workplace – is second nature.

All Learners

Key concepts covered in this course:

- A definition of “conflicts of interest”
- Situations where conflicts may exist
- Key questions to ask if you suspect a conflict
- Disclosing actual or perceived conflicts
- Determining generally acceptable gifts
- Caution when giving gifts or offering hospitality to government officials

NAVEX Global | Protecting Your People, Reputation and Bottom Line
Best practices for handling questionable offers

Seeking outside employment or positions with competitors or customers

Best practices for responsible charitable and political activities

Maintaining conflict-free board memberships

Keeping work and outside activities separate

Investment in competitors or companies who do business with the learner’s organization

Starting a competing side business

Taking personal advantage of business opportunities discovered through employment

Situations that can affect judgment or create a conflict

Best practices for preventing personal relationships from creating a conflict

When to raise concerns or seek help

Assurance the organization will investigate reports and take action as necessary

A restatement of non-retaliation policy

The value of each employee in preserving the organization’s reputation and maintaining an ethical workplace
Discrimination-Free Workplace (Advanced)

Discrimination-Free Workplace (Advanced) builds on the Basics version of this course and gives managers the knowledge they need to identify and prevent discrimination. As managers are often the first point of contact when employees have discrimination concerns, it is imperative that they understand what discrimination looks like and how to handle reports. This course will help managers discover how discrimination can appear throughout all phases of the employment relationship and will help them explore best practices for handling employee concerns with professionalism and care. Click here to view the Basic version of this course.

Download the Online Training Overview datasheet here ›

Managers

Key concepts covered in this course:

► When discrimination laws and policies apply
► Guidelines for recruiting and referrals
► How to prevent discrimination in job assignments, pay, benefits and development opportunities
► Discipline and termination without discrimination
► Best practices for managing employee concerns of discrimination
ONLINE PREVIEW
Drug-Free Workplace

Substances, whether they’re illegal drugs, alcohol or legally prescribed or over-the-counter medications, can negatively impact the work environment, creating safety risks, decreased work performance and reputational damage. Prevention starts with an organization’s employees. And that’s exactly where NAVEX Global’s Drug-Free Workplace course begins.

This course helps all employees, regardless of their industry or role in the organization, to understand the critical role they play in keeping the workplace free from the negative impacts of substance abuse.

Substance abuse in the workplace can be a serious problem – and effective training can help by providing employees with the knowledge and resources to maintain a safe, productive and drug-free work environment.

Employees

Key concepts covered in this course for employees:

- Expectations for reporting to work free of alcohol or illegal drugs
- The varying rules regarding alcohol – and why understanding organizational policy is critical
- The potential impacts of legal prescription drugs and how to take precautions
- When and how to report suspected drug and alcohol misuse
- Pre-employment drug testing
- Post-accident drug testing
Random drug testing

Reasonable suspicion testing, including manager-only content regarding acceptable and unacceptable reasons for suspicion

Consequences for failing to cooperate or pass a requested drug test

The emotional, physical and behavioral signs of substance abuse

How to respond to these warning signs

The critical nature of making reports

What to expect after a report is made

Common reasons co-workers don’t report – and why they should

How to seek help voluntarily

The various options organizations may have for employees who seek help

Confidentiality requirements and expectations

Managers

Key concepts covered in this course for managers:

Expectations for reporting to work free of alcohol or illegal drugs

The varying rules regarding alcohol – and why understanding organizational policy is critical

The potential impacts of legal prescription drugs and how to take precautions

When and how to report suspected drug and alcohol misuse

Pre-employment drug testing
Post-accident drug testing

Random drug testing

Reasonable suspicion testing, including manager-only content regarding acceptable and unacceptable reasons for suspicion

Consequences for failing to cooperate or pass a requested drug test

The emotional, physical and behavioral signs of substance abuse

How to respond to these warning signs

The critical nature of making reports

What to expect after a report is made

Common reasons co-workers don’t report – and why they should

How to seek help voluntarily

The various options organizations may have for employees who seek help

Confidentiality requirements and expectations

Performance monitoring and the role it plays in early detection

The importance of following organizational policies

Confidentiality and guidelines for protecting it

How to respond effectively to suspected misuse, reports of misuse and requests for help
Ethics and Code of Conduct

When employees are aligned around a core set of values and understand how they can promote a culture of ethics and compliance, organizations succeed. And the best way to ensure they do the right thing? Provide all your employees with engaging, high-quality Code of Conduct training.

The NAVEXEngage Ethics & Code of Conduct course is a critical tool for organizations serious about cultivating and maintaining an ethical workplace. Composed of 16 topical 5-minute modules, customers can construct a course unique to their own concerns. Whereas customers can use any modules they need, most select specific modules to build a 30 to 60 minute course. Leveraging clear instruction, current video scenarios, state-of-the-art animation, engaging interactions and more, this course is a must for any organization looking to train beyond rule-giving to a true Code of Conduct training experience.

All Learners

Key Concepts Covered In This Course:

The introduction and closing modules of this course bookend the topic-specific content modules clients can select to build their course. Choose the modules you require for your organization.

- The importance of integrity
- Supporting the Code and values through action
- Manager obligations and responsibilities
- Non-retaliation policy
The definitions of a bribe

Best practices for working with third parties

Improper agreements

The importance of free and open competition

Types of confidential information

Protecting intellectual property

Guidance for disclosing perceived, potential or actual conflicts

The importance of speaking up to stop discrimination

Key fraud-prevention techniques

Best practices for documenting and reporting gifts, entertainment and hospitality

Discussion of sexual harassment

Examples of bullying and mobbing

Best practices for avoiding conflicts between political pursuits and organizational interests

Best practices for proper asset storage

Rules for responding to the media and general public

Due diligence procedures for third parties

Examples of workplace violence

The importance of speaking up
HIPAA For Business Associates

Violations of the Health Insurance Portability and Accountability Act (HIPAA) can result in a number of serious legal risk, and they jeopardize reputations and business relationships. To protect against these types of damages, effective, up-to-date HIPAA training is critical.

Designed for organizations considered business associates under HIPAA, this course helps those organizations meet the training requirements found in HIPAA’s Privacy and Security Rules. It does this by offering an engaging, informative look at learners’ obligations under the law to properly safeguard and control the use and disclosure of protected health information (PHI). It includes tips and best practices for fulfilling those responsibilities, as well as important insights on the notification and reporting processes and procedures to follow if a HIPAA violation is suspected.

The end result is a HIPAA course that can help business associates and their employees recognize PHI, understand the value of protecting it and implement strong, HIPAA-compliant and effective measures for doing so.

All Learners

Key Concepts Covered In This Course:

- Definition of PHI and common identifiers
- Guidelines for the use, disclosure and safeguarding of PHI
- Required and permitted uses of PHI
- Guidelines for protecting ePHI
Unique risks associated with technology and ePHI

Administrative, physical and technical safeguards for ePHI

What constitutes a breach

Common pitfalls that can lead to breaches

Notification and reporting requirements

When to raise concerns or seek help

Assurance the organization will investigate reports and take action as necessary

A restatement of non-retaliation policy

The value of each employee in preserving the organization’s reputation and maintaining an ethical workplace

ONLINE PREVIEW
Under the Health Insurance Portability and Accountability Act (HIPAA), employees of covered entities who have access to protected health information (PHI) have important obligations that can safeguard their organizations against legal, financial and reputational risks. And HIPAA training isn’t just a way to deliver information about these requirements; it’s part of the requirements themselves.

For organizations considered covered entities under HIPAA, safeguarding protected health information (PHI) is everyone’s responsibility. This course addresses that responsibility as outlined by the training requirements found in HIPAA’s Privacy and Security Rules. It provides a solid foundation in critical HIPAA regulations and requirements, along with practical tips and best practices for the protection of PHI, as well as important information on the notification and reporting processes for suspected HIPAA violations.

For covered entities, safeguarding PHI is everyone’s responsibility. Effective training decreases the chances of accidental data breaches and increases the likelihood that employees will recognize PHI, understand the value of protecting it, and take the steps to do so.

All Learners

Key Concepts Covered In This Course:

- Definition of PHI and common identifiers
- Guidelines for the use, disclosure and safeguarding of PHI
- Authorized and unauthorized disclosures
- Disclosing PHI to family
- Patient rights under HIPAA
- Guidelines for protecting ePHI
- Unique risks associated with technology and ePHI
- Administrative, physical and technical safeguards for ePHI
- What constitutes a breach
- Common pitfalls that can lead to breaches
- Notification and reporting requirements
- When to raise concerns or seek help
- Assurance the organization will investigate reports and take action as necessary
- A restatement of non-retaliation policy
- The value of each employee in preserving the organization’s reputation and maintaining an ethical workplace

ONLINE PREVIEW
NAVEX Global actively updates our courseware as legislative and cultural expectations require. Since January 2019, anti-harassment legislation in Connecticut, New York and Illinois have necessitated updates to Workplace Harassment course content. Existing Workplace Harassment customers with operations in Connecticut, New York or Illinois should contact NAVEX Global eLearning customer services to ensure they are training their learners with the most up to date content.

NAVEX Global’s Workplace Harassment eLearning course has been the premier anti-harassment training course in the market for nearly 20 years. Updated at a regular 24-month cadence, this course is the foundation for thousands of organizations’ approach to training their learners on workplace harassment rules, regulations and expectations.

Workplace Harassment, 8th Edition, provides learners with a comprehensive look at key aspects of harassment, including definitions and best practices for handling and reporting harassment. Learners will explore harassment fundamentals, best practices for responding to harassment and additional content that will help them comply with policy and expectations. Manager-specific versions include additional information that covers their unique responsibilities in preventing and responding to harassment, including handling complaints and creating a culture of ethics and respect.

Multiple versions of this course are available, depending on your training requirements. Specific course versions are available to help employers meet anti-harassment training requirements in California, Connecticut, Delaware, Illinois, Maine and New York.

If you are unsure about which versions of Workplace Harassment you require to meet your regulatory and training requirements, please reach out to your account executive for assistance.

Click here to download this course’s datasheet.
* This course is intended to assist employers in meeting a minimum threshold regarding required training requirements. However, as specified by AB 1825, completion of the training should not discourage or relieve any employer from providing for longer, more frequent, or more elaborate training and education regarding workplace harassment or other forms of unlawful discrimination in order to meet its obligations to take all reasonable steps necessary to prevent and correct harassment and discrimination.

**Employee**

30-minute *Employee Fundamentals* addresses key anti-harassment topics that every employee should understand, from their role in harassment prevention to how to appropriately identify and respond to harassment situations.

40-minute *Employee Plus* extends those core learnings to include workplace relationships and additional information that aligns to training specifications for employees in Delaware, Illinois, Maine and New York and includes state-specific information.

60-minute *Employee Complete* is designed to align to California’s employee training requirements as defined in its AB 1825, AB 2053, FEHA and SB 1343 legislation and includes state-specific information. *Employee Complete* addresses gender identity, abusive conduct, diversity and other topics beyond *Employee Fundamentals* and *Employee Plus*.

120-minute *Employee Connecticut* is designed to align to Connecticut’s employee training requirements. This course provides in-depth coverage of the essentials for understanding, preventing and responding to harassment and includes state-specific information for learners in Connecticut. This version includes all content in the Employee Complete course and has been enhanced with additional content to meet the two-hour employee training requirement.
15-minute *Illinois Restaurant and Bar Supplement Add-On* is designed to address the specific restaurant and bar harassment training obligation for Illinois employers. Using examples, scenarios and content tailored to align with the experiences of restaurant and bar employees, this add-on training (designed to be used in conjunction with an Illinois state law compliant version of the course) defines sexual harassment and covers important concepts, like making a report, manager responsibilities and the prohibition on retaliation.

Key concepts covered in this course Employee Fundamentals - 30 min Employee

- Your role in harassment prevention
- Workplace harassment fundamentals
- The power of empathy
- How to respond to harassment
- How your manager can help
- Respectful behavior in a diverse environment
- Preventing harassment by stopping stereotypes
- Dating and social relationships
- Abusive conduct and bullying
- Gender identity and expression
- Abusive conduct and bullying
- Sexual Harassment in the Restaurant and Bar Industry

Manager
75-minute Manager Fundamentals is designed to align to sexual harassment training requirements in Delaware, Illinois, Maine and New York and includes state-specific information. It adapts core lessons to the specific roles and responsibilities of managers, and addresses how to manage and respond to harassment complaints, as well as leading and maintaining a culture of respect and prevention.

120-minute Manager Complete is designed to align to California’s supervisor training requirements as defined in its AB 1825, AB 2053 and SB 1343 legislation and includes state-specific information. It includes modules on harassment fundamentals, harassment prevention, discrimination and national origin, workplace dating, abusive conduct, gender identity and expression, how to manage and respond to complaints, and retaliation. Manager Complete also aligns to Connecticut’s training requirements for supervisors and can be used to train managers in all states.

15-minute Illinois Restaurant and Bar Supplement Add-On is designed to address the specific restaurant and bar harassment training obligation for Illinois employers. Using examples, scenarios and content tailored to align with the experiences of restaurant and bar employees, this add-on training (designed to be used in conjunction with an Illinois state law compliant version of the course) defines sexual harassment and covers important concepts, like making a report, manager responsibilities and the prohibition on retaliation.

Key concepts covered in this course: Manager Fundamentals - 75 min Manager Complete - 120 min

- Your role in harassment prevention
- Workplace harassment fundamentals
- The power of empathy
- How to respond to harassment
- Respectful behavior in a diverse environment
- Dating and social relationships
Abusive conduct and bullying
Gender identity, gender expression and sexual orientation

Understanding complaints ✓
How to respond to a complaint ✓
Managing after a complaint ✓
Culture, respect and prevention ✓

Discrimination
National origin harassment

Sexual Harassment in the Restaurant and Bar Industry

ONLINE PREVIEW