

**Play that
music,
DJ Ken!**



A quick conga line through our topic...



When Corporate
~~Compliance~~

INTEGRITY

can be

DIFFICULT



Is it important to you

PERSONALLY

that those you interact with

- at your own organization,
- in our network of providers,
- at LifeWays,

are

PEOPLE OF INTEGRITY?

Integrity...

Brene Brown

INTEGRITY IS
choosing
COURAGE OVER COMFORT;
CHOOSING WHAT IS RIGHT
over what is
FUN, FAST, OR EASY;
AND CHOOSING TO
PRACTICE OUR VALUES
rather than simply
PROFESSING THEM.

Our organizations have
Code of Ethics (Conduct)
Policies & Procedures
to guide the organization in
Practicing our values
not just professing them



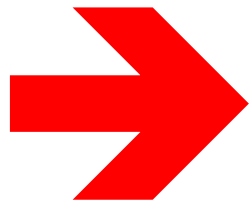
As leaders we remind our team that

INTEGRITY
and
ACCOUNTABILITY
go
HAND-IN-HAND



AND...

**If they believe
integrity
is not being
honored**



We tell them **why** to do a **Speak Up**

- Unreported issues can negatively affect the people we serve
- An organization's reputation *and their own* could be on the line
- It helps an organization improve how it does things
- No one in any organization carries a “get out of accountability” card
- Silence = Agreement

We tell them **who** to do a **Speak Up** with

If it deals with:

Their organization

➤ Their Compliance Officer
(LifeWays Compliance Officer)

A network partner organization

➤ LifeWays Compliance Officer

LifeWays

➤ LifeWays Compliance Officer

But even with all of that...





Doing a Speak Up
can still be
VERY
DIFFICULT
for our staff or even us

Do our staff know how they can Speak Up...

Private and
Confidential

Confidentially?

or

Anonymously?

Do they know our organization's policy on

Retaliation?



- That it's prohibited
 - ➔ By anyone
 - ➔ In any manner
 - ➔ For any reason
- That the penalties for Retaliation are quite severe

This might make corporate integrity & accountability
LESS DIFFICULT

Review with staff twice/year:

- Speaking Up is part of our commitment to **integrity**
- **Everyone** is accountable
- **When** to Speak Up
- **Who** they can Speak Up with
- **How** they can Speak Up confidentially & anonymously
- Retaliation is **prohibited**



**Do we know our staff's
perception of how our
organization responds to a
Speak Up?**



*Off With
Their Heads!*



The single greatest impediment to error prevention in the medical industry is that we punish people for making mistakes.

Dr. Lucien Leape, Harvard School of Public Health



? Got questions?

Primary

Your organization's
Compliance Officer

Secondary

Ken Berger 517.796.4526





Thanks
for
joining
today's
Conga
Line