

When an Employee Says “I Didn’t Know”



Michelle Ann Richards
BSHA, CPC, CPCO, CPMA, SHRM-SCP
Owner, Coding & Compliance Experts
www.coding-compliance-experts.com



1

Objectives

- ▶ Learn how to be proactive with employee relations
- ▶ Understand the importance of documentation

2

You're Fed Up with Your Employee...

- ▶ Not adhering to you telling them over and over not to use their cell phone!!



3



When the Employee Tells You...

I DIDN'T KNOW!!

4



Have You
Been in
this
Situation?

5

Your Next
Steps are
Crucial!!

- ▶ Review the Employee's File
- ▶ Find Appropriate documentation
- ▶ Meet with the employee
- ▶ Hold the employee accountable

6

Holding an Employee Accountable

CLARITY

- Structured Onboarding
- Clear Communication

RESOURCES

- Effective Policies & Procedures
- On-going Training & Education

DOCUMENTATION

ACKNOWLEDGEMENT

7

HARASSMENT POLICY ACKNOWLEDGEMENT

I acknowledge that I have read and fully understand the Masterson's Harassment Policy contained in the Employee Handbook. I also understand that if I feel that I am being harassed, or if I witness harassment committed upon another employee, I have the responsibility to communicate this promptly to any supervisor or manager or owner within the Masterson's organization.

Printed Name of Employee

Signature of Employee

Date

Witness Signature of Manager or Human Resources Employee

Services Policies and Procedures Manual.

I also acknowledge that I have been informed that the online version of the Policies and Procedures Manual is located on the County's G:drive under HR>P&P 2012.

I attest that I have read and agree to abide by these guidelines and any future updates.

Indicate date of Policies and Procedures Manual version read: _____

Signature

Date

Print Name

Division/Location

Rev 3/18/15

Two Sample Acknowledgements

8

OIG Compliance Program Guidelines

1. Conducting internal monitoring and auditing
2. Implementing compliance and practice standards
3. Designating a Compliance Officer or contact
4. Conducting appropriate training and education

9

-
5. Responding appropriately to detected offenses and developing corrective action
 6. Developing open lines of communication
 7. Enforcing disciplinary standards through well publicized guidelines

10

#2 Implementing Compliance and Practice Standards

Employee Handbook +
Policies and Procedures +
Compliance Program +

= **Accountability**

11

#4 Conducting Appropriate Training and Education

Qualified Person +
Teaching Valuable Resource to Employees +
Documentation

= **Accountability**

12

#5 Responding Appropriately to Detected Offenses & Developing Corrective Action

Effective Policies & Procedures +
Documented Training & Education +
Signed Employee Acknowledgement

= Performance Improvement Plan (PIP)
Or Corrective Action Plan

13

Any Questions So Far??????



14

Don't Let Compliance Intimidate You

It takes less time
to do things right
than to explain why
you did it wrong.

~Henry Wadsworth Longfellow

PicsMeme.com

15

Questions???

Thank you for your time today, please be sure to complete your surveys!!!

Michelle Ann Richards

BSHA, CPC, CPCO, CPMA, SHRM-SCP

Owner, Coding & Compliance Experts

www.coding-compliance-experts.com



16