

Remotely Speaking:

Strategies for Effective Remote Employees and Their Employers

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Objectives

- Oh so far, yet still so close: Optimizing the opportunities that remote employment provides
- Going the distance: Avoiding the pitfalls and compliance concerns with remote employment
- You don't have to be there, to be there: Tools, tips, and tricks to keep everyone connected
- Changing course: How a state of disaster changes the landscape of remote employment

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Objective

- Oh so far, yet still so close: Optimizing the opportunities that remote employment provides



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Think outside the boxy office

- Can it work for you
- Taking the first step
- Partner with other remote employees in your organization



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Opportunities

Flexibility in hours

- Where is your audience
- Work around appointments

Opens up your job market-

- Live in AL, work out of PA

Meals at home-

- Healthier food options
- Saves money
- Saves time

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Opportunities

- Customize your environment
- No office distractions
- More time with loved ones



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Opportunities- For the Employee:



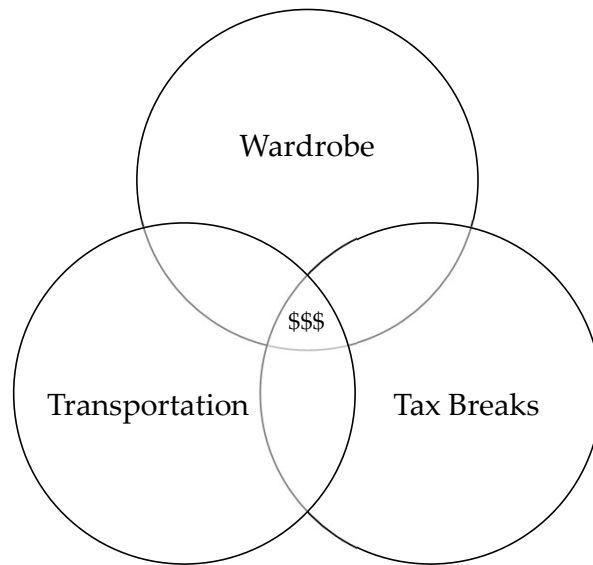
Go from
this...



To this:

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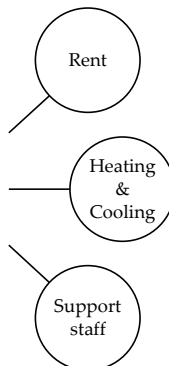
Employee Benefits



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Opportunities- Employer

Monetary Savings



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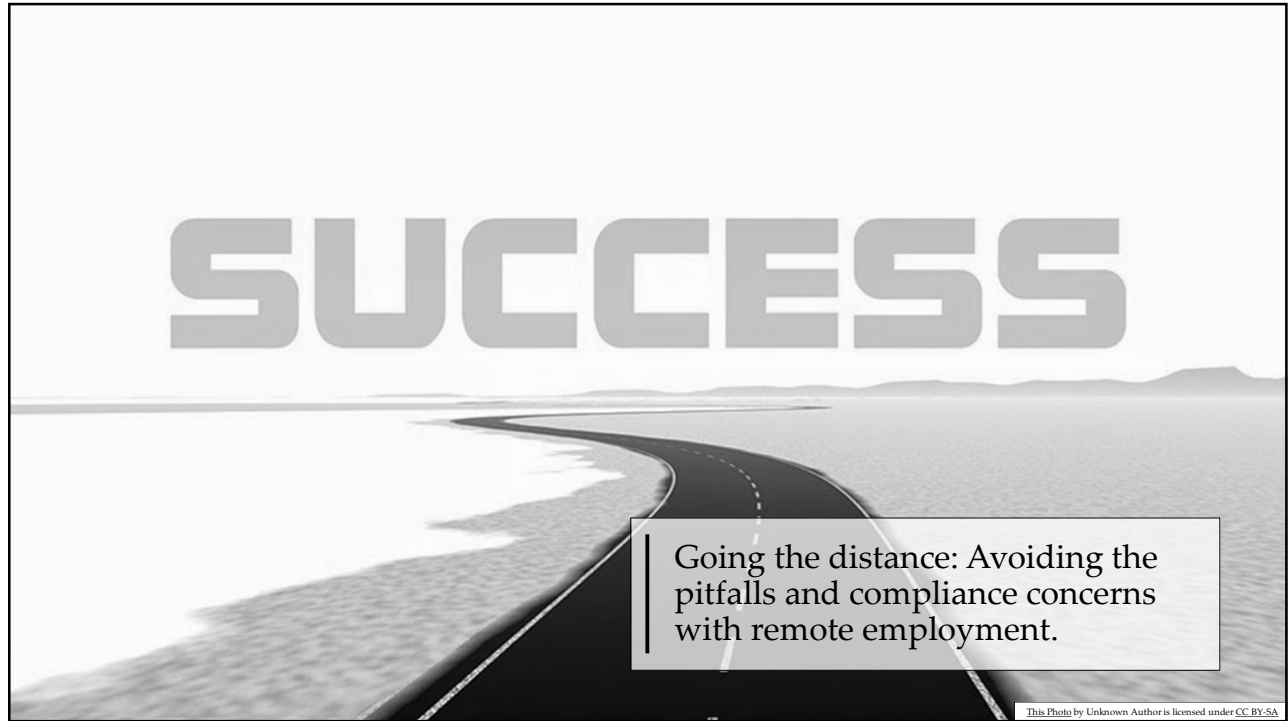
Opportunities- Employer



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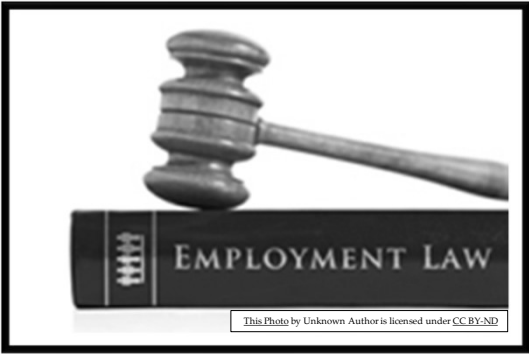
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Labor Laws

- Wage & Hour
 - Monitoring
- Employee Classification
 - ACA - Benefits



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HIPAA Privacy

RISKS

- Overheard conversations
- Paper records or other documents
- Retention policy compliance
- Disposition of documents upon termination

MITIGATION

- Secure work area
- Avoid printing/hard copy
- Provide mechanism for document destruction if appropriate
- Offboarding process for employees



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HIPAA Security

RISKS

- Weak passwords
- Weak antivirus software
- Removable media
- Printing

MITIGATION

- Use VPN
- Limit access
- Multi-factor authentication
- Removable media encryption
- Disable printing



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Polling Question

- If your organization has remote employees, does the employer provide computer hardware, or do employees use their own personal devices?
 - Employer provides computer hardware
 - Employees use their own personal devices
 - Don't know

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Avoiding the
HIPAA Pitfalls

Confidentiality agreement

Policies and procedures

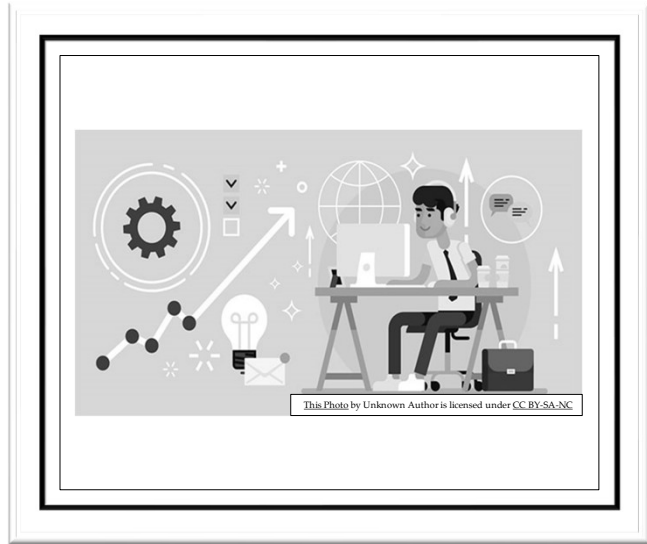
Education and training

Monitoring and auditing

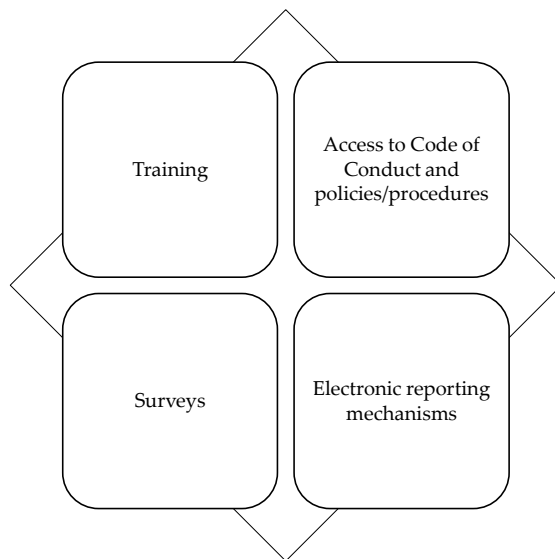
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Productivity

- Monitoring
- Accountability



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**Compliance
Program
Awareness for
Remote
Employees**

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Accountability


Compliance with policies and procedures

Maintaining consistent work hours

Keeping commitments

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Engagement

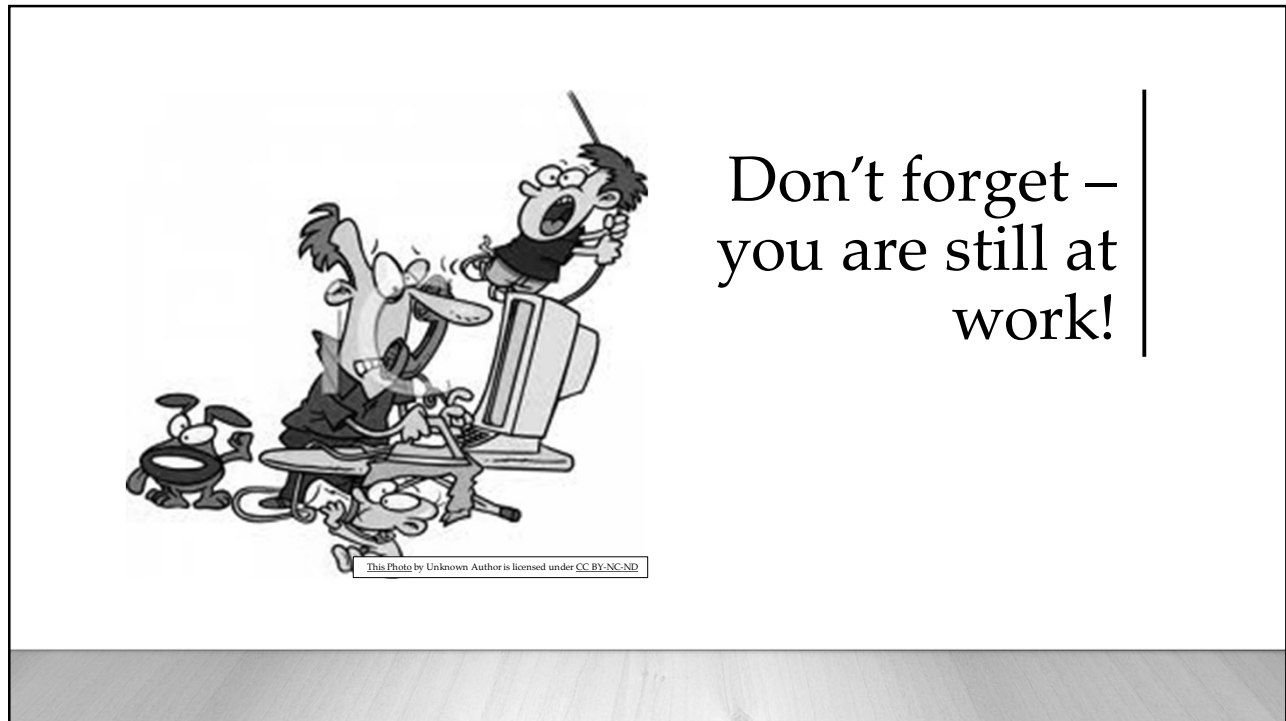
 Social opportunities

 "Water cooler" discussions


 Understanding the culture

 Comfort reporting concerns

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<h2>Avoiding embarrassing moments</h2>  <p>This Photo by Unknown Author is licensed under CC BY-NC-ND</p>	<ul style="list-style-type: none">• Know when you are on video<ul style="list-style-type: none">• No eating• No personal grooming• Be dressed• Find a quiet place to take phone calls<ul style="list-style-type: none">• No barking dogs• No crying children• No flushing toilets• Be aware of your surroundings<ul style="list-style-type: none">• Your boss will notice if you are:<ul style="list-style-type: none">• Outdoors• Out of breath• In a car• At a bar
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Now that you are not there, what do you need to Be there?



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Tools

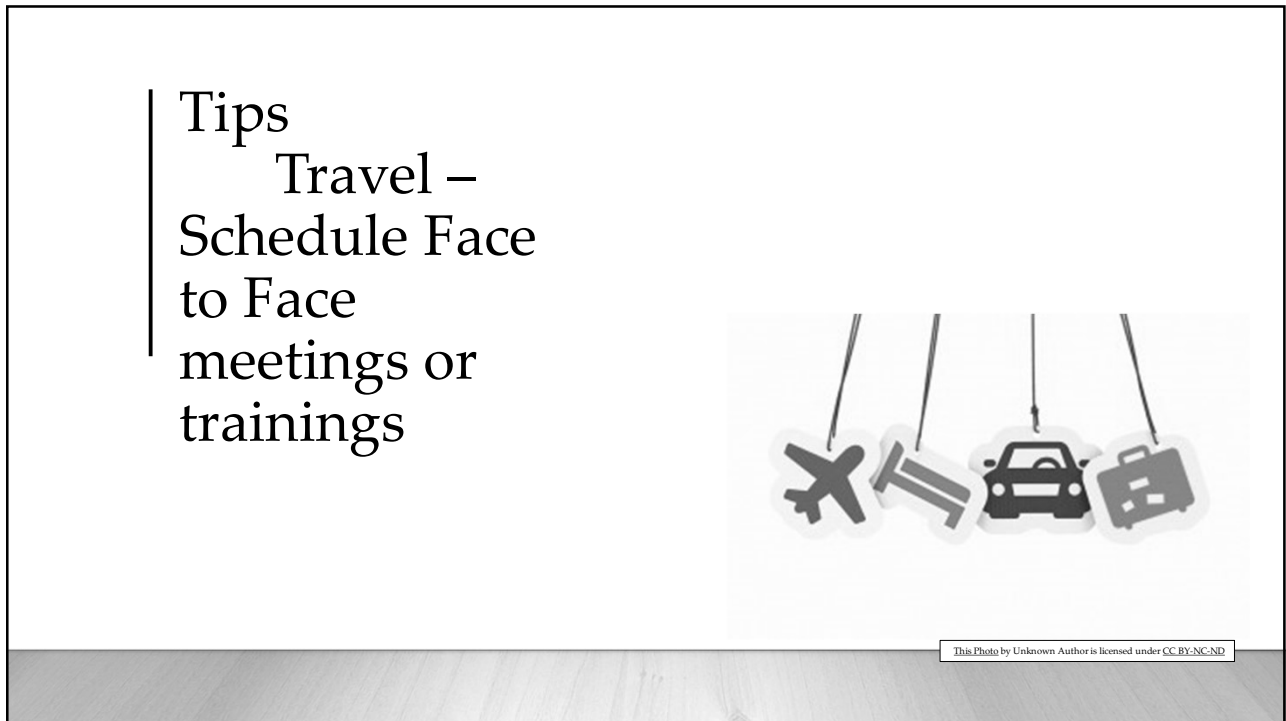


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Tips

• Design a Newsletter

- Frequency
- Consistent
- Keep employees engage
- Include other departments
- Promote your Hotline



Tips

Trainings

- Schedule when visiting the office
- Use video conferencing
- Smaller Groups



Tips

Establish Goals

- Department
- Employee



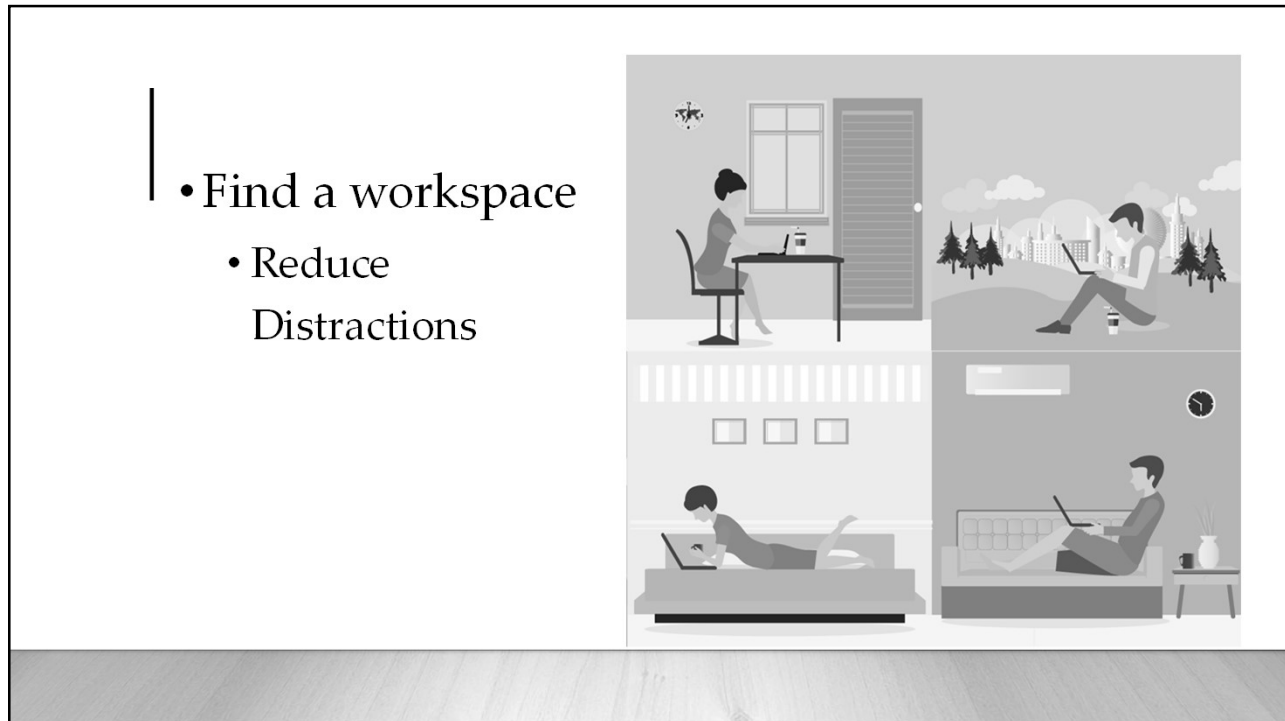
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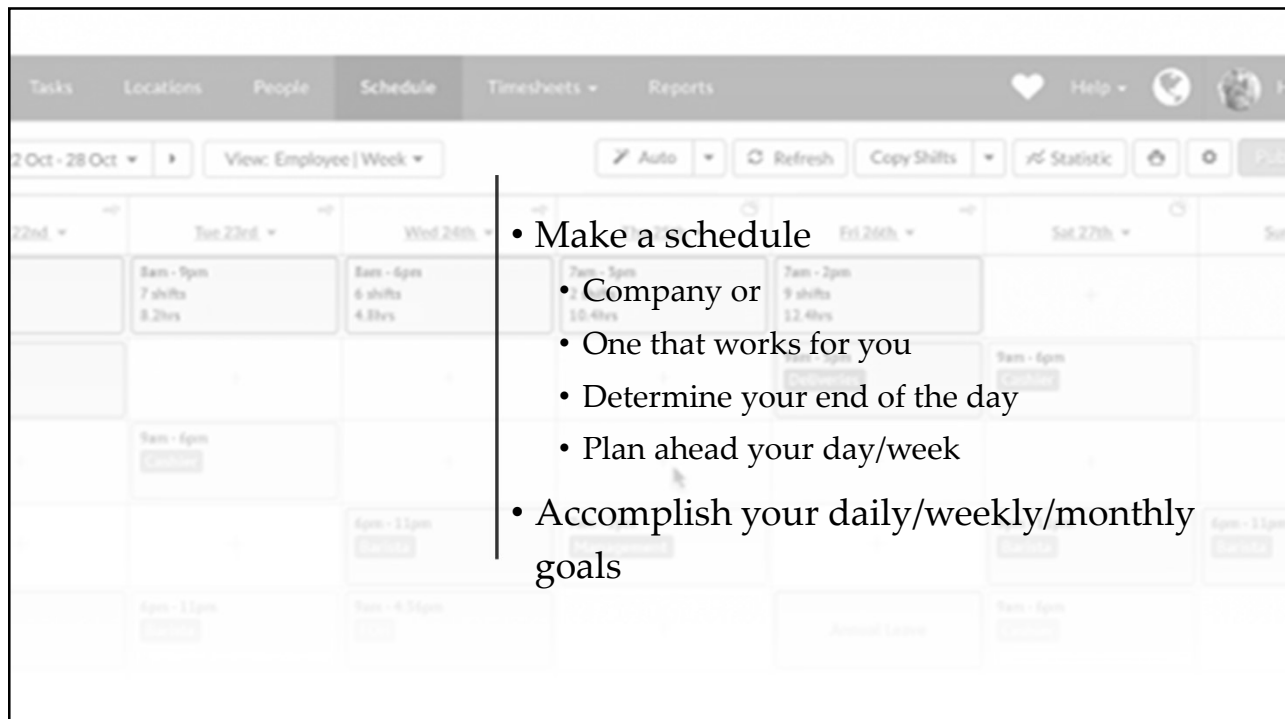


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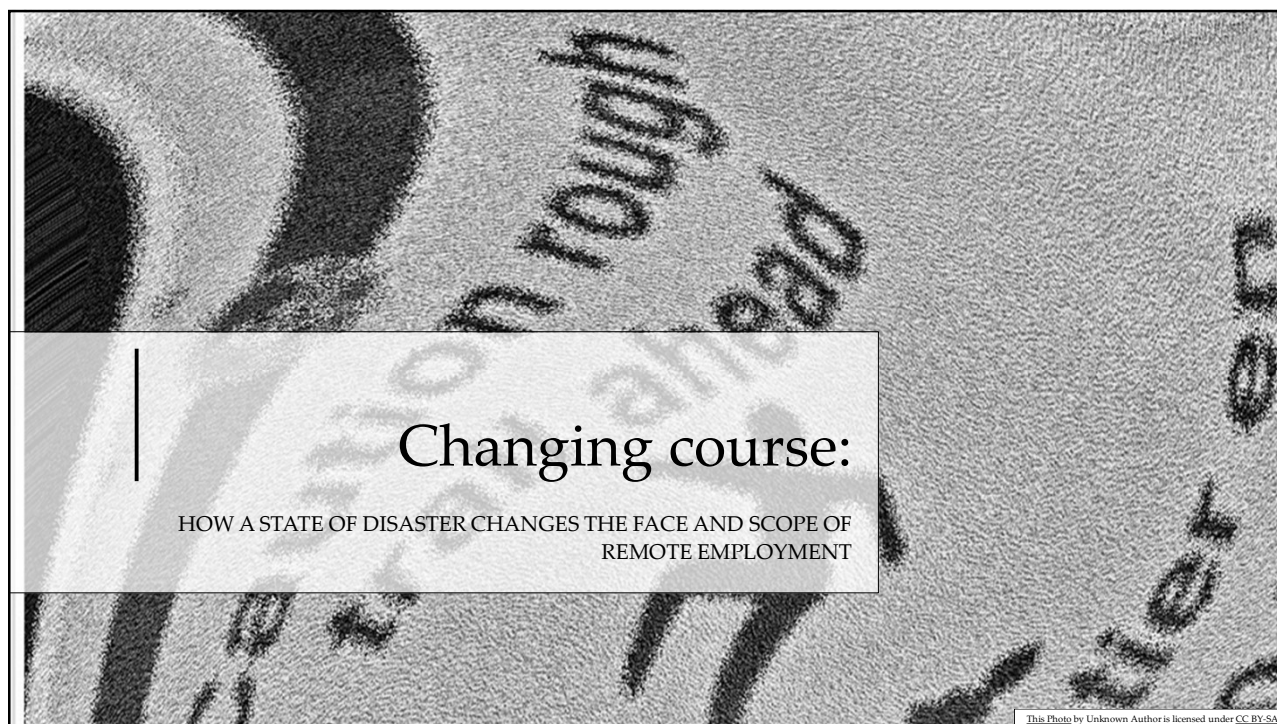
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Polling Question

- Are you currently working remotely?
 - Yes, due to the COVID-19 pandemic
 - Yes, because that is my routine practice
 - No
 - No, but I anticipate that I may in the near future

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How has COVID-19 affected remote employment?

of employees working from home

Deployment of technology resources

Adjustments to policies

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Who is working from home?

Increased numbers

“Nonessential” staff

- Accounting
- Billing
- Coding
- Utilization Review
- Information Technology
- Clinical Documentation Improvement
- Compliance

Mandated in many cases

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But I don't want to!

Mandated employees may not have the desire or personality for remote work.

Employees who are not accustomed to remote work may struggle with:

Loneliness	Self-discipline	Lack of structure	Appropriate work space within the home
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School and other business closures may result in house full of people.

School-age children need oversight of schoolwork.

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Polling Question

- Do you have employees working remotely now who did not before COVID-19?
 - Yes, their choice
 - Yes, mandated
 - No
 - No, but I anticipate it may occur soon

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Do we have the resources to send them home?

- Information Systems hardware
- Software licenses
- IS support staff
- Process for approval
- Education and training



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Do our current policies meet the changing needs?

- Limitations on who can work remotely
 - Employees with X amount of time working on-site
 - No children
 - Employees with no discipline for HIPAA or other relevant actions
 - Employees meeting productivity and quality goals
 - Is there a need to adjust your policy for certain circumstances?

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What do I need to do?



Be sensitive to
employee needs



Assess available
technology and
other resources



Make a plan for
education and
training



Set clear
expectations



Review current
policies and revise
as needed



Monitor for
compliance