

# Tips for Making Your Compliance Training Memorable

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**Cindy  
Matson**

Executive Director, Compliance  
Cindy.Matson@Sanford-Health.org

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## DISCLAIMER

- This presentation is not medical, legal, accounting, regulatory, compliance or reimbursement advice.
- All sample documents provided are for informational purposes only.
- You should consult with your own experts when developing programs and policies.
- Opinions offered during this presentation are my own and not a representation of Sanford Health or HCCA.
- This presentation is not a promotion of any service or product.

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**About Sanford Health**

Sanford Health is one of the largest health care systems in the nation, with 44 hospitals and nearly 300 clinics in nine states and four countries. Headquartered in Sioux Falls, South Dakota, and serving the Upper Midwest, with nearly 1,400 physicians, Sanford Health is dedicated to several initiatives, including global clinics, genomic medicine and specialized centers researching cures for type 1 diabetes, breast cancer and other diseases. Sanford Health has 28,000 employees, making it the largest employer in the Dakotas. Nearly \$1 billion in gifts from philanthropist Denny Sanford over the past decade have transformed how Sanford Health can improve the human condition. For information, visit [sanfordhealth.org](http://sanfordhealth.org).

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## Objectives

- Who, what, where when?
- Training approaches and deployment strategies
- Get creative! Examples of a variety of training tools

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- Use your cell phone or mobile device
- Connect to WiFi
- Password
- Go to [Kahoot.it](http://Kahoot.it)

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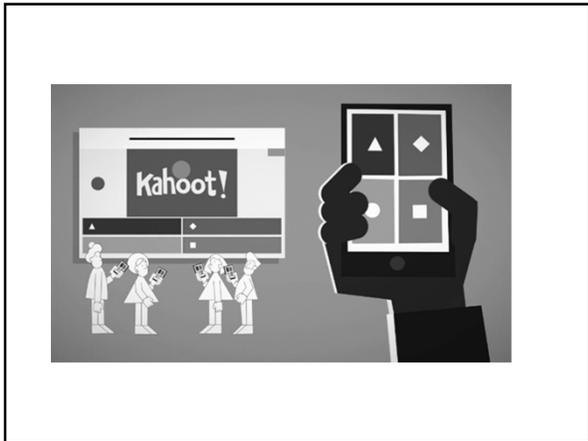
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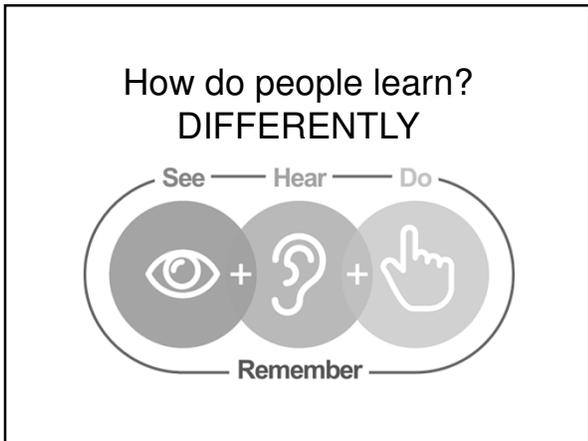
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**Why do people learn?**

- All employees are self-motivated life long learners
- What motivates people?
  - Fear for self
  - Fear for business
  - Noble cause
  - Competitive edge

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### What is your goal?



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### Bring Value



- What is the risk?
- What is the business process?
- Train on tasks not on risks
- What does success look like?

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### Simple & Clear

- Identify 1 to 3 objectives that will make a difference
- Give a 90% solution
- Provide a resource for the 10%



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Action Oriented

- What do they need to do?
- When do they need to do it?
- How can they do it?

**READY,SET,GO!**

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“Cornered by Compliance”

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## Design

- Keep it simple!
- Limit to one idea per slide
- Tell stories
- Interact as much as possible
- Gamification
- Application of knowledge

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### Corporate Compliance Overview Do the Right Thing

**Think before you act!**  
*Sanford's Code of Conduct cannot cover every situation. Before you act, ask yourself:*

- Is it legal?
- Do I have the authority to act?
- Is it the right thing to do?
- Would I be upset or embarrassed if other people found out about this action?
- If this action became public, how would it be depicted in the media?

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### Or would you rather look at this?

Compliance Overview  
**Do The Right Thing**

**Think Before You Act**  
Sanford's Code of Conduct cannot cover every situation. Before you act, ask yourself:

Is this the right thing to do?  
Do I have authority to act?  
Is it legal?  
Would I be upset or embarrassed if others found out about this action?  
If this action became public, how would it be depicted in the media?

**BRONZE**

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## What does success look like?

Compliance Overview  
Do The Right Thing

### Congratulations!

You have earned a **GOLD MEDAL** in compliance!  
Your completion has been recorded. You may close  
the course.



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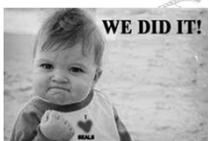
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## Measure it!

- Completion Rates
- Knowledge



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## Metrics on Business Process



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Did it have an effect?



1. Does what I learned today apply to my job?
2. Will what I learned today change the way I do my job?

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What ideas do you have?



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