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How well does your organization know your compliance program?

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How well do the employees in your organization know your compliance program? That's the million-dollar question. And periodic employee surveys can help provide compliance officers with the answers.

The HCCA-OIG Measuring Compliance Program Effectiveness: A Resource Guide offers compliance officers more than 50 ways to survey employees on their knowledge of the organization's compliance program.^[1]

Basic survey questions can determine employees' knowledge of:

- The identity of the compliance officer
- How to reach the compliance officer and the compliance team
- What types of issues to report to the compliance department
- The organization's hotline number
- Whether the hotline number is posted in employees' work areas
- Whether the reporting system is accessible in languages that are most spoken in the organization
- How to make a report anonymously
- Whether employees feel the organization's hotline is truly anonymous
- Whether employees feel they can freely report compliance issues without fear of retaliation
- Whether they have felt or feared retaliation
- The organization's policy on nonretaliation for good-faith reporting
- Whether employees feel their concerns are taken seriously and adequately addressed
- How to find the organization's code of conduct and other compliance policies
- The organization's expectations on completion of new hire and annual compliance training

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