

Transformation of a healthcare compliance and privacy program: Consistently evolving effectiveness

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2023-09-13

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- Learning the value of one-on-one interviews with all levels of the organization and board members, and data to gather information to understand the current perceptions of the department.
- Learning the value of benchmark data that reflects items you deem important to track and trend progress toward the identified goal state. Be sure to communicate those goals to the department staff.
- Re-assess frequently to understand progress toward the goal state.
- Enlist the help of the organization's marketing department to help "advertise" the compliance department to your stakeholders.
- Celebrate the successes and learn from the actions that did not go well.
- Be positive and use active listening to seek to understand, welcoming all points of view

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