

Report on Medicare Compliance Volume 32, Number 45. December 18, 2023

Survey of Compliance Culture

By Nina Youngstrom

Harris Health System in Texas recently asked its employees questions about the compliance program and got useful feedback, said Carolynn Jones, chief compliance and risk officer. Contact her at carolynn.jones@harrishealth.org.

2023 Culture of Compliance Survey

Compliance Cares! We want to hear your thoughts and feedback on our Compliance Program through this short survey. Your responses are 100% anonymous and confidential.

*** 1. The following describes my job title or job duties:**

☐ Medical Staff ☐ Director and Above ☐ Manager/Supervisor ☐ Clinical Staff-Non-Supervisory ☐ Non-Clinical Staff Non-Supervisory ☐ Student ☐ Volunteer

*** 2. How long have you been employed or affiliated with Harris Health System:**

☐ Less than 1 year ☐ 1-2 years ☐ 3-4 years ☐ 5-6 years ☐ 7-8 years ☐ 9-10 years ☐ More than 10 years

*** 3. Please select your current work**

location: _____ Other location (please specify): _____

* 4. How familiar are you with the following?	Familiar	Somewhat Familiar	Somewhat Unfamiliar	Unfamiliar	Not at all familiar
Harris Health's Office of Corporate Compliance?					
Harris Health's Chief Compliance and Risk Officer, Carolynn Jones					
Harris Health's Deputy Compliance Officer, Anthony Williams					
Harris Health's Compliance Hotline?					

Harris Health’s Code of Conduct?					
Harris Health Policy 3.31, Preventing Fraud, Abuse and Wrongdoing?					
Harris Health Policy 3.58, Non-Retaliation for Reporting Fraud, Abuse, and Wrongdoing?					

* 5. To what extent do you agree or disagree with the following statements?	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I know where to find Harris Health’s Code of Conduct.					
I know where to find information on Harris Health’s policies and procedures.					
I know how to report ethical concerns or observed misconduct, including fraud, abuse, or wrongdoing, at Harris Health.					
Harris Health System has clearly communicated disciplinary guidelines to me; therefore, I am aware of the consequences of misconduct, including fraud, abuse, or wrongdoing.					
The Code of Conduct explains what is expected of me as I conduct Harris Health business.					
Harris Health System policies and procedures effectively explain what is expected of me as I conduct Harris Health business.					

*** 6. If I were to observe ethical concerns or observe misconduct, including fraud, abuse, or wrongdoing, I would be willing to report it.**

☐ Strongly Agree ☐ Agree ☐ Neither Agree Nor Disagree ☐ Disagree ☐ Strongly Disagree

*** 7. Over the past 12 months, have you reported potential ethical concerns or misconduct, including fraud, abuse, or wrongdoing at Harris Health System to your supervisor, another member of management, the Office of Corporate Compliance, or the Corporate Compliance Hotline?**

☐ Yes ☐ No ☐ Unsure/Decline to Answer

* 8. To what extent do you agree or disagree with the following statements?	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I feel comfortable reporting incidents or concerns of non-compliance to my supervisor or another member of management					
I feel comfortable reporting incidents or concerns of non-compliance to the Office of Corporate Compliance					
I feel comfortable reporting incidents or concerns of non-compliance to the Corporate Compliance Hotline					
I feel I would be protected from retaliation if I report a suspected compliance violation.					

* 9. To what extent do you agree or disagree with the following statements?	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I believe appropriate actions are taken when individuals engage in unethical behavior or misconduct, including fraud, abuse, or wrongdoing at Harris Health System.					
I believe the rules and appropriate actions for unethical behavior or misconduct, including fraud, abuse, or wrongdoing are the same for every workforce member.					
If I raise a concern about potential unethical behavior or misconduct, including fraud, abuse, or wrongdoing, I believe Harris Health System will fully investigate it.					

* 10. How familiar are you with the following:	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Harris Health's Cyber/Information Security department, led by Chief Cyber and Information Security Officer (CCISO), Jeff Vinson?					
What functions Harris Health's Cyber/Information Security department provides?					
Harris Health's Annual Mandatory Cyber Security Training (completed in the summer)?					

* 11. How familiar are you with the following:	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Harris Health's Accreditation & Regulatory Affairs team, led by Administrative Director, Vivian Ho-Nguyen?					
What functions Harris Health's Accreditation & Regulatory Affairs team provides?					
Harris Health's various accreditations, such as DNV?					

* 12. Additional Comments

Please share any additional feedback or issues you'd like Harris Health System to be aware of, along with suggestions for how to make the organization's Compliance Program better.

If you have an issue to report, please use one of the available reporting options.

Navex online: <https://secure.ethicspoint.com/domain/media/en/gui/78122/index.html>

Hotline xxx-xxx-xxxx

If you have questions about the survey, please contact the Office of Corporate Compliance at xxx-xxx-xxxx or

[its email address].

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