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Manage the reaction

by Catherine Boerner

When confronted with a potential compliance violation—especially one that may involve senior leadership or a physician—you might want to pause and think about how to manage the reaction. Take a moment to consider who may react to the investigation and how. Imagine the need to approach the situation with empathy, critical thinking, and understanding of human behavior. It is crucial to ensure transparency, fairness, and adherence to legal and ethical standards.

Maybe start with your own reaction. You might want to wait a week to manage your own response to the investigation. Calm down and get everything into perspective before creating a plan to investigate the allegation. It is important that you stay calm and objective. Remember, situations often seem worse before necessary facts are uncovered. Do not assume the worst-case scenario at the start of the investigation. Treating all parties fairly and impartially is vital in strengthening the investigation's credibility. Avoid making premature judgments or assumptions. Emotions can cloud judgment and lead to improper conclusions.

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