GUIDE

Compliance Reports Healthcare Leaders Can't Live Without

Insight To Reduce Risk and Be Survey Ready

Your Peace of Mind Depends on These Reports

The detail and accuracy of your organization's workforce compliance tracking is what should be keeping you up at night. With an incomplete picture, your risks are higher, you're reactive, and you have a greater chance of fines, citations, and lost revenue.

In healthcare compliance (and credentialing), a lot of things are outside your control, but reporting is not one of them. As you check out the reports included, you may realize your current process isn't cutting it. If you want peace of mind — and a good night's sleep — it's time to step up your reporting. That might mean finding a solution that better meets your needs.

Use These Reports To

Be survey ready
Put the information surveyors need right at your fingertips to prevent the costly citations, deficiencies, and corrective action plans.

Provide internal visibility
Offer the visibility and transparency needed to protect the organization, budget effectively, and anticipate surprises.

Identify issues and trends
Spot troubling trends with data at your fingertips so you can analyze and take a proactive approach to limit risks.

9 Reports Leaders Can't Live Without

MedTrainer

Where Healthcare Organizations Are Going Wrong

Trying to use spreadsheets
Manually entering and combining that volume of data is not only time consuming, but also error prone. Without software, data analysis and trend identification are nearly impossible.

Not setting up reports to match requirements
You know what surveyors are looking for and you know the most common violations. Set up your reports to match the requirements of the accreditation or regulatory agency.

Afraid of change
Change is hard, but is it worth putting your organization at risk to stick with the same sub-par compliance tool or process?

No data visualization
Dashboards, charts, and color-coding make it easy to be confident in your organization's survey readiness. Plus, these tools are ideal for sharing with leaders and board members.

Disparate systems
Consolidating systems bring together information like compliance training data and incident report results. This makes it easy to draw a correlation between incomplete training and a rise in incidents — one of the best ways to stop a problem before it becomes costly.

Report #1: Compliance Training

You can count on a surveyor to double-check your staff training completion. Real-time reports give you peace of mind that no matter what the surveyor wants to see, you're ready. These reports can also help you identify incidents that may arise from training non-completion or low assessment scores on particular courses.

Insights You'll Gain From This Report

- Confirm employees who completed annual training this year
- Verify all employees are assigned next year's mandatory training
- Identify gaps in training across role, department, or location
- Ensure training compliance by regulatory agency
- See how much time clinicians are required to be in training
- Know all employees have completed a specific training

Data You Need

Essential Fields	Helpful Fields
☐ Employee Name	☐ Employee Supervisor
☐ Facility Location	☐ Employee Email
☐ Course Name	☐ Employee Department
☐ Course Duration	☐ Progress %
☐ Assignment Status	☐ Employee Hire Date
☐ Date Completed	☐ Assessment Score
☐ Next Annual Training Date	

This information is available in MedTrainer's customizable reports as well as at-a-glance dashboards. Learn more.

Report #2: Incident Trends

Incident trend reports may have the most value. Taking your organization from reactive to proactive can have a profound impact on reputation, liability, and so much more. Having the tools to identify and act on issues before they become a true problem can change your organization for the better.

Insights You'll Gain From This Report

- Number of incidents per type per month
- Percentage of incidents unresolved
- How long it takes to resolve issues
- Trends by date, incident type, location, department, and more
- Part of the process where most incident resolutions are delayed – and by whom
- Know all employees have completed a specific training

Data You Need

Essential Fields	Helpful Fields
☐ Incident Number	☐ Severity Level
☐ Incident Type	☐ Location
☐ Name(s) of Person Involved	☐ Department
☐ Status	☐ Escalation Type
☐ Incident Date	☐ Incident Description
☐ Created By	☐ Follow Up Date
☐ Created Date	☐ Investigation
☐ Resolution Date	
☐ Elapsed Time	

*In addition to the insight available in customizable reports, MedTrainer's incident activity log offers transparency into the process for further investigation. **Learn more.***

Report #3: Policy Details

In a recent MedTrainer poll, more than half of the respondents said they have trouble ensuring policies are updated on time. The majority also said their organization uses two or more tools to manage documents and policies, which makes it even harder to get the data you need. If your organization falls into either of these categories, you need this report.

Insights You'll Gain From This Report

- Policy versions that need to be updated
- Policy versions pending approval and who is holding up the process
- Staff who need to acknowledge policies
- Who is required to acknowledge and approve policies
- Departments or locations with the most unacknowledged policies

Data You Need For Approvals/Versions

Essential Fields	Helpful Fields
☐ Policy Title	☐ Policy Owner
☐ Policy Version	☐ Workflow State
☐ Status	☐ Signature Required
☐ Expiration Date	☐ Policy Type
☐ Created Date	☐ Last Edited Date
	☐ Where Located

Data You Need For Employee Acknowledgment

Essential Fields	Helpful Fields	
☐ Policy Title	☐ Policy Owner	☐ Employee Location
☐ Policy Version	☐ Signature Required	☐ Hire Date
☐ Employee Name	☐ Policy Type	☐ Due Date
☐ Status	☐ Employee Position	☐ Employee Supervisor
☐ Assignment Date	☐ Employee Department	
☐ Acknowledgment Date		

Report #4: Contract Details

Effective management of the large volume of healthcare organization contracts can be a huge cost savings. This report is a chief financial officer's best friend! With all the information in one report, you can quickly identify redundant tools, unused tools, and contracts ready for re-negotiation.

Insights You'll Gain From This Report

- Contracts soon to expire
- Already expired contracts
- List of contracts by location or department

Data You Need

Essential Fields	Helpful Fields
☐ Contract Name	☐ Contract Type
☐ Start Date	☐ Entity Type
☐ Expiration Date	☐ Status
☐ Version	☐ Last Renewal Date
☐ Employee Contact	☐ Evergreen Contract
☐ Primary Contact	

MedTrainer's automated reminders make it even easier to stay on top of contract expiration dates and re-negotiations.

Report #5: Credentialing

A credentialing report gives you peace of mind that all documents are collected, verifications completed, and that you won't miss a recredentialing deadline. When a surveyor asks to see a specific document, you already know it is stored and ready.

Insights You'll Gain From This Report

- Busy months based on recredentialing dates
- Assurance all verifications are complete
- Confidence that all providers are credentialed

Data You Need

Essential Fields	Helpful Fields
☐ Provider Name	☐ Position
☐ Provider Specialty	☐ Department
☐ Document Type	☐ Location
☐ Document Status	☐ Primary Location
☐ Document Expiration Date	☐ Verified Date
☐ Recredentialing Date	☐ Verified By
☐ Verification Status	
☐ License Status	
☐ DEA Status	
☐ DEA Expiration Date	

Use the time you save with MedTrainer's automated license verification and DEA registrant validation to use this information to discover trends and process improvements. ***Learn more.***

Report #6: Provider Enrollment

With a direct impact on revenue, visibility into the enrollment process is critical for leaders, but only 8% of poll respondents say they have the information needed. If you're using a [credentialing platform], all actions are tracked and provide insight into the process. For example, you'll be able to tell if it is the provider, credentialer, or payer causing costly delays.

Insights You'll Gain From This Report

- Status of a provider with every payer
- Payers who take the longest to make a decision
- Average time to submit an enrollment application
- Busy months based on enrollment dates

Data You Need

Essential Fields	Helpful Fields
☐ Enrollment Status	☐ Enrollment State
☐ Provider Name	☐ Time To Submission
☐ Payer Name	☐ Submission Age
☐ Primary Practice NPI	☐ Payer Turnaround Time
☐ Tax ID Number	☐ Recredentialing Date
☐ Start Date	☐ Position
☐ Contract Effective Date	☐ Specialty
☐ Submission Date	
☐ Initial Enrollment Date	

*MedTrainer's data visualization tools make it easy to spot missing enrollments and make business decisions. **Learn more.***

Report #7: Payer Roster

For a growing healthcare organization, it's probably exhausting to compile a payer roster monthly for every payer you work with. In addition to submitting it to the payer, the information can help your organization verify correct billing and reimbursements, as well as ensuring that you're meeting plan requirements.

Insights You'll Gain From This Report

- Visibility into whether a provider has dropped from a payer
- Determine network adequacy gaps and whether you're meeting the requirements for the plan
- Use to gauge if you're receiving claims and being reimbursed accurately

Data You Need

Essential Fields	Helpful Fields
☐ Enrollment Status	☐ Roster Update Reason
☐ Payer Name	☐ Start Date
☐ Provider Name	☐ Submission Date
☐ Primary Practice NPI	
☐ Contract Effective Date	
☐ Recredentialing Date	
☐ Initial Enrollment Date	

Report #8: Exclusions

Ensuring your organization's providers are not excluded from practicing is important both for surveyors and leadership. NCQA guidelines recommend reviewing exclusionary status monthly, which is extremely time consuming if you're checking and tracking manually. Automate this process with software and a report is automatically generated, along with email notification of status change.

Insights You'll Gain From This Report

- Proof a surveyor needs that exclusions are maintained
- When last exclusion check was completed

Data You Need

Essential Fields	Helpful Fields
☐ Provider Name	☐ Location
☐ Exclusion List	☐ Department
☐ Source	☐ Position
☐ Exclusion Status	☐ Hire Date
☐ Last Exclusion Check	☐ Terminated Date
	☐ Confirmation Date
	☐ Confirmed By

*With automated exclusions monitoring, you always have access to this report and receive an email notification when an exclusion status changes. **Learn more.***

Report #9: Board of Directors

Governing boards are expected to put forth a meaningful effort to review the adequacy of existing compliance systems and functions (Office of the Inspector General). Typically organizations share compliance plans at least annually and provide quarterly reports. Using a compliance platform with data visualization tools is ideal, since the board will likely be focused on high-level performance.

Insights You'll Gain From This Report

- Data to share with the board
- Red flags the board may ask about
- How the board might perceive your compliance

Data You Need

Essential Fields	*What You Share With the Board*
☐ **Assigned, not completed training**	*Percent training completion*
☐ **Expired policies and expiration date**	*Policies they should expect for approval*
☐ **Number of incidents by date and location**	*Incident trends and how you're handling*
☐ **Average time for incident report resolution**	*Average time for incident report resolution*
☐ **Expired recredentialing dates**	*Number of providers who are not credentialed*
☐ **Credentialing status**	*Numbers of in-progress, complete, etc.*
☐ **Privileging status**	*Numbers of in-progress, complete, etc.*
☐ **Excluded providers and reason**	*Number of excluded providers and reason*

*This information is available in MedTrainer's customizable reports as well as at-a-glance dashboards. **Learn more.***

The Changes You Need To Make

Now that you've seen what's possible in compliance reporting, do you feel like your process could be improved? Most leaders say yes. In fact, in a recent MedTrainer poll, only 8% say they have the visibility they need.

To regain peace of mind, it's time to consider a change.

MedTrainer's all-in-one compliance platform offers industry-leading reporting and data visualization for all aspects of healthcare compliance and credentialing. Every report and data point in this guide is available within MedTrainer, giving you the comprehensive view you need to improve your organization.

- **Customize reports with the data you need, then filter, sort, and save for future use.**
- **Schedule reports to send on a recurring basis to internal or external stakeholders.**
- **Color-coded charts make it easy to identify missing information and delayed processes.**
- **Configurable charts, graphs, and dashboards display critical information at a glance.**

See MedTrainer in Action

MedTrainer

Checklist: Making Your Compliance Reports Work for You

Your compliance and credentialing reports should offer internal visibility, help you to quickly identify trends, and keep you survey ready. Here's a checklist of questions to ask yourself to determine if your current reporting process is working — or if you need a better solution.

- [ ] Is there information I need that isn't included in one of my reports? Can I add it?
- [ ] Is there a way to import information or will I need to manually calculate?
- [ ] Will my reports satisfy a regulatory or accreditation surveyor?
- [ ] Is there enough information to make business decisions based on these reports (especially credentialing and enrollments)?
- [ ] Can I use the reports to ensure policies are current?
- [ ] Can I easily identify patterns on incident reports (common staff, departments, or locations) to take corrective action?
- [ ] Do the reports better help us manage contracts and reduce associated costs?
- [ ] Can I easily see clinician license expirations?
- [ ] Do I have a way to ensure all employees are meeting OSHA, OIG, OCR, and CMS training requirements?
- [ ] Can I tell which courses are not being completed by staff? How will I remind them?
- [ ] Can I identify performance improvement on our training outcomes?

Are Your Reports Making the Grade?

If you aren't getting the information you need from your current reporting, consider a switch to MedTrainer. The all-in-one compliance platform brings together essential compliance and credentialing tasks with the ability to customize reports and dashboards for quick decision making. Easily save, schedule, and send reports to both internal and external stakeholders. providers and suppliers (inpatient versus out-patient providers).

See MedTrainer in Action