



UNIVERSITY of
ROCHESTER
MEDICAL CENTER

Past positive experience brings Complianceline to mind again

BACKGROUND

The University of Rochester Medical Center (URMC) is one of the nation's leading academic medical centers. The university's clinical enterprise, UR Medicine, consists of six hospitals located throughout the Finger Lakes and Southern Tier regions along with nine urgent care centers and an extensive primary care network. The organization is committed to scientific research with over 3000 employees committed to this pursuit. With over 26,000 employees, URMC is the sixth largest private sector employer in the state of New York.

URMC's compliance department was formed in the mid-1990s with its initial focus upon ensuring compliance with PATH (Physicians At Teaching Hospitals) audits and gradually grew in stages to address finance, pharmacy, laboratory, and HIPAA compliance, etc.

"It helps not being tied up on the phone for the initial intake."

Robin McIlwaine, Compliance Director of Hospital Programs

THE CHALLENGE

At the start of 2020, URMC hired a new Chief Compliance Officer, Vicki Clevenger, who immediately recognized the shortcomings of the established internal hotlines being used. There were several different hotlines for different divisions in addition to the hotline that rang directly to the compliance department. Reports could not be taken live after business hours and reporters could only leave voicemail messages. Ms. Clevenger also noted there seemed to be too few reports being taken for an organization as large as URMC.

SOLUTION

Ms. Clevenger knew of Complianceline from when she worked with another organization which used its services. She knew Complianceline could be depended on to provide quality services for an organization the size of URMC and knew Complianceline's specialization in the healthcare industry made them worth the investment.



THE RESULTS

"Making the world a better workplace" is more than a floral motto used by ComplianceLine with empty value. It is the central tenet of all that ComplianceLine does and in pursuit of that goal it seeks to forge lasting relationships with clients. Profits are an outcome and not a goal. Client tenure is a measure of success and for all these reasons, when URMC took on a new chief compliance officer, she wanted to continue to use what she knew worked well for her in the past and could do so again.

ABOUT US

ComplianceLine is on a mission to make the world a better workplace by giving leaders who care actionable insight, tools, and services to mitigate risks, engage employees, and build strong cultures.

We believe people matter most of all, and the workplace must be a place where employees thrive, are protected, and make a difference in the community regardless of their background. As conscious members of our local and the global community, we improve the social, economic and environmental wellbeing of people through service to all our stakeholders by improving the justice of workplace environments and reducing pollution to the environment.

We proudly foster a socially aware culture inclusive of all perspectives where each member cares about what is going on in the world to impact coworkers, clients, and the worldwide community, through servanthood in four dimensions. By attracting and building up people who genuinely care about each other, we incorporate each unique employees' ideas and contributions to do our best for our clients and every stakeholder. We foster empowered communication, candid feedback, and our professional strengths to build socially responsible partnerships to improve the lives, environment, and communities of all we serve. ComplianceLine believes that when caring change makers work together toward a noble goal, we can transform the future of the entire planet into a more just, compassionate, and transparent place for every person.

ComplianceLine allows you to do the following:

- Segment issues by department or integrate and centralize across every campus.
- Receipt and compilation of issue intake from any device into a single platform.
- Immediate enhanced notification to departments, campus, or other authorities for severe issues.
- Convey a proactive commitment to positive culture to students, parents, alumni and the public.
- Professional awareness campaigns and dedicated issue management programs help you focus attention and participation on key issues like sexual harassment or mental health.
- Retain a secure record of proper follow up on reports as evidence of custodial integrity.
- CrisisLine Planning and Response services available to prepare for and manage large-scale potential disruptions of campus life and institutional reputation.