

## Report on Medicare Compliance Volume 31, Number 8. February 28, 2022

### Compliance Training Pre- and Post-Test

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By Nina Youngstrom

Here are the questions on Trinity Health's compliance training quiz (including the answers). Employees (except new hires) who pass the test are permitted to skip the 20-minute refresher course, said Jennifer Munro, manager of integrity & compliance, education, communication and the hotline system.<sup>[1]</sup> Contact Munro at [munrojl@trinity-health.org](mailto:munrojl@trinity-health.org).

#### Trinity Health Integrity & Compliance Annual Education Post-Test

**Q1. Which of the following best describes the Integrity and Compliance Program at Trinity Health? Check all that apply.**

- A. Making decisions consistent with the highest standards of ethical behavior *[correct]*
- B. Acting in full compliance with all laws and regulations *[correct]*
- C. Punishing colleagues for making mistakes
- D. None of these

*[Q1 remediation]*

The Integrity and Compliance Program is our commitment to making decisions consistent with the highest standards of ethical behavior, and in full compliance with all laws and regulations.

**Q2. Knowingly billing for services that were not provided or for services that are not covered are examples of what?**

- A. Privacy breaches
- B. False claims *[correct]*
- C. Diversions
- D. Audits

*[Q2 remediation]*

Knowingly billing Medicare or another health care program for services that were not provided or are not covered are examples of false claims.

**Q3. The Trinity Health Code of Conduct applies to all but which of the following?**

- A. Colleagues

- B. Consultants
- C. Suppliers
- D. None of these *[correct]*

*[Q3 remediation]*

The Code of Conduct applies to all of these groups in addition to volunteers, medical staff members, independent contractors, and other business partners that work for or provide goods and services to our health care ministry.

**Q4. True or False? The standards described in the Code of Conduct are merely suggestions. Trinity Health leaves it up to individuals to decide what is right and wrong.**

- A. True
- B. False *[correct]*

*[Q4 remediation]*

While all who work in Trinity Health are expected to use common sense and good judgment, the standards set forth in our Code of Conduct are mandatory and must be followed. If in doubt, seek help for your questions or issues.

**Q5. True or False? It's okay to discuss things that happened at work with patients on social media sites like Facebook, as long as you don't mention patient names.**

- A. True
- B. False *[correct]*

*[Q5 remediation]*

Omitting a patient or resident's name does not guarantee the person cannot be identified. The uniqueness of the situation alone could allow identification.

**Q6. Trinity Health colleagues are not to accept gifts from suppliers, such as entertainment or meals. Which of the following best describes the reason for this policy?**

- A. Gift giving is an accepted practice with suppliers.
- B. No gift is free – Trinity Health, our patients and our payers ultimately pay for the cost of gifts. *[correct]*
- C. Accepting gifts is okay as long as you get a supervisor's approval.
- D. It's not fair if you get a gift but your coworkers don't.

*[Q6 remediation]*

Our Core Value of Stewardship calls us to be faithful stewards of financial and other resources. The cost of gifts is ultimately borne by Trinity Health in the cost of products and services we purchase, and passed on to our patients and our payers.

**Q7. This annual training program is an example of which element of an effective compliance program?**

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- A. Education and Training *[correct]*
- B. Leadership and Oversight
- C. Reporting Systems
- D. Risk Assessment

*[Q7 remediation]*

Trinity Health provides training programs to assist colleagues in understanding Trinity Health policies and the laws, regulations, and standards that apply to their work.

**Q8. True or False? Violations of the Code may result in termination of employment.**

- A. True *[correct]*
- B. False

*[Q8 remediation]*

Violations of the Code of Conduct may result in disciplinary actions, up to and including termination of employment.

**Q9. Which of the following are resources that are available if you have questions or concerns regarding Integrity and Compliance?**

- A. Immediate Supervisor
- B. Human Resources representatives
- C. Integrity and Compliance Officer
- D. All of the above *[correct]*

*[Q9 remediation]*

All of the above are appropriate resources to assist you in answering questions or concerns.

**Q10. Personal Health Information (PHI) must be protected and secured and may be found in which of the following:**

- A. Paper and electronic records
- B. Verbal discussions
- C. Portable devices such as laptops or USB drives
- D. All of the above *[correct]*

*[Q10 remediation]*

PHI may be collected and maintained in many ways. All of the above are examples where you may encounter PHI in your work.

**Q11. The following situations are all examples of potential conflicts of interest except:**

- A. Accepting free concert tickets from a supplier
- B. Having an ownership interest in a company that does business with Trinity Health
- C. Volunteering to help a local charity on a weekend project *[correct]*
- D. Working for a company that competes with Trinity Health

*[Q11 remediation]*

Trinity Health colleagues are encouraged to actively participate in charitable and civic organizations that benefit their communities.

**Q12. Select the word that best completes this sentence: “\_\_\_\_\_ and respect are important factors in supporting effective teamwork in the workplace.”**

- A. Trust *[correct]*
- B. Contracts
- C. Risks
- D. Gifts

*[Q12 remediation]*

Successful, long-term relationships are ultimately built on trust. Maintaining trust is dependent on our behaviors and actions. Acting with integrity, being honest, and following laws and regulations are behaviors and actions that build and maintain trust.

**Q13. True or False: Trinity Health has an Integrity & Compliance Officer at each Ministry across the system.**

- A. True *[correct]*
- B. False

*[Q13 remediation]*

Each Ministry has appointed an Integrity and Compliance Officer to lead its program. This is part of the Leadership and Oversight element of Trinity Health’s Integrity & Compliance Program.

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