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Podcasts, Tied to Hotline, Are One Way to Evolve Compliance Program

By Nina Youngstrom

To diversify its compliance training, UofL Health in Kentucky is introducing podcasts, with the first devoted to the Emergency Medical Treatment and Labor Act (EMTALA). The podcasts will be an adjunct to the annual compliance training and are another expression of UofL's evolving and maturing compliance program, said Shelly Denham, senior vice president of compliance, risk and audit services.

"There are ways we can be more strategic on compliance awareness," Denham explained Sept. 20 at the Compliance Auditing and Monitoring Conference sponsored by the Society for Corporate Compliance & Ethics.^[1] "We are starting to develop topics based on hotline reports."

EMTALA is first on the podcast menu because UofL has multiple hospitals across the system, and it wants to ensure that staff understands the hospitals' responsibilities under the so-called patient antidumping law. "We get a lot of questions" on EMTALA, she said, including when it's appropriate to transfer patients. A subsequent podcast will take on social media. "We have done well not having patient information on social media," Denham said. "We're starting to pivot to professionalism and the code of conduct."

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