

Compliance Today – October 2023



Jay Anstine (jay.anstine@bannerhealth.com, [linkedin.com/in/jay-anstine-90736610/](https://www.linkedin.com/in/jay-anstine-90736610/)) is Compliance Program Director, Western Division, at Banner Health, Greeley, CO.

How to maintain a calming presence when responding to a compliance issue

by Jay Anstine

In this line of work, there is no shortage of opportunities to lose our cool. Investigations into high-risk issues (e.g., fraud, drug diversion, privacy breach) get people's hearts pumping fast. That can lead to murky thinking, flared tempers, and unproductive trips down rabbit holes.

Stressaholic author Hedi Hanna says this behavior can lead to "second-hand stress." That is, the issue itself is stressful, but how someone reacts to it creates additional stress that others feel.

This document is only available to members. Please [log in](#) or [become a member](#).

[Become a Member](#) [Login](#)