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Engaging frontline staff: Individual compliance responsibility

by Sarah M. Couture

A compliance program's success is seen in its ability to engage each person in the organization—not only senior leaders and managers but all frontline staff—in their individual compliance responsibilities. Compliance is everyone's job. But how can the compliance program reach every individual in a meaningful way? Staff need more than the knowledge that a compliance program, a code of conduct, and policies exist; they need a personal understanding of how to do one's job compliantly and a commitment to doing the right thing *and* speaking up if there is suspected noncompliance. Frontline staff engagement is an organization's first line of defense against fraud, waste, and abuse. We must instill in all staff that they are critical to our organization's success, not just in patient care, quality, and safety, but in our organization's compliance.

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