

Report on Medicare Compliance Volume 33, Number 14. April 15, 2024 Hotline Reports Are Up, And More Are Anonymous, New Data Shows

By Nina Youngstrom

More people are reporting concerns to compliance hotlines, and a higher percentage of their complaints are being substantiated, according to 2023 national and international data across industries.^[1] Some of the highest reporting volumes are in health care.

“We have had a significant increase in report volume and substantiation of those cases,” said Carrie Penman, chief risk and compliance officer for Navex, at an April 11 HCCA webinar. “We are pleased with the findings. It’s important for organizations to have a strong speak-up culture, and we are finding that more and more.”

The Navex database for 2023 included 3,784 organizations, 1.86 million reports and 57 million employees across industries. The data on reports is put into six risk categories and 24 risk types. The risk categories are accounting, auditing and financial reporting; business integrity; human resources (HR), diversity and workplace respect; environment, health and safety; misuse or misappropriation of assets; and other. The 24 risk types are spread across the main risk areas (e.g., conflicts of interest and data privacy and protection fall under business integrity).

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