

3 THINGS

YOU MAY NOT KNOW ABOUT ME...

1. I am currently working toward my green belt in Taekwondo.
2. In college I won a Cheers look-alike contest because when I was younger, thinner, and had more hair I looked a lot like Woody Harrelson, when he was younger, thinner, and had more hair.
3. My music taste is very eclectic. Today I may be listening to classical piano, tomorrow 80s or 90s pop, the next 60s oldies with possibly a variety of country music decades thrown in between.



Scot Eibel

Chief Compliance Officer
U.S. Renal Care

Q&A

THE SECRET SAUCE OF COMPLIANCE

WHICH OF THE FOLLOWING IS MOST IMPORTANT IN THE COMPLIANCE TOOLBOX

We conducted a poll to determine which of the many tools a compliance professional possesses is most important to getting the job done well:

Ability to explain regulation: 17%

Resilience & Persistence: 32%

A keen eye for risks: 42%

Getting a group consensus: 9%

Having an eye for risk wins the day by a good majority. This isn't a surprise, given what those risks might lead to.

Second place is what we feel is most interesting - is every day a challenge for compliance professionals? Perhaps that is why they do it? We would like to hear your thoughts!

What is your secret sauce for compliance?

We maintain our compliance edge by placing a high value on compliance engagement in the field so that front line staff experience a personal touch and can comfortably connect. This allows them to experience compliance professionals as real, accessible people who can enter their day-to-day world and understand their challenges.

Another example is including amusing topic-based videos in our training to supplement the boiler plate content we must have to meet regulatory expectations. This appeals to the adult learning style and demonstrates that although compliance engages in serious matters, we do not take ourselves too seriously. We do smile, laugh, and have a creative side with a sense of humor.

What is one thing you changed in the past year that made a big difference to the compliance culture at U.S. Renal Care?

We modified our compliance structure to push compliance accountability more downstream to our Divisional and Regional levels of management. Our goal is to create a closer compliance and operations partnership. To accomplish this, we recruited higher level, experienced compliance professionals to be the dedicated eyes, ears, and voice of compliance at a Divisional level within the organization. This increased the number of compliance touch points within the company making the compliance team more available and engaged with business units.

How have you adapted your team to the change in working arrangements?

In my years of experience I have found compliance professionals to be some of the most adaptable and independent working professionals, so overall adapting to remote work has not been too difficult. The changing work environment forced us to look for new and better ways to connect as a team to manage the compliance program. Also, due to some travel restrictions we have shifted our focus more to other compliance elements such as policy reviews and process improvement.

What would you say to someone considering a career in compliance?

The compliance profession is a specialist in knowing general, and often complex, topics. Therefore, you must be skilled at, and like, juggling a high-level general knowledge base with the ability to shift quickly over to digesting topic detail depending on the issues that come at you. If that appeals to you then a compliance career would be a good fit.

How do you keep your hair from bursting into flames each day?

Having a good support network which includes external resources both within and outside of the compliance profession. External connections become a good source of encouragement, validation, and perspective when the complexity and stress of the job get overwhelming.

JD or not JD, that is the question

Having a JD has added some complexity to my position that would not exist if I were not legally trained. The lines can get easily blurred when you are a compliance professional who happens to be an attorney when often, with a JD, I may be viewed as an attorney who happens to be a compliance professional. A JD certainly helps navigate the detailed nuances within healthcare regulations; however, compliance professionals can become proficient without legal training through other disciplines or educational paths.

What in compliance keeps you awake at night?

Compliance sometimes feels like a never-ending process of identifying and mitigating risks for the organization. With the ever-changing regulations and increased government scrutiny; the thought that we may have missed a hidden risk despite our best efforts – I dream of Sisyphus from Greek mythology.

Why did the compliance officer cross the road?

Because the risk-reward balance was tipped in the right direction - and there was a beach and a margarita on the other side!

Interviewed by Steve Harrison

Partner at Conselium Compliance Search

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"After one week, Steve at Conselium identified the best candidate we have seen in eight months of recruiting!"

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