

## ***Request for Proposals for Compliance Officer services***

The Keweenaw Bay Indian Community (KBIC) Health System is currently accepting bids for a Compliance Officer.

KBIC Health System is located in the Donald A. LaPointe Health & Education Center, in Baraga, Michigan. The Health Center staff provides comprehensive health services to approximately 2,800 tribal members and descendants living in Baraga, Houghton and Ontonagon Counties. Currently, there is a total of over 50 staff who are employed at the health system.

### **Summary**

With this Request for Proposal, RFP, KBIC is seeking to acquire the services of a qualified individual to support compliance needs within the Health System. KBIC invites proposals from interested professionals with experience in healthcare compliance, policy development and implementation, and change management, within a tribal or government organization is preferred.

The work performed will support the Health Systems mission to be a leader in Tribal Health and Human Services by using traditional, evidence based, and innovative strategies that contribute to building a strong, healthy community.

**Indian Preference:** Preference will be given to qualified individuals of American Indian descent.

**Veteran Preference:** Preference will be given to Veterans who do not have bad conduct or dishonorable discharges.

**Work type:** This is a contractual position.

### **DESCRIPTION OF SERVICES:**

- A. Review, revise, and develop policies and procedures as well as coordinate policy and procedure development with Health System management and subject matter experts. Policies will include, but are not limited to:
  - 1) Patient Care Policies
  - 2) Workplace health and safety policies
  - 3) Information security policy
  - 4) Data privacy and IT security
  - 5) Drug Handling
  - 6) Administrative and HR policies
  - 7) Social media policies
  - 8) Infectious disease policy
  - 9) Code of ethics
  - 10) Medical Staff Credentialing
- B. Recommend changes to policies and operational systems to improve quality, contractual and/or regulatory compliance, and to mitigate operational risk. Provide implementation options; develop and recommend methods to improve operations; develop processes for systematic organizational improvement.
- C. Research and incorporate current best practices and research, and emerging trends; prepare comprehensive reports and presentations; presents information to Health

System management.

- D. Develop and maintain tools that facilitate effective staff education and internal communication of policy and other process changes. Develop processes to ensure effective staff communication, information sharing, and learning.
- E. Plan, identify, and conduct operational improvement of the Health System onboarding program. Determine appropriate methods of approach and analysis, including involvement of internal staff; develop scope and timelines, including identifying and utilizing resources and mitigating difficulties; establish criteria to identify and measure quality, effectiveness, and compliance; design, collect and oversee collection of data; conduct data analysis and quality reviews.
- F. Coordinate with Health System management to ensure consistent employee outboarding procedures and experience. Develop and maintain onboarding tools and resources, including competency checklists.
- G. Project management and coordination as needed to meet Health System's goals and objectives. Develop and organize project scope and timelines; manage project steps and incorporate effective participation of Health System management and KBIC leaders; provide project support; verify quality of project deliverables.
- H. Conduct research of best practices of various health centers, implement surveys to ensure best practices, and analyses; compile and organize policies; and use new and existing policy data sources to prepare, enter, arrange, revise, create, and display policies for Health System.
- I. Prepare policy studies, policies, papers, and other written communication on a variety of topics of important viable policies.

**DUTIES:**

Compliance Officer will establish and implement an effective Compliance Program and perform other duties as assigned to meet business needs. Other essential duties and responsibilities may include the following:

- Undertake short-term or long-term projects to address a variety of issues and needs.
- Meets with management or appropriate staff to understand their requirement.
- Conducts background policy research and analyses to support existing policies as well as proposals for new policies of work; synthesizes research findings to identify and recommend best practices.
- Use interviews, surveys to collect necessary data. Extracts, collects, and aggregates data across databases, information sources survey responses, and other data sources; ensures data quality; cleans and checks existing policies for consistency and accuracy.
- Develops data visualizations for diverse audiences and develops, formats, and prepares reports, charts, and/or graphs for varying documents and written and oral presentations for both internal and external audiences; collaborates with teams to design and help integrate data into an approved format.

- Conducts data standardization processes; proactively identifies and proposes alternatives to improve the stability, performance, and accuracy of the data.
- Assists in coordinating, administering, analyzing, and reporting on KBIC surveys; assists with reports and topic briefs to support team's work.
- Assists in efforts to present and explain findings to appropriate executives.
- Provide advice or suggestions for improvement according to objectives.
- Contributes professional expertise and experience concerning policies and other policy areas most relevant to KBIC Health System; formulate policies to implement recommendations and oversee objections.
- Arrange for or provide training to people affected by change; evaluate the changes periodically and adjust when needed.

**POLICY PROJECTS AND INITIATIVES SUPPORT:**

- Provides administrative support for team members when needed related to policy development or adherence.
- Conducts background research and data support for project initiatives.
- Track project timeline, deliverables, and internal/external partners across multiple projects and teams, proactively communicating progress and potential challenges to supervisors and project teams.
- Support the execution of meetings and conference calls by coordinating logistics, developing agenda, developing content, taking notes, and following up on resulting action items.
- Support and prepare senior staff for regular internal and external meetings and completion of deliverables; draft talking points and presentations for external audiences.
- Other duties may be assigned to meet business needs.

**QUALIFICATIONS:**

Bachelor's degree in business or public administration or minimum five [5] years in a healthcare organization. Health Care Compliance Certification preferred.

- Maintains strict confidentiality in accordance with the standards of care and the Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge and experience working within the Native American community and culture preferred.
- Experienced in regulatory compliance with tribal, local, state, and federal laws.
- Intermediate level experience preparing data sets and data analyses and ability to read and interpret complex materials and perform data cleaning. Strong understanding of databases, analytical tools, and concepts.
- Strong experience with Excel including the ability to perform research and use data visualizations software or other statistical software is preferred.

- Must display an advanced level in the Microsoft Office suite.
- Experience working with Office 365, SharePoint, association management systems, mass email systems, and website content management systems is preferred.

**Anticipated Selection Schedule**

RFP Distributed: Monday, April 24, 2023

Proposal Due Date: Monday, May 8, 2023

Contractor Selection: Wednesday, May 10, 2023

Commencement of Contract: TBD

Responses must be submitted via email to [blapointe@kbic-nsn.gov](mailto:blapointe@kbic-nsn.gov) with "Compliance Officer RFP" in the subject line. Submissions should consist of a resume and cover letter stating experience that meet the qualifications listed above.

If mailing response, please mail by deadline to:

**KBIC Tribal Center**

**Attn: Brigitte LaPointe-Dunham, CEO**

**16429 Beartown Rd.**

**Baraga, MI 49908**

Responses to this RFP must be delivered to KBIC by 3:00 pm EST May 8, 2023. Responses submitted after 3:00 pm will not be accepted.