

HOME CARE COMPLIANCE CONTROL TOWER



Establishing a Compliance Control Tower helps organizations move from reactive compliance to proactive risk prevention by operationalizing visibility, accountability, and early warning signals.

WHAT TO IMPLEMENT (NEXT 30 DAYS)

- ☐ Create a Compliance Control Tower—a standing, executive-visible structure that centralizes high-risk compliance indicators.

HOW TO IMPLEMENT

1. DESIGNATE AN EXECUTIVE OWNER

- ☐ COO or Compliance Officer responsible for quarterly reporting to the C-suite.

2. CREATE A COMPLIANCE RISK DASHBOARD

- ☐ EVV edit rate (target: <10–15%)
- ☐ Authorized vs. delivered hours variance
- ☐ Missing or late documentation
- ☐ Credential and license expiration (90/60/30-day alerts)
- ☐ Overtime rate (target: <12%)
- ☐ Missed visits and supervisory visit compliance

3. STANDARDIZE A QUARTERLY COMPLIANCE REVIEW

- ☐ Review dashboard trends, not just incidents.
- ☐ Identify root causes tied to people, process, or technology—not individuals.

4. OPERATIONALIZE PREVENTION

- ☐ Require documented corrective action plans for any metric trending negatively for two consecutive months.

SUCCESS INDICATORS

- ☐ Reduced audit findings
- ☐ Fewer denied or recouped claims
- ☐ Improved timeliness of billing
- ☐ Fewer “surprise” compliance fires