The results from the 2019 Compliance Survey are in! Thanks for your participation. Many of you have asked what the correct answers are, so read on to see how much you know:

Who is the Compliance Officer at Lakeland?
A. Mary Ann Pater  
B. Chris Kuhlmann  
C. Loren Hamel  
D. Kendall Troyer  
E. None of the Above

Who is the Compliance Officer at Lakeland?

If you want to report an issue anonymously, how would you do it?
A. Drop a note in a comment box  
B. Post the concern on Facebook  
C. Anonymous Hotline or Web-portal  
D. Place a phone call from my workstation  
E. None of the above

If you want to report an issue anonymously, how would you do it?

What is the 3Q test to determine if there is a potential compliance issue to report?
A. Does it violate the 1) Law, 2) Ethics, 3) Policy?  
B. Does it involve 1) TRAITS, 2) Just Culture, 3) Retaliation?  
C. Does it feel 1) Wrong, 2) Hurtful, 3) Shameful?  
D. Does it look like 1) Favoritism, 2) Discrimination, 3) Preferential Treatment?  
E. None of the Above

What is the 3Q test to determine if there is a potential compliance issue to report?

Reasons team members would not report an observed violation:
Other - 37 percent  
Concern that nothing will be done - 34 percent  
Fear of retaliation or punishment - 23 percent  
Did not know who to report to - 6 percent

Reasons team members would not report an observed violation:

The Compliance Department has an impact on your daily work:
A. Agree - 66 percent  
B. Neutral - 29 percent  
C. Disagree - 5 percent

The Compliance Department has an impact on your daily work:

What policy’s sole purpose is to protect me from wrongful punishment if I report a concern?
A. Corporate Compliance and Integrity Program Policy (Corp 20)  
B. Non-Retaliation Policy (Corp 280)  
C. Privacy Policy (Corp 191)  
D. Compliance Investigation Policy (Corp 279)  
E. None of the Above

What policy’s sole purpose is to protect me from wrongful punishment if I report a concern?

Anonymous hotline: 800.325.6115
Anonymous web portal: spectrumhealthlakeland.org/ethics

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