

24 Tips for Arranging On Call Services (Part II)

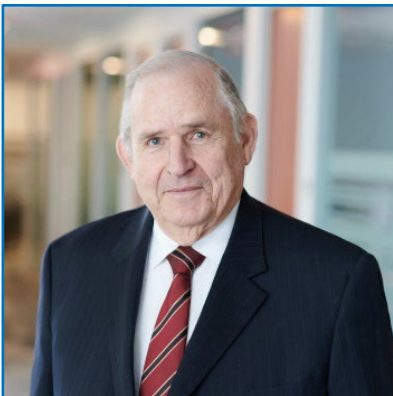
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A [compliance consultant](#) is a subject matter expert who offers professional advice in their area of specialization. An organization's ability to access these services, as needed, can expand the range and capabilities of the Compliance Office. This is especially the case in situations requiring the prompt use of specialized expertise. The best and most efficient means for utilizing compliance consultants is through "on call" contracts. From time to time all Compliance Officers find themselves in a position where being able to quickly engage such a party would be highly desirable. In an earlier blog post, the advantages for such arrangements were explored. The following are tips and factors to consider in selecting and arranging for "on call" services.

1. Determine if using a consultant is the best decision for the organization
2. Obtain organization agreement for using consultants for temporary assistance
3. Determine if a budget is needed for supplemental services
4. Define the ranges of services that would be included in the contract
5. Select a firm that brings a diverse background, a broad range, and capabilities in experience
6. See credentials (JD/MBA/MPA/CPA/RN/PHD/CHC/CHPC/CHPS/CHRC/CCEP, CISSP)
7. Require multi-million dollar tort liability insurance coverage for all task orders and projects
8. Ensure there is a long compliance track record; 20-30 years experience is reasonable
9. Ensure there are no conflict-of-interest issues
10. Know and meet the person who would be the primary contact
11. Obtain pre-approval from procurement for the selected consulting firm
12. Have the firm execute a BAA and confidentiality agreement as part of the contract
13. Establish how the fees will be calculated (e.g., hourly rates)
14. Include a clause in the agreement permitting termination at any time for any reason
15. Assess value against the cost of using a consultant for any task or project being considered
16. Define the skills, qualifications, and experience needed for task work or projects
17. Clearly define the needs and goals for any task or project work

18. Assess assigned consultant's skills, experience, and approach for meeting the needed work
19. Ensure a meeting of the minds as to what is needed and how work is to be performed
20. Determine who the engagement supervisor would be for the on call contract
21. Assess the assigned consultant's relevant expertise and experience
22. Set a timeline for the completion of tasks and projects
23. Establish clear expectations regarding deliverables and timelines
24. Examine the history and leadership of the prospective firms for the evaluations.

For more information on this topic, contact Richard Kusserow (rkusserow@strategicm.com). You can also keep up-to-date with Strategic Management Services by following us on LinkedIn.



About the Author

Richard P. Kusserow established Strategic Management Services, LLC, after retiring from being the DHHS Inspector General, and has assisted over 2,000 health care organizations and entities in developing, implementing and assessing compliance programs.