
CUSTOMER CASE STUDY: SHASTA COMMUNITY HEALTH CENTER

Shasta Community Health Center Utilizes Healthy Contracts CLM to Manage Business Agreements and Administer Post Award Grant Management

Shasta Community Health Center (SCHC) is a non-profit primary health care system based in Redding, California. SCHC has served Shasta and surrounding counties since 1988. Its mission is to provide quality health care services to medically underserved populations. SCHC works with private and public health partners to create a seamless system of access to compassionate, high quality and cost-effective primary and preventative health care.



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Cris Navarro, JD*
Chief Compliance Officer
Shasta Community Health Center

Q: Why did Shasta Community Health Center decide to use our Healthy Contracts CLM Solution?

A: In nearly 20 years of compliance work (and in private practice before that, defending organizations), I appreciate the importance of the details and proactive maintenance of agreements. The execution of an agreement is only the beginning of the key work tied to those documents. That is easy to appreciate as an attorney or compliance officer, but the key is in making it something that can be managed by operations staff. It was important for us to work with an organization that has the ability, as well as the desire, to design a system that would not only meet the demands of contracting experts in the organization, but also the needs of key players most involved in the day to day implementation of contracted services. I felt that BDA's management and design staff also appreciated those nuances needed to make Healthy Contracts work for everyone.

Q: What critical business issues does Healthy Contracts solve for SCHC?

A: As a Federally Qualified Health Center (FQHC) receiving 330 grant funds, Shasta Community Health Center (SCHC) must meet all the government mandated practices for managing designed monies. More recently, with the updating of the HRSA Compliance Manual and Operational Site Visit (OSV) Protocol, we realized there were nuances with government expectations for accountability that required a robust and dynamic system that was also easy to maintain. In speaking directly with HRSA surveyors about the heightened requirements and how Healthy Contracts manages agreements, it became clear to us that Healthy Contracts was spot on for meeting not only the contracting aspects of the 93 compliance elements, but also the elements focused on quality, continuity of care, collaboration and many other aspects of compliance not always understood by or managed with other contracting systems.

“No doubt time is a precious commodity and the ease with which Healthy Contracts supports the effective management of our agreements helps to not only make us more accountable to our funding sources and our patients, but also does so in an affordable, sustainable manner which is key to the SCHC mission.”

Q: What regulatory items are addressed by Healthy Contracts?

A: Healthy Contracts helps us to manage the myriad of elements related to Stark, Anti-Kickback Statute and the Safe Harbors. Of course, there are a number of contract management systems on the market that focus on those aspects; however, Healthy Contracts is the first system that I found molded easily to an organization’s monitoring and auditing needs, allowing us to build in those processes to the system itself. The ability to support timely internal audits, as well as to facilitate external audits, supports a very proactive management approach to contracts, and also keeps costs down based on the streamlining of processes. Again, as an FQHC, there are many more compliance considerations, such as HRSA and the heightened OSV Protocol. With Healthy Contracts, we could create multiple layers of contract management. The ease with which the system allowed us to designate HRSA agreements and build in the specific HRSA compliance elements is significant given the increased accountability standards – particularly on organizations who, unlike the larger health systems – do not necessarily have a large pool of resources to manage processes. I have experience in those healthcare systems and, with Healthy Contracts, I feel confident that this system not only puts the smaller organizations on an even playing field but, in fact, gives them the ability to surpass the contract management practices traditionally practiced by the larger systems.

Q: How has Healthy Contracts made SCHC more efficient?

A: Every day we can find new ways in which Healthy Contracts can save the organization’s resources. The system supports accountability through the engagement of operations staff by helping to manage the time needed to review and management agreements. We are able to identify opportunities for improvements and savings because such reviews do not rely simply on finance staff but on the true experts for these services – operations. Finance systems are able to hold the organization accountable for managing day to day operation costs. I would challenge any organization to evaluate what only 90 days of managing their agreements well can find for them in terms of fiscal and quality opportunities. By facilitating the day to day engagement of operations managers, Healthy Contracts supports the management of services to ensure that the best quality of care is provided to our community center’s patients. Collaborative relationships represented by our agreements can be easily leveraged on a regular basis to ensure timeliness in addressing real and potential issues that could impact care and identifying opportunities for continual improvement.

*Serving as the Senior Healthcare Legal and Regulatory Advisor for BDA, Cris brings more than 20 years of experience, initially in private practice specializing in the United States Sentencing Guidelines and Regulatory Compliance and then within government and leading healthcare providers in California. Developing, deploying and maintaining effective compliance and ethics programs in organizations such as Butte County, Enloe Medical Center, Sutter Health, Adventist Health Rideout, and Shasta Community Health Center, Cris has provided leadership in all aspects of the healthcare regulatory landscape holding positions of County Compliance Officer and Chief Compliance Officer. Cris earned a BA in English and History at the University of Bridgeport and a JD from the University of Miami School of Law.