



From Compliance Overload to Workforce Resilience: Building Sustainable Compliance in CHCs

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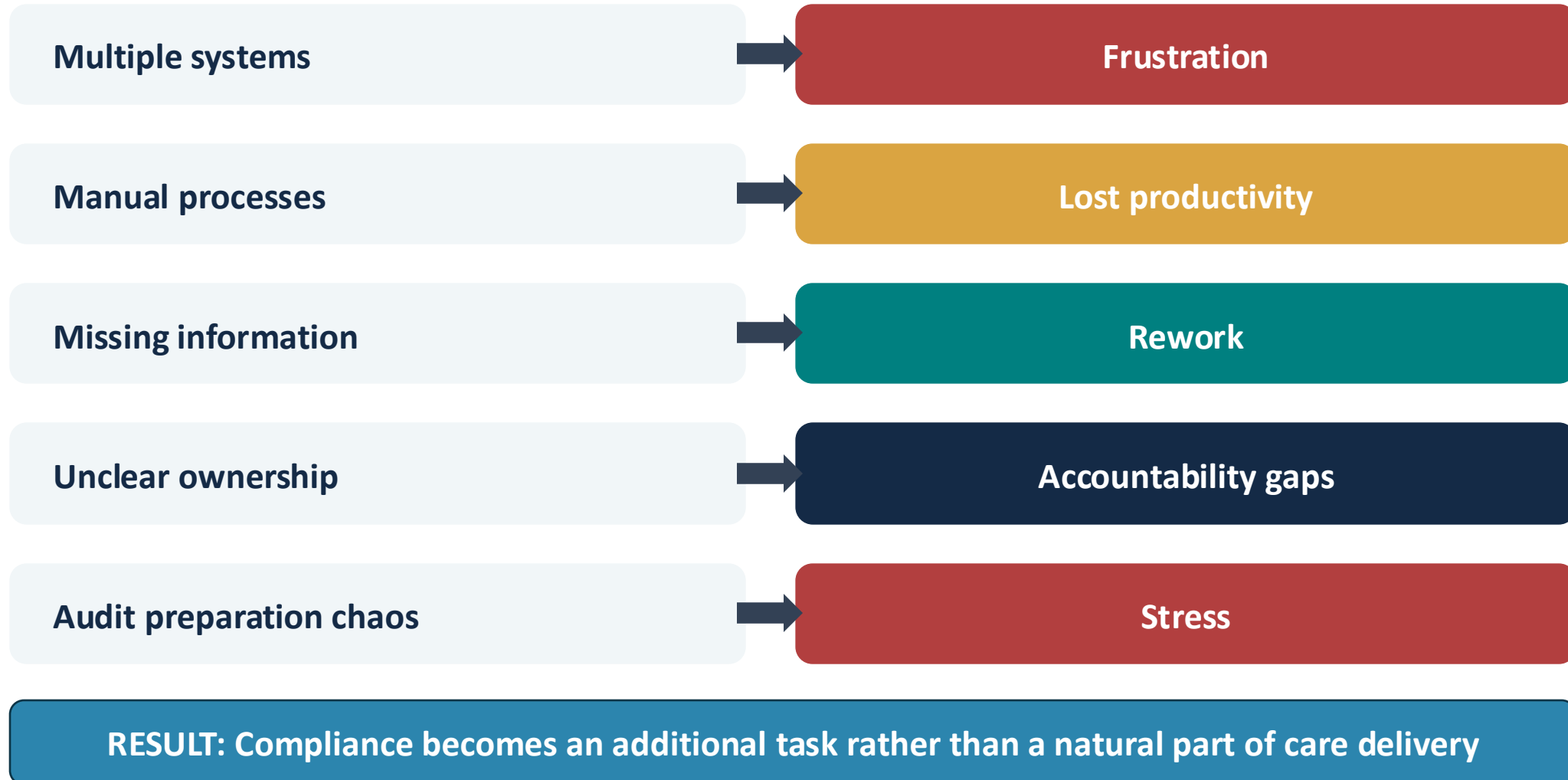
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Ntracts



The Reality of CHC Compliance



Compliance Overload Has a Hidden Cost



Rethinking the Problem

What if compliance is not the problem?



What if the way we designed compliance is the problem?

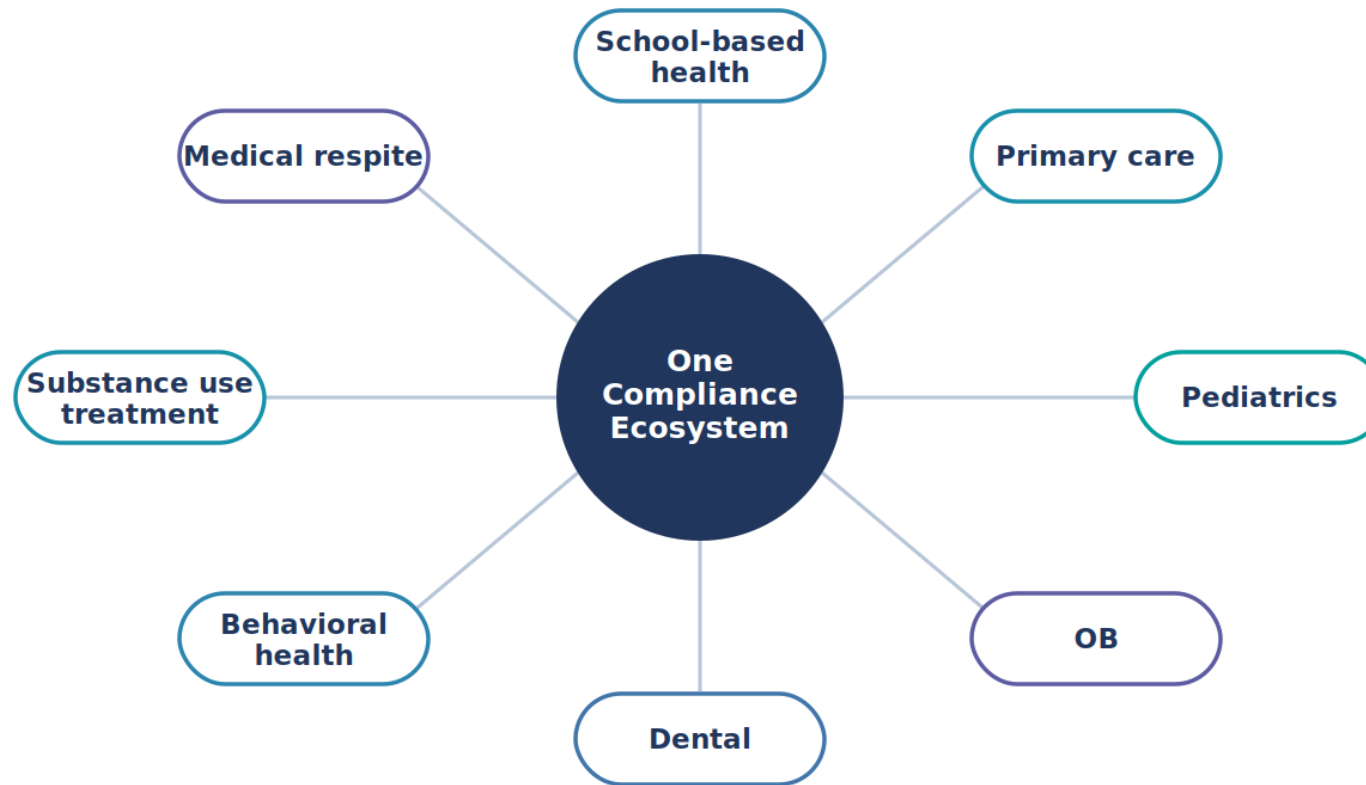


Lynn Community Health Center: The Heart of Our Community

- 46,000+ patients
- 36 service locations
- 626 FTEs
- 200,000+ annual visits
- Integrated medical, behavioral health, dental, and specialty services
- Complex regulatory environment serving a highly vulnerable population



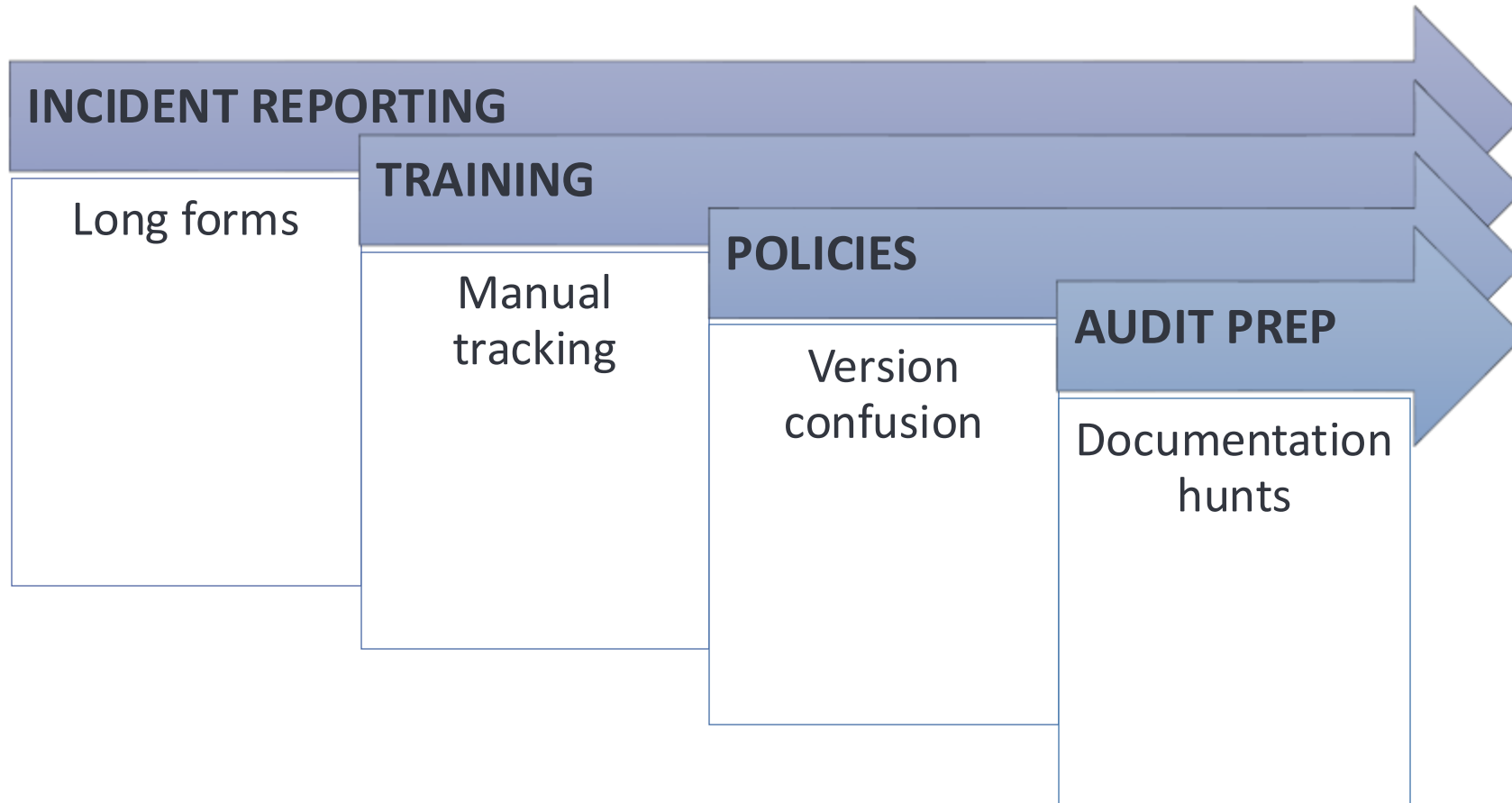
How do you improve compliance in a complex organization without increasing burden?



The complexity is real — but adding more people to manage it wasn't the answer.



“Traditional” Compliance Creates Friction



Which area creates the most staff frustration in your organization?



Reframe Compliance

TRADITIONAL

Compliance = Oversight



SUSTAINABLE

Compliance = Work Design

1

SIMPLIFY

Remove unnecessary steps

2

CLARIFY

Define ownership

3

EMBED

Build into daily work

Create systems staff can realistically maintain



Compliance Through The 8 Wastes Lens

DEFECTS

- Incorrect documentation
- Incomplete incident reports
- Missing training evidence

OVERPRODUCTION

- Creating reports nobody uses
- Collecting information "just in case"

TIME

- Waiting and waiting and waiting...

NON-UTILIZED TALENT

Staff work around broken processes

TRANSPORTATION

- Moving information between systems, departments, spreadsheets, email

INVENTORY

- Backlogs of incidents, overdue training, open corrective actions, policies awaiting review

MOTION

- Searching emails/files for information

EXCESS

- Entering the same information multiple times; duplicative reviews and approvals

Burnout is often the visible symptom of invisible process waste

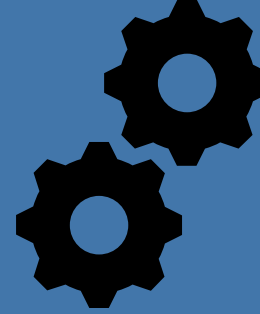


Reframe Compliance Principle



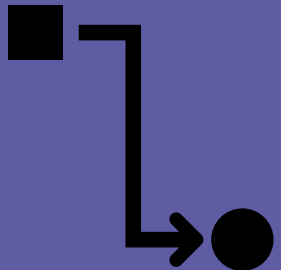
CLARIFY

- Does this need to exist?



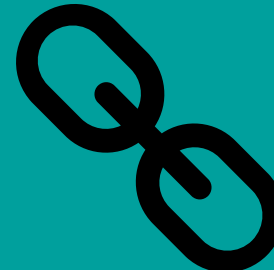
AUTOMATE

Can we automate it?



SIMPLIFY

- Can we eliminate it?



EMBED

Can we embed it into existing work?

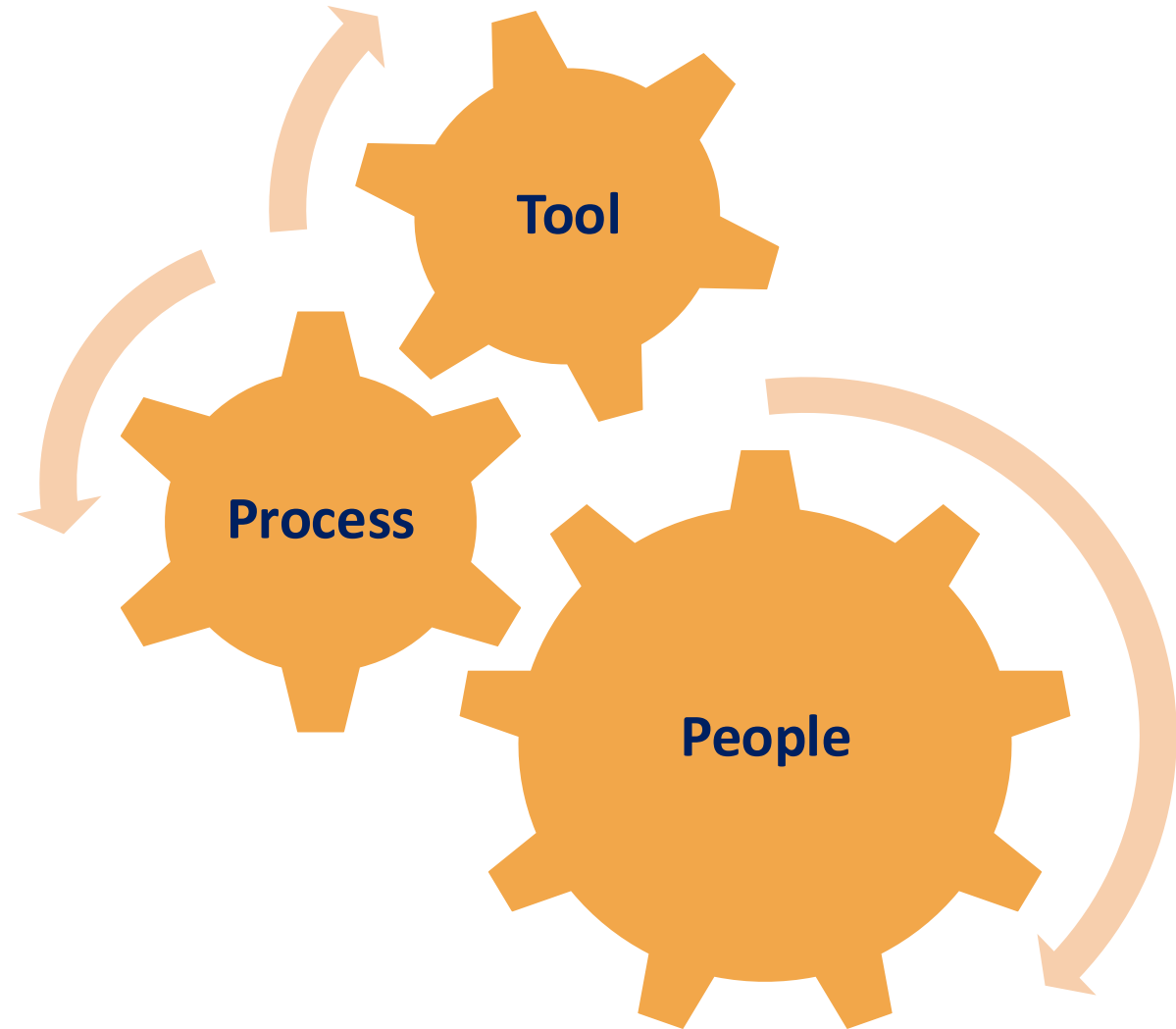


COMPLIATRIC + NTRACTS

From disconnected compliance activities
to an integrated compliance ecosystem



It's NOT Just about the Tool



It's NOT Just about the Tool = Culture Change



A

- Awareness of the need to change

D

- Desire to participate and support change

K

- Knowledge on how to change

A

- Ability to implement required skills and behaviors

R

- Reinforcement to sustain the change

One System. One Source of Truth.

✓ No confusion over which system or login

✓ A single source of truth for documents

✓ Ease of use fosters confidence

✓ Reporting accessible throughout

✓ Flexible across different functions

Translate metrics into workforce benefits

Not just the metric:

"80% faster reporting"



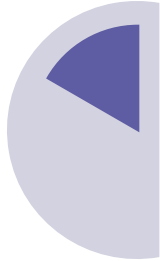
What your workforce actually feels:

- More patient-facing time
- Less administrative burden
- Less frustration
- Better engagement
- Better reporting quality



Incident Reporting and Management

Before



Overly cumbersome with many screens and branching logic

Hospital based with categories not applicable to the health center

User frustration leading to low engagement and reduced reporting

Time consuming: Average time to complete 17 minutes

Incomplete information in 60% of incidents reported

After



One screen incident reporting

Elimination of unrelated questions

Incident categories specific to health centers

Required fields → No more missing information

Improved efficiency → 3 min vs. 17 min* to complete the incident report

Dashboard → Trending

Result



80% reduction in incident reporting time

More patient-facing capacity



Training/LMS



Before

Creating training materials and conducting trainings was time-consuming

Many staff meetings entirely taken up by trainings

Tracking completion was cumbersome and time-consuming

Completion results were not automatically linked to programs.



After

Extensive course library related to health centers

Ability and ease to create custom courses



Result

98% completion of required FTCA trainings

Better engagement



Audit/OSV Preparation



Before

- Multiple systems
- Manual reconciliation
- Documents scattered across multiple systems
- No interoperability
- Manual searching
- Duplicate efforts
- Significant executive time



After

- Centralized evidence
- Adapted to evolving compliance requirements
- Automated reminders and notifications
- Defined ownership
- Standardized documentation
- Real-time visibility



Result

- 50% TIME REDUCTION IN AUDIT PREP**
- Less administrative burden**
- Continuous readiness



The Role of Ntracts

Ntracts/Compliatric gives compliance visibility on every task:

WHO

owns the task?

WHAT

needs to happen?

WHEN

is it due?

WHERE

is the evidence?

WHAT NOW?

is follow-up required?



Discussion: What Would You Change Tomorrow?

1

What is your biggest compliance burden?

2

Which process should be redesigned first?

3

What unnecessary step could you eliminate?



Compliance Belongs to Everyone

Staff

Clear expectations

Automated reminders

Visibility

Faster reporting

Easier navigation

Managers

Moving from compliance
chaser to compliance
owner

Visibility

Part of normal operations

Compliance Team

Visibility

Focus compliance
resources where risk is
highest

Shifted from monitoring
everything manually to
managing by exception



Embedding Compliance Into Daily Work

Examples:

Incident reporting

Policy
management

Employee training

Audit preparation

Risk assessments

Compliance should happen where work happens.



Interactive Exercise

Small Group Discussion

Think about one compliance process in your organization.

Identify:

1

Where is the friction?

2

Who owns it?

3

**What could be
simplified?**

4

**What can be
eliminated?**

Report out to the room.



Compliance as a Workforce Retention Strategy

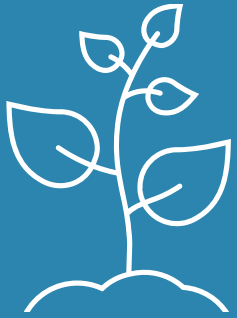
Compliance programs affect:

- Job satisfaction
- Retention
- Burnout
- Psychological safety
- Organizational resilience

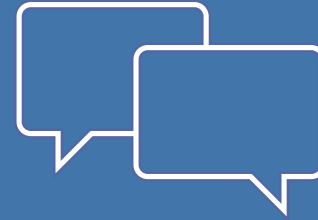
Sustainable compliance has 4 components



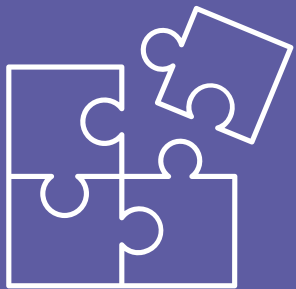
Practical Strategies for Getting Started



- Start with existing structures
- Build on committees and workflows already in place
- Focus on re-design and sustainability



- Engage the people who do the work
- Redesign with the staff who feel the friction, not just for them



- Integrate rather than add more silos
- Connect quality, compliance, and operations



- Make ownership clear
- Name an owner and revisit it in the meetings you already hold



HRSA's New Scope Manual: How Ready Are You?

1

Do you know what you have?

- How many of you actually know how many policies you have — and where they all live?

2

Are they current with HRSA?

- The new Health Center Program Scope of Project Policy Manual took effect in August 2026. Do your policies reflect it?

3

Could you prove it tomorrow?

- If an operational site visit landed next week, could you show current, board-approved policies mapped to your scope of project?



Thank you! Feel free to get in touch



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NTRACTS

