

## Corporate Compliance at Fair Haven Community Health Center

Fair Haven Community Health Center's Corporate Compliance Program supports our mission to deliver high quality health services. The goals of our Program are to help Fair Haven Community Health Center to:

- Mitigate (or lessen) risk
- Fully comply with Federal and State laws and regulations, including all requirements set forth for Federally Qualified Health Centers by the Bureau of Primary Health Care
- Prevent health care fraud, waste, and abuse
- Support ongoing health care accreditation by The Joint Commission (TJC) and the National Committee for Quality Assurance (NCQA)

Our Program is based on the "Seven Elements" of an effective health care compliance program, which are:

1. A designated Corporate Compliance Officer and a Corporate Compliance Committee
2. Effective written policies, procedures, and standards of conduct (including policies that address potential or actual conflicts of interest)
3. Effective training and education for our employees, Board, and Corporate Compliance Officer (including annual training about whistleblower protections, corporate compliance, and ethics)
4. Effective lines of communication between our employees and our Corporate Compliance Officer
5. Internal monitoring and auditing (including our monthly Compliance Dashboard report)
6. Prompt responses to any detected offenses
7. Enforcement of standards through well-publicized guidelines

Fair Haven Community Health Center's Compliance Committee is chaired by the Corporate Compliance Officer and helps to promote a "Culture of Compliance" throughout our Health Center. This Committee includes leadership from:

- Billing & Revenue Services
- Clinical Affairs
- Finance
- Human Resources
- Information Technology
- Operations & Privacy
- Practice Management
- Practice Transformation & Accreditation
- Programs, Grants, & FTCA

Our compliance and ethics messages are: *"When you see something, say something!"* and *"Do the right thing!"*

Any suspected ethical violations or "good faith" reports of possible fraud, waste, or abuse are investigated promptly and discreetly by the Corporate Compliance Officer. Any employee who makes a good faith report will be protected against retaliation. You may contact the Corporate Compliance Officer directly with **any** questions or concerns at the telephone number shown below.

Corporate Compliance Officer: Robyn Hoffmann, RN, MSN, CHC (203-752-5198)

Director of Practice Transformation & Accreditation: Rose Pudlin (203-752-5111)

For anonymous reporting, you may call the Health Center's Corporate Compliance Hotline at 203-974-0123.