

Strengthening Office Compliance at CrossRoads Counseling Center



Crossroads
COUNSELING CENTER

NAVIGATING COMPLIANCE

Crossroads Counseling Center was searching for peace of mind in organizational compliance, aiming for a solution that offered both technological tools and strategic guidance to ensure adherence to HIPAA and OSHA regulations. After completing a complimentary HIPAA training provided by Rectangle Health, they decided to implement Bridge™ Compliance to simplify their day-to-day compliance operations.

Quickly, Crossroads Counseling got their compliance in shape. They caught up on required HIPAA and OSHA trainings, instituted critical IT security standards, and developed a plan to stay up to date on all required compliance activities. The result was a risk assessment score of 100% and a new level of peace of mind.



"If anything happens when it comes to compliance, I know Rectangle Health will help and support us instead of having to carry that all on our own. I don't know that you can put a price tag on that."



Alisa Buchanan
Practice Manager,
Crossroads Counseling Center

At A Glance

Crossroads Counseling Center is a behavioral health organization in Hickory, NC with 21 providers.

They use **Bridge™ Compliance** to help them meet and manage HIPAA and OSHA requirements.

Key Results

- Immediately brought staff training up to date.
- Implemented critical IT security standards.
- Organized and digitized compliance tasks.
- Achieved a consistent HIPAA Risk Assessment score of 100%.

Key Features

- Customized and regulated policies and procedures.
- Digital, on-demand HIPAA and OSHA training for staff.
- Digitized Business Associate Agreements
- Access to an engaged customer support team.



ACHIEVING ELEVATED ASSURANCE

Crossroads Counseling Center was looking for a solution to ease their compliance workload. As a 21-provider behavioral health organization based in Hickory, North Carolina, they are busy seeing clients and accomplishing the tasks of running a thriving practice. **Though they spent 8-10 hours a month focusing on compliance, they knew they were behind on some key activities.** Concerned about the potential consequences of non-compliance such as fines, data breaches, and reputation loss, they sought a solution.

"We were scared that we weren't doing things right," said Alisa Buchanan, Practice Manager, Crossroads Counseling Center. "It was just way beyond my abilities or time to do many compliance tasks. There were still accounts payable, payroll, HR, and all the other things that had to be handled daily. I didn't have a lot of time to investigate or get trained."

Crossroads Counseling needed a solution that offered both technological tools and strategic guidance to ensure adherence to HIPAA and OSHA regulations. They needed to hit their compliance goals and wanted to make it easy to maintain compliance, even when they added counselors to their roster.

Buchanan received an email from Rectangle Health offering a complimentary HIPAA compliance training. Recognizing the vital importance of staff education in both HIPAA and OSHA regulations for the organization, she enrolled to learn more. After gaining valuable insights, Buchanan ultimately chose to forge a partnership with Rectangle Health.

Bridge™ Compliance

Leveraging Bridge™ Compliance, Crossroads Counseling successfully streamlined the management of both HIPAA and OSHA compliance. **Within a year, they were able to raise their HIPAA compliance score – a measure of compliance adherence - from 40% to 100%.** They efficiently addressed critical staff training needs, implemented essential IT standards, and fortified their organizational security. Their dedication yielded significant time savings, **reducing their monthly compliance efforts from up to 10 hours to just one hour.** With Bridge™ Compliance, they now effortlessly access a centralized location for all upcoming requirements, ensuring seamless compliance management.

The screenshot displays the Bridge Compliance software interface. On the left is a dark blue sidebar menu with the title 'Practice Management Bridge' and several navigation options: 'Compliance' (highlighted), 'Dashboard', 'Enterprise', 'HIPAA', 'OSHA', and 'Continued Learning'. The main content area is white and features two primary sections. The top section is titled 'Create Injury and Illness Report' and includes a sub-header '1. Employee Information' followed by a large, empty text input field. The bottom section is titled 'HIPAA Policies and Procedures Review' and contains a checklist. The checklist has a title 'HIPAA Checklist below represents Administrative, Technical and Physical Safeguards Required or Addressable under HIPAA Law.' and consists of ten rows, each with a text input field and a checkmark column. All checkmarks are currently checked. A 'Submit' button is located at the bottom right of the checklist.



ENHANCING STAFF READINESS

Crossroads Counseling was attracted to Bridge™ Compliance for the complimentary free training. Yet, what truly set Bridge™ Compliance apart was not just this initial free training, but the array of on-demand training courses accessible through the platform for their staff. This contrasts with many other vendors who solely focus on HIPAA training, offering no additional compliance support.

Buchanan and the staff at Crossroads Counseling value the flexibility provided by Bridge™ Compliance. Now, staff can complete trainings at their convenience, fitting them in between appointments or during any empty appointment slots. As the practice manager, Buchanan can easily monitor completed trainings and identify areas that may require further education. With Bridge™ Compliance, upcoming trainings are tracked, and staff members are notified when a training is due. **The result is 100% training completion among all Crossroads Counseling staff.**

PARTNERING FOR PROGRESS

As a Rectangle Health client, Crossroads Counseling gains access to both Bridge™ Compliance and a team of dedicated customer support staff. Collaborating with their Customer Success Manager, Buchanan pinpointed crucial gaps in their HIPAA and OSHA policies and procedures. They then prioritized action to address and rectify those gaps.

“Our dedicated Customer Success Manager helped us prioritize and focus on what was most important. Then we started working down the list until we could get everything done,” said Buchanan.

One of those crucial tasks was developing an updated inventory of their devices and a workforce log. They also wanted to promote password best practices among their staff and transition their business associate agreements to a digital format. Crossroads Counseling’s Customer Success Manager at Rectangle Health guided them through essential action steps, after which they utilized Bridge™ Compliance to maintain organization throughout the process.





ENTERING THEIR COMPLIANCE “MAINTENANCE” PHASE

With the implementation of Bridge™ Compliance, the staff at Crossroads Counseling Center no longer struggles to keep up with critical compliance tasks. Achieving a HIPAA risk assessment score of 100% reflects their commitment to compliance and security, highlighting the pivotal measures they've taken to reach this milestone.

With the support of Bridge™ Compliance and their Rectangle Health Customer Success Manager, Crossroads Counseling now easily identifies emerging compliance tasks. They prioritize the most vital activities, ensuring the security of their organization. Safeguarding their practice against the repercussions of data breaches has significantly increased their peace of mind.

"If anything happens, here's this company that will help you and support you instead of having to carry that all on my own. I don't know if you can put a price tag on that," reflected Buchanan.

As Crossroads Counseling Center grows, Buchanan and the rest of the staff can rely on Bridge™ Compliance for effective compliance management. Compliance is no longer a source of headaches, but rather a task they can efficiently handle to protect their organization. As a result, they have more time to dedicate to delivering the highest quality therapy services for their clients.

Explore how Bridge Compliance enables healthcare organizations of all sizes to gain peace of mind when it comes to compliance. Learn more [here](#).

Practice Management Bridge®

