

Recovery Technology

Annual Risk Management Report

2014

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Recovery Technology began developing its Risk Management Program in the fall of 2008 and was fully implemented beginning in 2009. This is the sixth annual report of the actions of that program. The Risk Management Program is implemented as a sub-committee of the Quality Improvement Team and leadership team. The committee meets as part of the leadership team to analyze and prioritize current risks. Their purpose is to identify new risk potential that needs to be addressed, and report on progress of mitigation efforts. Risk Management committee members include:

- Owner/Member
- The Chief Executive Officer
- The Clinical Director/Corporate Compliance officer
- Chief Financial Officer
- ACT program director

During the period of January 1, 2014 through December 31, 2014, Recovery Technology completed the following Risk Management actions:

1. Addressed cash flow issues to limit unnecessary expenditures and strengthen reserve fund position.
2. Began monthly monitoring mechanisms to mitigate inaccurate billing issues.
3. Continued culture change campaign to improve clinical performance issues that may affect the agency's ability to maintain service contracts. This included trainings focusing on treating Substance abuse and Integrated Health Care. Recovery Technology staff were also trained on the DLA-20 to measure outcomes of our treatment interventions.
4. Pursued avenues to diversify funding, including providing services to populations outside the Behavioral Health arena.

In addition, Recovery Technology took the following steps:

- Worked to maintain/improve relationships with Contract Managers and LifeWays staff.
- Hiring another psychiatrist to meet the growing demand on psychiatric services.
- Had a complete internal audit by a CPA with no issues found during this audit.
- Maintained all required trainings for staff, plus additional trainings that would educate staff and create the "culture" that Recovery Technology hopes to maintain.

-Developed processes that would allow Recovery Technology to continue to have a “rapid response” to crisis situations.

Recommendations:

1. Continue current trainings and internal auditing procedures to maintain audit scores at current levels.
2. Continue to diversify funding sources to mitigate the effect of shrinking Medicaid dollars and state budget cuts.
3. Strengthen the Psychiatric Unit, as well as Outpatient therapy.
4. Continue to have an annual review of insurance coverage to assure adequate coverage as we expand.
5. Add Health Home accreditation through CARF to offer in our array of services and to stay current with Health Care Trends.