

Recovery Technology Risk Management Annual Report

2017

Recovery Technology began developing its Risk Management Program in the fall of 2008 and was fully implemented beginning in 2009. This is the ninth 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

-Chief Executive Officer

-Clinical Director/Corporate Compliance officer

-Chief Financial Officer

-ACT program director/Executive Director

During the period of January 1, 2017 through December 31, 2017, Recovery Technology completed the following Risk Management actions:

1. Completed the downsizing of the Physician's Services Unit to change it from a department that was losing a large amount of money to an efficient and profitable department.
2. Addressed cash flow issues to limit unnecessary expenditures and strengthen reserve fund position.
3. Began monthly monitoring mechanisms to mitigate inaccurate billing issues.
4. Added a minimum expectation of contacts with clients in the case management department to improve quality and improve the financial standing of that department.
5. 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.

-Laid off one receptionist due to the downsizing of Physician's Services in late 2016.

-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 all departments by improving efficiencies and maintaining appropriate budgets for each department.
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.