

**Recovery Technology Risk Management Annual Report**

**2021**

Recovery Technology began developing its Risk Management Program in the fall of 2008 and was fully implemented beginning in 2009. This is the 13<sup>th</sup> annual report of the actions of that program. The Risk Management Program is implemented as a sub-committee of the Quality Improvement and Leadership teams. 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

-Chief Executive Officer

-Clinical Director/Corporate Compliance officer

-Chief Financial Officer

-ACT program director/Executive Director

During the period of January 1, 2021 through December 31, 2021, Recovery Technology completed the following Risk Management actions:

1. Worked with each department within Recovery Technology to make it an efficient and profitable department.
2. Addressed cash flow issues to limit unnecessary expenditures and strengthen reserve fund position.
3. Maintained monthly monitoring mechanisms to mitigate inaccurate billing issues.
4. Maintained the minimum expectation of contacts with clients in all departments to improve quality and the financial standing of each department.
5. Pursued avenues to diversify funding.

**In addition, Recovery Technology has taken the following steps:**

-Worked to maintain/improve relationships with Contract Managers and LifeWays staff.

-Maintained Staffing Levels throughout 2021 despite the Covid-19 Pandemic and state-wide staffing shortages.

-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.

- Maintain the processes that allows Recovery Technology to continue to have a “rapid response” to crisis situations.
- Maintained and expanded the Spravato Clinic to treat patients with treatment-resistant depression despite the pandemic.
- Provided clear directions to staff, clients, and other stakeholders to keep everyone safe throughout the pandemic, including on-site testing.
- Maintained supplies such as face masks, gloves, face shields, gowns, thermometers, hand sanitizer, spray sanitizer for vehicles to maintain the highest safety measures possible.
- Changed all meetings (Staff meetings, Leadership Meetings, Quality Improvement Team, and client groups) to Zoom to protect staff, clients, and other stakeholders.

**Recommendations:**

1. Continue current trainings and internal auditing and monitoring procedures to improve quality and maintain audit scores at current levels.
2. Continue to diversify funding sources.
3. Continue to 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. Maintain a positive and supportive culture, increase employee benefits, and provide excellent training to help obtain and retain quality staff.
6. Continue to expand the Spravato clinic to become a greater source of revenue for Recovery Technology.
7. Continue to provide clear direction to staff, clients and other stakeholders regarding Covid-19 and to continue to provide personal protective equipment and testing to keep everyone as safe as possible. Recovery Technology will continue to stay current on the latest scientific research regarding the pandemic and safety for staff, clients, and other stakeholders and follow CDC recommendations.