

COMPLIANCELINE

Case Study



“The most you can do is put the anonymous hotline in place to allow people to have an avenue to report problems.” Maria Suarez, Chief Compliance Officer Regency Integrated Health Services.

► BACKGROUND

Regency Integrated Health Services is a dependable and trustworthy management company for 57 skilled nursing and rehabilitation centers across Texas. Each facility is locally staffed and a vital part of its community. The combination of local expertise supported by high standards and more than 25 years of operational experience allows for a personal and genuine experience at each location.

In 2016 the Texas-based company was sold to new owners. They brought in a new, highly experienced management team to help the company grow and expand their services, including a Chief Compliance Officer who implemented the ComplianceLine Hotline services.

► CHALLENGE

Prior to the new management team's arrival Regency accepted compliance reports via a phone that rang at a desk in the office. They also conducted care surveys but they didn't have a formal or focused compliance office. Once the new management team put the new compliance office in place and hired a Chief Compliance Officer they were able to focus on improving their visibility into what's going on in their organization and clarity on what to do about it.

Regency Integrated Health Services wanted people speaking up to be able to report 24/7/365 and retain their anonymity so people felt more secure in their privacy. From a management standpoint they needed to be alerted immediately to Level 1 issues that must be reported to the state within 2 hours of discovery, otherwise the implications (regulatory enforcement and fines) could be serious.

The population Regency serves (the elderly, frail and people in long-term care) is very vulnerable. Abuse and neglect fines for the provider are high if an employee is aware of and reports an incident but the complaint is not properly investigated by the company. Not only are the fines high, but the executives can go to jail (personal liability) for fraud, waste and abuse of government sponsored programs such as defrauding Medicare.

► SOLUTION



Regency Integrated Health Services implemented ComplianceLine Hotline, MyComplianceManagement (MyCM), and MyComplianceReport (MCR). They opted to keep the number of users limited so they can keep it under control and manage investigations and resolutions for consistency.

ComplianceLine HelpLine gives their callers the anonymity they needed at any time of the day or night so that all concerns could be voiced. “The ComplianceLine experts who answer every call live have done an excellent job with getting details and it’s always anonymous”, said Maria Suarez, Chief Compliance Officer at Regency Integrated Health Services. “The calls can be random, it’s a way for people to vent an issue, but regardless the call center team takes their call seriously and listens with patience so that the issue can be investigated properly.”

MyCM™ provides the management team access to reports 24 hours a day, seven days a week, from any location. With MyCM™ they can conveniently run analytics, track report activity, provide responses, and view detailed company profile information. The team can even incorporate their own custom internally reported issues (e.g., reported in-person to a compliance leader) to eliminate the need for multiple or separate filing systems.

MyComplianceReport™ gives Regency Integrated Health Services powerful online reporting that provides employees and individuals with the ability to report serious concerns or violations, whether suspected or confirmed, about the work environment, from anywhere at any time.



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CONCLUSION

The ComplianceLine services met all of Regency Integrated Health Services requirements and even a few additional ones. They found they could rely on the empathy and thoroughness of the ComplianceLine HelpLine personnel to gather accurate information for their investigations while still retaining complete anonymity. Regency has a new confidence that any Level 1 incidents would be reported to management immediately to reduce the risk of state penalties. And most importantly, the population they serve will be protected.

"In long-term care compliance is not only the financial part but the aspect that deals with abuse and neglect that is so important in this industry"
Maria Suarez, Chief Compliance Officer at Regency Integrated Health Services

ABOUT US

ComplianceLine is on a mission to make the world a better workplace by giving leaders who care actionable insight, tools, and services to mitigate risks, engage employees, and build strong cultures.

We believe people matter most of all, and the workplace must be a place where employees thrive, are protected, and make a difference in the community regardless of their background. As conscious members of our local and the global community, we improve the social, economic and environmental wellbeing of people through service to all our stakeholders by improving the justice of workplace environments and reducing pollution to the environment.

We proudly foster a socially aware culture inclusive of all perspectives where each member cares about what is going on in the world to impact coworkers, clients, and the worldwide community, through servanthood in four dimensions. By attracting and building up people who genuinely care about each other, we incorporate each unique employees' ideas and contributions to do our best for our clients and every stakeholder. We foster empowered communication, candid feedback, and our professional strengths to build socially responsible partnerships to improve the lives, environment, and communities of all we serve. ComplianceLine believes that when caring change makers work together toward a noble goal, we can transform the future of the entire planet into a more just, compassionate, and transparent place for every person.

ComplianceLine allows you to do the following:

- ▶ Segment issues by department or integrate and centralize across every campus.
- ▶ Receipt and compilation of issue intake from any device into a single platform.
- ▶ Immediate enhanced notification to departments, campus, or other authorities for severe issues.
- ▶ Convey a proactive commitment to positive culture to students, parents, alumni and the public.
- ▶ Professional awareness campaigns and dedicated issue management programs help you focus attention and participation on key issues like sexual harassment or mental health.
- ▶ Retain a secure record of proper follow up on reports as evidence of custodial integrity.
- ▶ CrisisLine Planning and Response services available to prepare for and manage large-scale potential disruptions of campus life and institutional reputation.