

Policy Number: 2600  
Policy Title: Risk Management  
Date Adopted: November 20, 2013

### Purpose

A Risk Management Program shall focus on improving individual recovery and outcomes by addressing potential areas of liability. This includes the identification, evaluation, and reduction or elimination of operational policies and procedures to ensure they have been designed in a way that promotes recovery and positive outcomes, reduces the occurrence of adverse events, and ensures program integrity.

Risk management shall monitor corporate compliance requirements for reporting to third party payers, commercial insurance companies, Virginia's Department of Behavioral Health and Developmental Services (DBHDS) licensing regulations, Medicaid and Medicare, the Commission on Accreditation of Rehabilitation Facilities, and other regulatory agencies.

A confidential organized approach for managing risks and liabilities to both individuals receiving services and the Fairfax-Falls Church Community Services Board (CSB) Service System is crucial.

### Policy

It is the policy of the Community Services Board that all individuals receive services in a safe and protected environment. The CSB's Risk Management Program is designed to maximize recovery and positive individual outcomes, minimize adverse incidents, ensuring compliance with regulatory agencies, and best practices and thereby reduce risk of potential harm to individuals and staff.

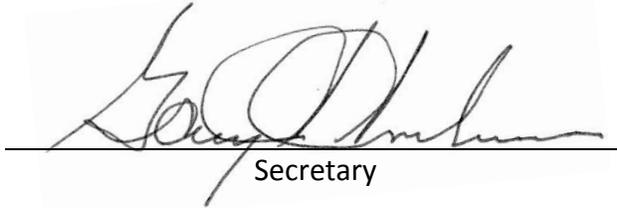
The Risk Management Program:

- Ensures CSB staff promptly report, investigate and initiate appropriate improvement plans to all adverse incidents.
- Places adverse incident trend data into a decision making framework so management decisions are data driven.
- Establishes a critical incident review system, including creating and maintaining a process to use peer review as a tool for service and practice improvement.
- Collaborates with State and County officials on risk management initiatives.
- Reviews, evaluates, and makes recommendations on safety for individuals served, and staff pursuant to Code of Virginia 8.01-581.16 (civil immunity for members of certain boards or committees) and 8.01-581.17 (privileged communications of certain committees and entities).

- Ensures compliance with regulatory agencies at the local, state and federal levels.
- Focuses on overall education and training associated with continuous quality improvement initiatives resulting from analysis of CSB policies, regulations, and practices to reduce program risk.

It is the responsibility of the Executive Director to work with the Board and staff to implement this policy.

Approved



Secretary

November 20, 2013

Date

#### References

- Code of Virginia: 37.2-504-A.1 Community Services Boards; local government department; powers and duties
- Code of Virginia: 37.2-508-Performance Contract for mental health, mental retardation and substance abuse services. Section on Board responsibilities 6.b.2-Quality Improvement and Risk Management
- Code of Virginia: 8.01-581.16 (civil immunity for members of certain boards or committees) and 8.01-581.17 (privileged communications of certain committees and entities).

Policy Adopted: June 24, 2009

*Replaces Policy 2200 Dated September 19, 2001*

Policy Readopted: November 20, 2013