

FAMILY SUPPORT SERVICES OF NORTH IDAHO
RISK MANAGEMENT PROGRAM

Family Support Services of North Idaho, LLC, utilizes many measures to manage and reduce risk in our operations. These include, but are not limited to the following:

- Conducting Consumer and Stakeholder Satisfaction Surveys
- Maintaining adequate professional and general liability insurance policies
- On-going employee training to address risk factors
- Tracking of consumer/stakeholder complaints and prompt action taken
- Weekly review of provider progress notes prior to submitting services for reimbursement
- Quarterly client file audits
- 24-hour on call provider access for emergency situations

We fully recognize that not all potential risk factors can be planned for, yet we are proud in the fact that we have a low incidence of negative impact as a result of identified risk factors, as evidenced by results on consumer and stakeholder satisfactions surveys, number of formal complaints made, and no liability insurance claims.

Refer to Risk Management Policy for further details.