

## WELCOME TO RISK MANAGEMENT

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Providers, such as community-based mental health organizations, home health care agencies, drug and alcohol facilities, and day care centers are acutely aware that the licensing, accreditation, and payer communities are demanding an ever increasing objective accounting relative to the value of their services. It is no longer effective to point to improving quality of life or the “what happens if we don’t...” argument to support a continued ability to provide “the necessary” amount of or level of care. The actuarial, underwriting, and loss control professionals within the insurance industry are asking the same questions. In short, are you worth insuring and at what price?

At AFC Insurance we understand your business, and have learned during our careers that mental health, drug and alcohol, day care, and home health care agencies work hard to provide high quality care. Property and casualty insurance should afford you a zone of safety and comfort in the provision of that care. Your insurance carrier should provide you tools to use in order to practice safely; to be a trusted advisor as well as sharing the risks associated with your business. Together we must effectively develop and implement a system of measures, analyses, and practices that allows for safe operations, minimizes the probability of claims occurring, attacks problems that lead to claims in the first place in a swift and efficient manner, and maintains your insurability.

This column is dedicated to providing you the tools, to answer your questions, and to provide timely advice to help you develop and implement principles of good risk management. If you’ve experienced an accreditation survey you’ve probably had your risk management, environment of care, and/or safety standards and practices subject to evaluation. Often licensure, State Board of Health and other entitlement program inspections or visits include safety monitors that represent yet another type of risk management requirement. Smaller and faith-based organizations who have not had to think about risk management until the last few years have just begun the process, and are struggling to comprehend, let alone incorporate, good risk management practices into their corporate culture.

This column is directed at all organizations in order to assist them in securing their future in the insurance marketplace. Further, it is hoped that this can serve as an “eye-opener” for those just getting started and a refresher course for the more experienced reader.

We want to hear from you. Please direct questions to Brian M. Block, AFC Insurance through Margie Wicks, Communications Coordinator, [margie.wicks@afcins.com](mailto:margie.wicks@afcins.com) or 610-814-2191.