



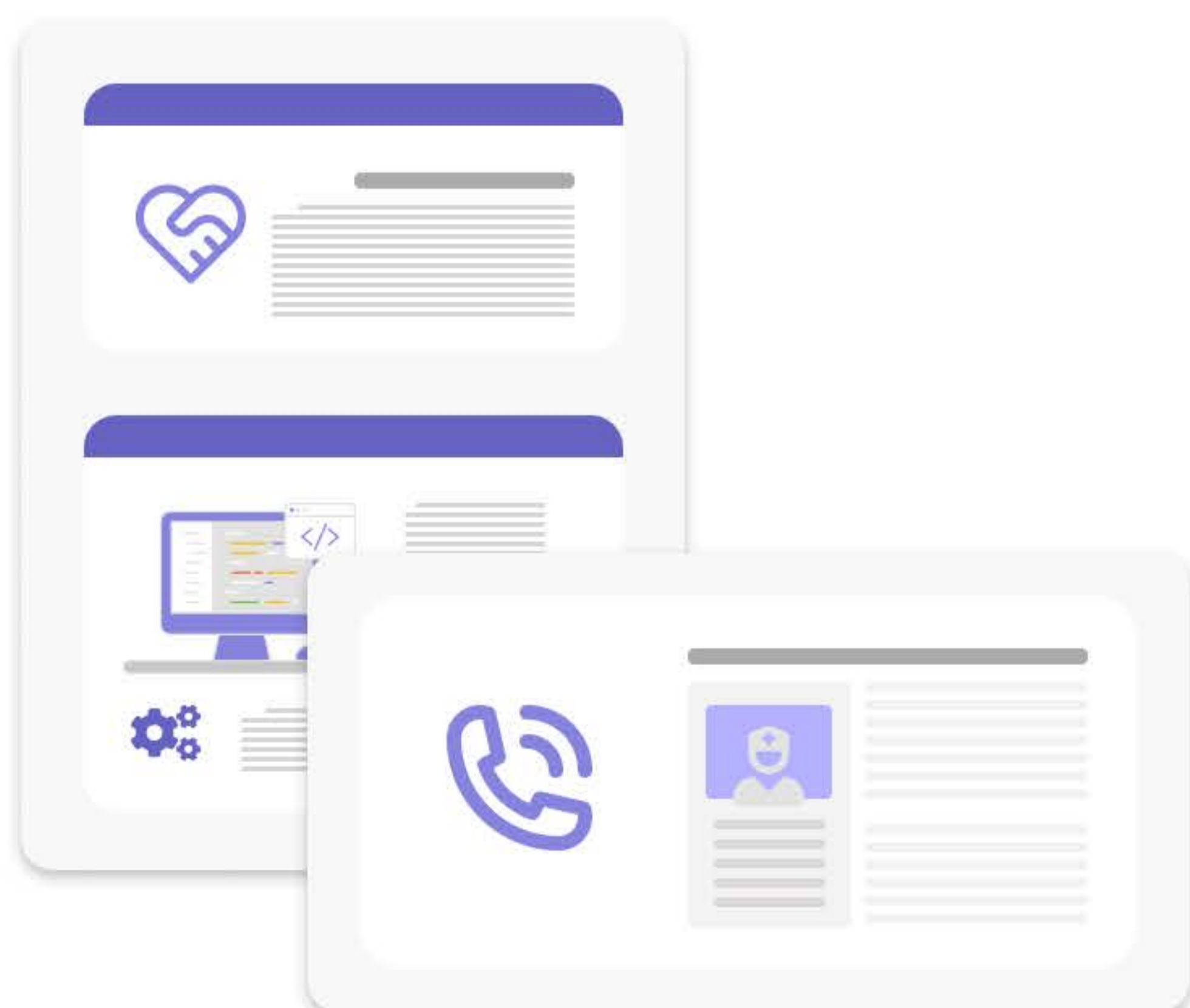
### Background

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 Ethico Hotline services.

“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.**



### The 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.

### The Solution

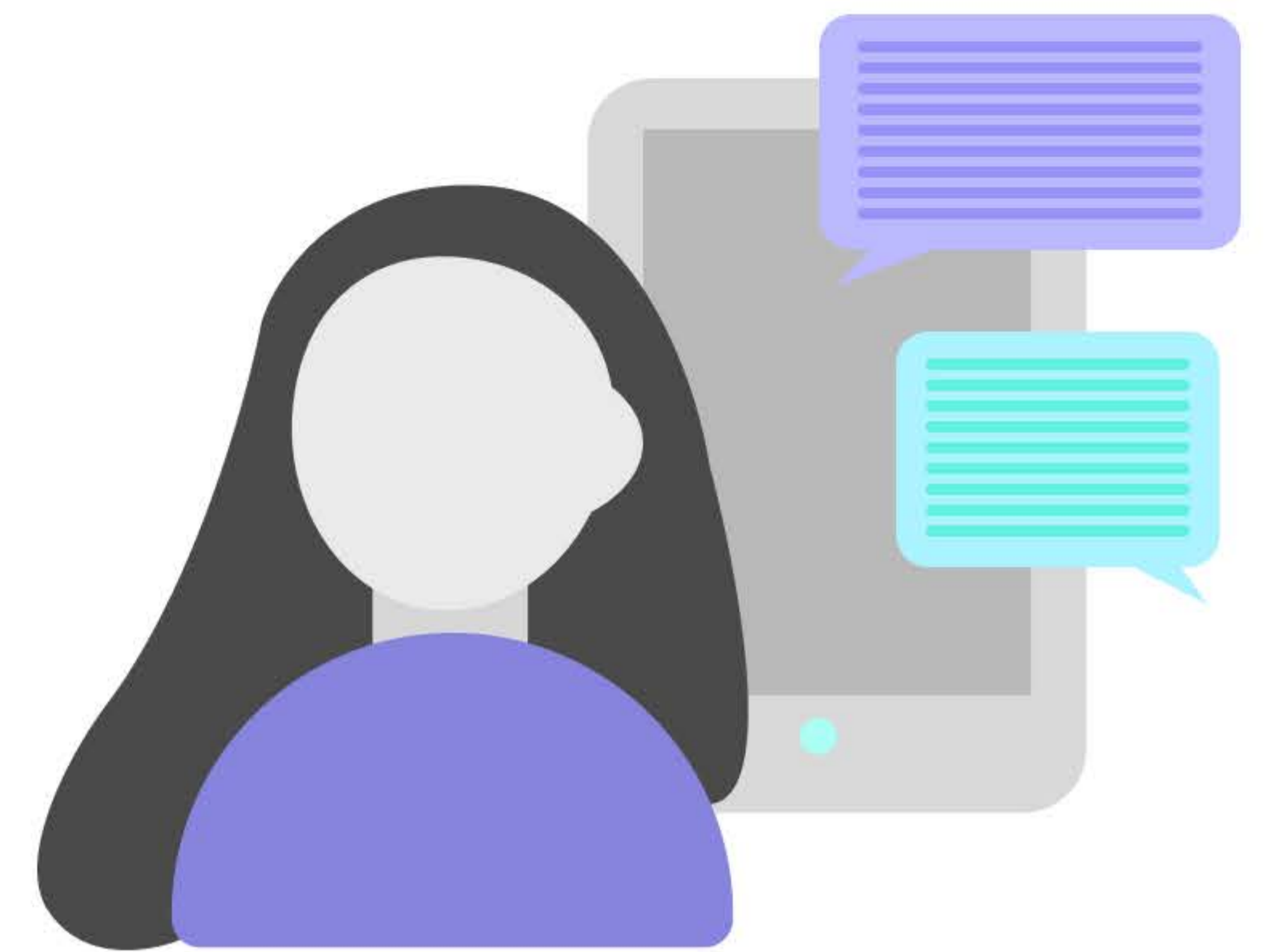
Regency Integrated Health Services implemented **Ethico Hotline**, **MyComplianceManagement (MyCM)**, and **MyComplianceReport (MCR)**. They opted to keep the number of users limited so they can keep it under control and manage investigations and resolutions for consistency.



### The Solution (con't.)

#### ▼ Ethico Hotline

Ethico Hotline gives their callers the anonymity they need at any time of the day or night so that all concerns can be voiced. “The [Ethico] 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.”



#### ▼ MyComplianceReport™

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



#### ▼ MyCM™

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.



### Conclusion

The Ethico 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 Ethico Hotline personnel to gather accurate information for their investigations while still retaining complete anonymity. Regency has a new confidence that any Level 1 severity incidents would be reported to management immediately, reducing the risk of state penalties. Most importantly, the population they serve will be better protected. They opted to keep the number of MyCM users limited so they can keep it under control and manage investigations and resolutions for consistency.

## Ethico allows you to do the following:

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### Segment or Integrate

Segment issues by department or integrate and centralize across every campus.

### Centralized Records

Empower issue intake channels by having reports taken from any device flow into a single platform.

### Notification Urgency

Immediate enhanced notification to departments, campus, or other authorities for severe issues.

### Work Proactively

Convey a proactive commitment to positive culture to students, parents, alumni, and the public.

### Campaigns

Professional awareness campaigns and dedicated issue management programs help you focus attention and participation on key issues like sexual harassment or mental health.

### Secure Record Retention

Retain a secure record of proper follow up on reports as evidence of custodial integrity.

### Risk Management

CrisisLine Planning and Response services available to prepare for and manage large-scale potential disruptions of campus life and institutional reputation.

## About Us:

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Ethico 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 global community, we improve the social, economic and environmental well-being 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 employee's 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. Ethico 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.