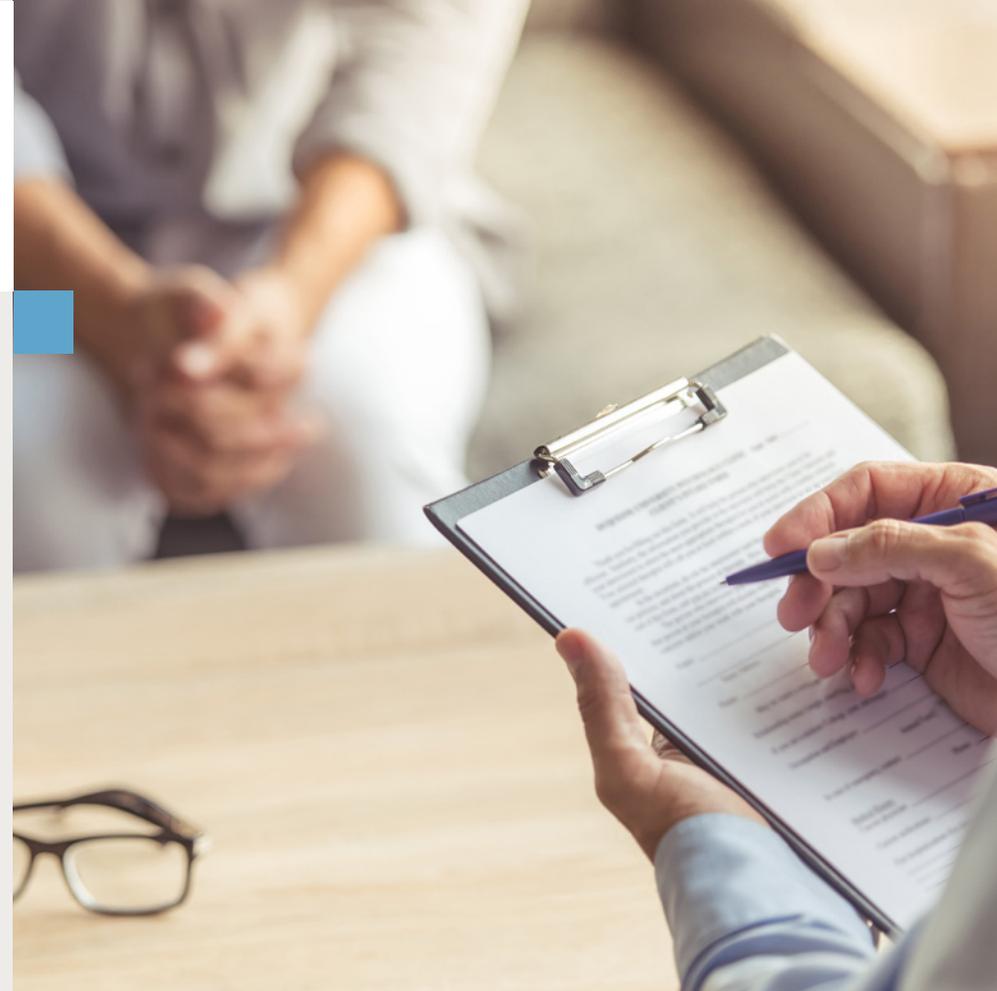


NAVEX Customer Success Story

# Highland Rivers Health Leaves Their Paper Trail Behind

"PolicyTech® forces you to never be satisfied with the status quo because there's always room for improvement."

**Stephanie Collum**  
Chief Compliance Officer



## Highlights



INDUSTRY

Healthcare



NUMBER OF  
EMPLOYEES

450+



CHALLENGE

Paper policies create headaches and drain resources.



SOLUTION

Using PolicyTech streamlines and automates policy management system.

## Solution

SINGLE-PRODUCT

**PolicyTech®**  
POLICY & PROCEDURE MANAGEMENT



PolicyTech®

POLICY & PROCEDURE MANAGEMENT

### Policy Management: PolicyTech®

Centralise, simplify and strengthen your policy management lifecycle with PolicyTech. Automating this foundational process of your E&C programme reduces legal risk while increasing productivity, accessibility and accuracy of your policies.

### Policy Writing & Review

Determine whether your policies are aligned with your risks with a policy review or writing assistance. Our approach brings your policies into compliance with all applicable laws and regulations while increasing readability and engagement.

### Agile Code of Conduct™

Bring your code to life with an agile code of conduct. With NAVEX's Agile Code of Conduct, users can navigate your code document through interactive links. This dynamic file allows you to create and include unique rich media content that helps employees access and better understand your guidelines and policies.

To learn more about NAVEX E&C Policy & Procedure Management® to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+44 (0) 20 8939 1650**.

## Challenge: Paper Policy Trails Create Major Headaches

With 36 facilities, almost 700 employees and an ever-growing number of policy and accreditation documents to maintain, relying on a paper policy management system was a losing battle for Highland Rivers Health.

Having no centralised headquarters, Highland Rivers had to depend on individual employees at various locations who were deemed the keepers of policies and procedures. The organisation also had to maintain a team that was responsible for taking paper policies, converting them to PDF and uploading them to the organisation's intranet – a process that oftentimes had so much lag time that policies were outdated by the time they made it online. “Simply monitoring version tracking required a team of about 15 people to travel once a month to review and revise all policies. It was a ton of admin work. It was another challenge all together having to search and find evidence for accreditation,” said Stephanie Collum, Chief Compliance Officer.

## Solution: PolicyTech® Takes Highland Rivers Digital

After learning about the integration between NAVEX's EthicsPoint Incident Management system and its policy management software, Highland Rivers decided to simultaneously upgrade their incident management programme and implement PolicyTech to overhaul and automate their policy management system. The combination created a centralised repository for hotline reports, internal investigations, policies and accreditation documentation.

The PolicyTech system now houses more than 1,200 policies and procedures, all of which can be easily found, referenced and updated. As a healthcare organisation subject to strict accreditation requirements, Highland Rivers can now easily upload any policy that a licensing body requires, cross reference each standard and assign policies and procedures based on employees' roles, making it easy for a potential auditor to review and track.

As an added benefit, the seamless integration of PolicyTech and the upgraded incident management system means that Highland Rivers is able to offer their employees a more user-friendly hotline system on the front-end, better track hotline reports and internal investigations on the back-end and respond quickly to concerns raised by reporters.

## When properly managed, communicated and enforced, policies:

- Convey the organisation's mission and enable the execution of its strategy
- Ensure that employees clearly understand expectations and consequences
- Influence employee behaviour and decision-making
- Create a positive and respectful workplace
- Foster credibility and trust with customers and business partners
- Improve productivity and business performance
- Ensure the organisation meets all legal standards required to operate
- Help the organisation avoid litigation and mitigate risk
- Identify, prevent and respond to criminal conduct
- Protect the organisation's people, reputation and bottom line

[Download the Definitive Guide to Policy & Procedure Management to Learn More](#)

## Results: Seamless Software Integration Boosts Culture of Compliance

With an increased ability to educate employees on policies and procedures, and an integrated and easy-to-use system for hotline reporting, Highland Rivers has seen some distinct benefits in terms of establishing a culture of compliance.

One clear advantage of the new system has been an increase in known reporting. Since 2014, anonymous reporting has fallen from 80% to 32%, speaking to a culture that responds to and resolves incidents quickly and demonstrating that Highland Rivers has a non-retaliatory culture.

As the organisation continues to evolve, make process improvements and encounter new challenges, their policy and incident management systems are able to grow with them. "PolicyTech forces you to never be satisfied with the status quo because there's always room for improvement," said Collum.

### About Highland Rivers Health

One of Georgia's largest behavioural healthcare providers, Highland Rivers Health provides compassionate, professional treatment and recovery services to adults, children, families and veterans affected by mental health issues, substance abuse and addiction, and intellectual and developmental disabilities. Highland Rivers Health serves a 12-county region of northwest Georgia. They operate outpatient clinics, residential treatment facilities, crisis stabilisation units and programmes for individuals with intellectual and developmental disabilities.

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