



Recovery Technology
Strategic Plan Outcome Report
2015

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Outcomes on Goals from Recovery Technology Strategic Plan 2015

Goal #1: Continue to strengthen our work force, our clients, our community and each other by fostering a positive work culture.

Objective #1: All Recovery Technology staff will practice the skills we teach clients. This will include skill sets from CPI, Nurtured Heart Approach, Motivational Interviewing and DBT. We believe that by using these skills with everyone that we come in contact with will enhance our clinic and improve outcomes in all areas.

Recovery Technology received 44 out of a possible 74 on employee satisfaction surveys. Recovery Technology scored the highest this past year on this survey, with only 12 responses in the “Disagree” or “Strongly Disagree” category. This is a 98.5% positive response rate. This would indicate that Recovery Technology provides a great working environment for staff, which translates into better care for the clients that we serve. Recovery Technology’s discharge outcomes also improved this year over last, and relationships with other providers and contractors also appeared to improve over this year as indicated by customer and client surveys. This objective is met.

Objective #2: Recovery Technology will improve relationships with LifeWays:

Recovery Technology has worked diligently to improve our relationship with our largest contract holder. This has been a difficult year. In May LifeWays decided to bring back the Habilitation Waivers back under their management rather than contract out that service. The clients and guardians complained enough that LifeWays then re-thought their position and planned on providing an “oversight” role. Then LifeWays lost staff and were unable to do this, but they continue to plan on transitioning to this model sometime in 2016 when they have enough trained staff. This has caused some hard feelings on both sides, and also some trust issues. Recovery Technology is resolved to work with LifeWays and do whatever is best for the clients, even if that means that we will lose our Habilitation Waivers.

Another problem arose when LifeWays pulled their case rated case management. They felt that they were “overpaying” Recovery Technology for the amount of units that we were providing our clients. In addition, they hired a corporate compliance officer who has a rigid interpretation of the Michigan Medicaid Provider Manual, and felt that we were not providing Targeted Case Management in a way that was consistent with the manual. This resulted in a significant payback situation that Recovery Technology is currently in.

The corporate compliance officer continued to file many complaints against Recovery Technology throughout the year (see corporate compliance outcome report 2015). Her negative manner made it difficult on the staff, who became confused about what they could and couldn't do as case management and what was billable and what was non-billable. LifeWays shifted their position on what was billable and not billable under Targeted Case Management. Recovery Technology continued to provide services in a consistent manner, and to follow our core value of "take the high road" and "do no harm."

Much damage has been done this year in our relationship with LifeWays, but Recovery Technology continues to provide quality services, remains LifeWay's largest provider and will continue to "take the high road" in our relationship efforts.

Goal #2: Recovery Technology will continue to provide quality training to all staff:

Objective #1: Recovery Technology will continue to strive for 100% compliance for all staff in all required trainings:

All staff was able to complete their trainings this year. This was verified during self-audits this year.

Objective #2: Offer relevant trainings internally to our staff on subjects that will benefit staff in their work with clients. These trainings can be CPI, First Aid, CPR, Motivational interviewing or other relevant trainings.

All of the above listed trainings occurred during 2015. Recovery Technology has trained "trainers" on staff in CPR, First Aid and CPI and all staff was compliant with these trainings as well as the additional trainings on relevant topics.

Goal #3: On an annual basis, regulatory audits (LifeWays, MDCH, CARF, etc.) will demonstrate superior organizational performance. This will be achieved by ongoing internal audits, staff training, billing audits and performance evaluations. Superior organization performance is defined as 95% or better on all audits. Recovery Technology will maintain their 3-year CARF accreditation by staying current on all requirements on an on-going basis.

Objective #1: Recovery Technology will continue to perform quarterly internal audits on staff training, billing audits, clinical record reviews and performance evaluations.

Recovery Technology performed monthly audits through June. In June the EMR was changed to allow for billing only if the document was in the system. This made billing audits unnecessary.

Staff training audits continue to remain at 100%. Trainings are primarily completed at staff meetings, and those staff who are unable to attend their staff meeting are tracked and trained as soon as possible.

Clinical record reviews are completed ongoing throughout the year and any problems identified are addressed.

Recovery Technology also had several smaller audits by Blue Cross and Medicare and these were all at 100%. Please see Recovery Technology's Corporate Compliance Report for further details on audits and compliance.

Recovery Technology was also awarded a 3 year CARF accreditation. This was a very successful audit with Recovery Technology receiving a record low on recommendations.

Objective #2: Recovery Technology will increase the number of internal billing audits to assure improvement in this area over last year.

See above.

Goal #4: Recovery Technology will improve the quality in all departments.

Objective #1: Recovery Technology leadership will work on incentives for all staff who perform their jobs in an exemplary manner.

Due to paybacks and other financial strains this year, we were unable to complete this objective.

Objective #2: Recovery Technology will perform Fidelity Audits on ACT/IDDT and DBT to assure that we are following the model on these evidence based practices.

Recovery Technology had a DBT Fidelity Audit that went very well (see corporate compliance outcomes and Quality Management Outcome reports). An ACT/IDDT Fidelity audit was not able to be performed in 2015, but will be completed in 2016.

Objective #3: Improve technology throughout the company in order to become efficient, effective and improve satisfaction with all services. This will include, but not limited to adding an EMR, E-prescribing, and increasing the use of Dragon Dictation:

Recovery Technology was able to complete the E-prescribing and the use of Dragon Dictation by the doctors. However, a new EMR for our private insurance clients has not yet been implemented due to the financial constraints we faced in 2015.

Goal #5: Recovery Technology will improve its financial outlook:

Objective #1: Recovery Technology will set aside on a monthly basis money to purchase office equipment such as laptops, furniture and other items that need to be replaced.

While Recovery Technology was not able to implement a new EMR for the private sector portion of the company, we were able to keep up with our internal needs for computers and other hardware. A limited amount of new furniture was also obtained this past year, although we are in the need of additional items that should be able to be purchased in 2016.

Objective #2: Recovery Technology will continue to diversify funding sources to mitigate the effect of shrinking Medicaid dollars and state budget cuts.

Recovery Technology continues to expand the number of third party insurance carriers we are able to accept and are looking for other contracts that enable us to diversify our funding. We were able to sign a contract with Merrick Lodge for psychiatric services this year.