



Recovery Technology
Risk Management Plan
2016

Recovery Technology LLC

Strategic Plan

2016

Mission Statement:

The Mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

Vision Statement:

Recovery Technology is committed to helping people achieve their passions.

Core Values:

- Treat people the way we want our loved ones to be treated
- Practice the skills we advocate
- Above all else do no harm
- Always take the high road
- Accountability
- Compassion
- Credibility
- Honesty

Recovery Technology's Leadership Team met on January 22, 2016 to develop this strategic plan. As part of the preparation for this meeting, all staff had the opportunity to complete a survey regarding their job satisfaction. Leadership also reviewed other data regarding Recovery Technology's performance throughout the year. All plans were reviewed and evaluated, and a SWOT analysis completed. New plans were developed based on the Environmental Scan and other relevant data. Leadership also discussed and reviewed the following items:

- Client survey results (see Quality Management Outcomes)
- Business/other stakeholder survey results (see Quality Management Outcomes)
- Current financial reports comparing past year with previous years
- Current demographics of our service area
- Changes in healthcare
- Technology in regards to efficiency, effectiveness and performance measurement

In addition, leadership discussed emergency preparedness and the responsibilities of each leader. The following goals were developed as a result of this Strategic Planning Day:

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 skills sets from CPI, Nurtured Hearth, 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.

Objective #2: Recovery Technology will remain focused on our Mission and Vision statements and Core Values as these are consistent with the skills we teach and practice.

Objective #3: Recovery Technology will focus first on our work culture, implementing the Happiness Advantage with the belief that culture comes first before anything else.

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

Objective #1: Continue to strive for 100% compliance for all staff in all required trainings.

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, Nurtured Heart Approach, Motivational Interviewing and other relevant trainings.

Goal #3: On an annual basis, regulatory audits (LifeWays, MDHHS, CARF, etc.) will demonstrate superior organization performance. Superior organizational performance is defined as 95% or better on all audits.

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

Objective #2: Recovery Technology will score at 95% or better on external audits. If a score is below that, Quality Improvement will immediately take action to quickly resolve.

Objective #3: Recovery Technology will look at efficiencies and how we can improve processes that will in turn improve our culture, the client's experience and the way that staff do their jobs.

Goal #4: 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.

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