

Recovery Technology LLC

Strategic Plan 2018

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 26 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)
- Feedback from Recovery Technology's Advisory Board
- Business/other stakeholder survey results (see Quality Management Outcomes)
- Feedback from Recovery Technology's Quality Improvement Team and Plan
- Current financial reports comparing past year with previous years, as well as current financial standing to determine the feasibility of new strategic goals
- Current demographics of our service area
- Changes in healthcare, regulatory and legislative environments
- Technology in regard to efficiency, effectiveness and performance measurement
- Emergency preparedness and the responsibilities of each leader
- Leadership felt that the goals from 2017 remain relevant and that we need to remain cost-effective and efficient in order to provide the level of quality in all services that we desire.

The following goals were developed during 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. We believe that by using these skills with everyone that we come in contact with, this will enhance our clinic and improve outcomes in all areas. This is a "top down" philosophy where leadership role models the desired behavior for staff, clients and other stakeholders.

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, with a continued emphasis on accountability this year.

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.

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 Team and Leadership 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: By the end of 2018, Recovery Technology will have in reserve at least \$100,000.

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

Objective #3: All Recovery Technology departments will remain financially stable.