

Recovery Technology

Strategic Outcome Report

2014

Recovery Technology LLC
Strategic Plan Outcome Report
2014

Outcomes on Goals from Recovery Technology Strategic Plan 2014

Goal #1: Continue to Strengthen the Nurtured Heart Approach in the way we interact with each other, our clients and our community.

Objective #1: Recovery Technology will continue to implement approaches that are consistent with the Nurtured Heart Approach in the workplace. This will be a “top down” philosophy starting with leadership and the management team. This will be reflected in our policies and procedures and all that we do. The result of this will be improved outcomes in all areas of performance.

Recovery Technology received 50 out of a possible 75 on employee satisfaction surveys. The highest scores were “I would recommend others to work for this company,” as number one. Tied for second were the questions “I am treated with respect by management” and “Management understands my need for flexibility.” The third highest response was “I have a friend at work.” All of these responses would indicate that Recovery Technology is a great working environment for staff, which translates into better care for the clients that we serve. Recovery Technology continued the strategy for employees who were not performing up to standards to attend Leadership Meetings and work with management to get them in line with the rest of the company and expectations of their jobs. Eight staff persons have been attending Leadership Meetings on a regular basis throughout the year. All have successfully brought their work up to the expected level and have felt that coming to Leadership was positive and helpful rather than punitive. No employees were fired and all were able to take corrective action to improve their individual issue. Many continued to come even after they had been released, as they found it helpful and appreciated the accountability that it provided. 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 LifeWay’s staff:

Recovery Technology has worked diligently to improve our relationship with our largest contract holder. There have been no problems over the course of the year. In addition, LifeWay’s agreed to start a pilot project with our case management department in which we are now paid a case rate as opposed to fee for service. Recovery Technology negotiated this change as we feel we are better able to meet the needs of our clients and move forward with integrated care by being reimbursed with a case rate. The other providers in the network did not want to pursue a case rate, so Recovery Technology independently negotiated this pilot.

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 and during a Michigan Department of Community Health audit performed this past 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 2014. 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. In addition, all clinical staff were trained on the Daily Living Assessment tool (DLA-20) in April and have been utilizing this tool as a clinical outcome measure this year.

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 has increased its quarterly audits to monthly audits. Every month, every clinician has an audit completed on all billing submitted to assure that there is documentation to support every billing claim. The clinicians have come to appreciate this as it is a check and balance for them, and it assists supervisors in knowing how well their staff is keeping up with their work.

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 at the time of the audit.

Recovery Technology had a Michigan Department of Community Health Audit this year that went very well. The only recommendation was regarding criminal background checks. There

was a new standard this year regarding criminal background checks being performed prior to hire. Recovery Technology's more senior staff did not have evidence of these checks being performed prior to hire as in the early start-up days of Recovery Technology, record keeping was not as organized as it is now. There was evidence of yearly checks being performed on all staff, but not always evidence of the initial check prior to hire date. Since this was a new standard, Recovery Technology can only be cited for this once, and we have improved record keeping and processes for hiring new staff, so it is anticipated that this standard will be met in future audits.

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

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: Decrease the number of "no-shows" in each department:

Recovery Technology has monitored "no shows" in all departments and while "no shows" continue to occur, processes are in place to minimize their impact. Case Management and Assertive Community Treatment staff are offered incentives for seeing 100% of their caseload, which has helped improved no-shows in these departments. Outpatient continues to do reminder calls, send out welcome letters to new clients with information regarding their first-time appointments and using Welcoming and Motivational Interviewing strategies during first time appointments and ongoing to fully engage clients and help to reassure them there they are at the right place. Recovery Technology actively pursues new referrals, and clients who do not wish to engage in services are discharged unless there is a court order or other circumstances that would prevent that.

Objective #2: Increase outreach efforts to get clients here:

Recovery Technology supervisors have worked with their staff to increase getting clients in quickly for first time services. We recognize that clients are more likely to engage in services, which leads to improved quality of life, if they are seen quickly and assistance for their immediate needs is provided. Recovery Technology continues to add staff as needed in order to avoid waiting lists. Recovery Technology has not had to use a waiting list during 2014.

Objective #3: Improve EMR use by decreasing number of data error issues and exploring EMR programs for private clients.

During 2014 it became apparent that Recovery Technology was not able to keep up with IT industry growth without an IT person on staff. As of December 1, 2014, Recovery Technology hired a full-time IT staff person who is assisting with all aspects of technology including implementing a new EMR for outpatient, e-prescribing, and other health care reform issues that will help us to continue to grow and stay competitive in this area.

Objective #4: Continue to improve Recovery Technology's website:

Recovery Technology's website is now fully functional. There are areas for staff only where they can access forms, policies and procedures, company updates and links to other useful websites. There is a visitor area where stakeholders and interested parties can access Recovery Technology's services and reports, resources in the community and other helpful information.

Objective #5: Staying on the "front line" with Health Care Reform by attending conferences staying current on changes in healthcare.

Recovery Technology's CEO attended the National Conference in Washington DC in May. The CEO focused on topics that were relevant to Recovery Technology's goals. Of particular interest was the information regarding clinical outcome tools and improving outcomes in behavioral health.

The CEO also continues to participate in local groups regarding healthcare reform and is serving on the Adult Improving Practices Committee, and an Integrated Healthcare team. The Clinical Director participates in the Children's Improving Practices Team, and the Case Management Supervisor participates in the Intellectual Disabilities Improving Practices Team. Recovery Technology has also participated in several QI initiatives in the community and with the local CMH.

Objective #6: Implement a clinical data outcome tool:

In May of 2014 Recovery Technology clinical staff were all trained on using the DLA-20 as a clinical outcome measurement tool. While this first year of using the tool has had its challenges, Recovery Technology is excited to be using this tool and the information that we will be able to obtain from it.

Overall, Recovery Technology has done very well with their goals, and will continue to improve in service delivery, customer satisfaction and outcomes.