

Recovery Technology LLC

Quality Management/Performance Improvement Plan

Outcome Report 2017

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2017. The outcome of each goal is explained:

Goal #1: Continue to market Recovery Technology in a way that increases public awareness to a broad scope of stakeholders in the community (Access).

Objective: Recovery Technology will make presentations in at least 6 organizations this year:

This past year, the only presentation that was made was by Devin Dombrowski, Clinical Director. Devin did a DBT presentation to a MSW class at the University of Michigan. However, Recovery Technology is changing this goal for the 2018 plan as we feel our presence in the community is more than just making presentation about our services. Recovery Technology is constantly in the community and making our presence and our reputation known in many ways. For example, Recovery Technology does weekly volunteer groups at the John George Home, a local home for elderly gentlemen. Recovery Technology had several fund raisers with the money going to the Chiari Foundation and a local Personal Needs Pantry that supplies personal items not covered by food stamps (laundry soap, shampoo, toothpaste, etc.) to our community. Recovery Technology also plans trips into the community with clients, going to a local cider mill, bowling games, baseball games and other activities that provide inclusion for our clients. Recovery Technology also maintains a YMCA membership for staff to take clients to work on physical health goals or just for enjoyment. In the years to come, Recovery Technology will seek more creative ways to become involved in the community that benefits our clients, stakeholders and staff.

Goal #2: Recovery Technology will continue to strengthen a healthy work environment.

Objective A: The management team will continue to strengthen their Nurtured Heart in the Workplace skills by effectively implementing that skill set consistently in all interactions with staff and other Recovery Technology stakeholders (effectiveness and efficiency):

Recovery Technology Management Team continued to implement the Nurtured Heart Approach in all areas, including how we treat our staff, other providers, stakeholders and clients. The management team continued to increase accountability throughout 2017. At times, this caused some feelings of being "singled out" or "picked on" by the staff. This was particularly evident in the case management department. Mardelle Robb, CSM supervisor and Jim DeBruler, CEO, began having meetings off site for the case management staff. These were lunch meetings that we prepared lunch for the staff and allowed them to safely discuss how they were feeling about their jobs and then gave management an opportunity to explain issues and answer questions. These meetings will continue throughout 2018 with the first one already scheduled in February. The objective is to build teamwork and help staff feel appreciated, give feedback and still have staff feel secure in their jobs and their place within the company.

Feedback has been very positive on these meetings. As a result of these efforts, Recovery Technology was able to improve its financial position throughout 2017.

Objective B: Recovery Technology management will host events periodically throughout the year that will simply be a time of connecting with people from other departments and sharing successes and acknowledging staff for their accomplishments:

Recovery Technology held the following events throughout the year as a way to strengthen the workforce: Several CSM gatherings as discussed above in objective A, an ACT/IDDT team appreciation event in which we had a “bake off challenge.” There was the annual Christmas party for staff and several competitions such as “The biggest loser” throughout the year.

Goal #3: Recovery Technology will assure that all staff consistently receives their annual required trainings in a meaningful way that will improve their clinical practices and strengthen the workplace (efficiency and effectiveness):

Objective A: Training records will be audited periodically and at the end of the fiscal year to determine compliance, with an expectation of 100% on required trainings:

This objective was accomplished by all staff completing 100% of their required annual trainings. Self-audits confirmed this.

Objective B: Employee surveys will measure satisfaction with the quality and effectiveness of in house trainings (efficiency and effectiveness):

This objective has been met. All staff who completed the satisfaction survey felt that in-house trainings were useful and assist them in their ability to do their jobs. No staff marked their answers with a “Disagree” or “Strongly Disagree.” Recovery Technology is continually looking for ways to improve trainings and make them more relevant to staff. This goal and objectives have been met.

Goal #4: Audits: On an annual basis, regulatory audits will demonstrate superior organizational performance.

Objective A: Recovery Technology will score a 95% or better on all audits (efficiency, effectiveness).

Recovery Technology had an IDDT Fidelity Audit this past year, December of 2017 conducted by LifeWays. No results have been obtained from LifeWays at this point. The outcome of this objective is pending the results. Recovery Technology is scheduled to have a CARF Survey in 2018 as well as a re-credentialing audit in 2018.

Goal #5: At least 60% of Recovery Technology’s discharges are described as “successful discharges.”

Objective A: Discharges will be totaled at the end of the fiscal year. Successful discharges will be described as completion of treatment or discharged for reasons beyond our control (effectiveness and satisfaction).

The following is a break-down of all discharges completed by Recovery Technology during 2017:

Completed/Authorization Ended: 222

Ineligible insurance: 26

Deceased: 20

Referred to further treatment: 114

Agency withdrew: 1

Moved: 104

Client refused treatment: 37

Jail/Incarceration: 21

No show: 836

Factoring out the clients who never made it to their first service at Recovery Technology, there is a total of 546 discharged clients who actually received some treatment. Of the 546:

* 79% of these discharges are “successful” discharges. This means they completed treatment or were discharged for reasons beyond Recovery Technology’s control.

*21% of discharges were “unsuccessful” discharges. This means they were discharged for “Refused Treatment,” “Agency Withdrew,” or “Jail/Incarceration.” Recovery Technology continues to be successful with clients when they are actively engaged in treatment. We still have difficulty engaging many clients who are newly referred, and continue to try to improve on this. The following is a breakdown of discharges by department/service:

Case Management total discharges:

Successful: 77%

Unsuccessful: 23%

Assertive Community Treatment/IDDT total discharges:

Successful: 77%

Unsuccessful: 23%

Outpatient Therapy total discharges:

Successful: 66%

Unsuccessful: 34%

Psychiatric Services total discharges:

Successful: 87%

Unsuccessful: 13%

Batterer's Intervention Program total discharges:

Successful: 96%

Unsuccessful: 4%

Anger Management Program total discharges:

Successful: 94%

Unsuccessful: 6%

Pro-bono intern services total discharges:

Successful: 100%

Unsuccessful: 0%

Analysis of Data: The percentage of successful discharges increased in 2017 over the 2016 totals. Recovery Technology continues to improve its data collection and the "reason for discharge" has changed with less but more specific options that increases the likelihood that all clinicians are completing the form correctly/consistently. We remain above the national average on successful discharges. We continue to track clinical improvement using the DLA-20.

Recovery Technology has also improved discharging clients who are not willing to engage in services in a more timely and efficient manner.

Analysis of the data continues to show that when clients engage in treatment at Recovery Technology, the outcomes of the treatment are favorable, and clients are able to accomplish their goals or receive the appropriate services through assessment and referrals.

Recovery Technology has also concluded, based on analysis of the data that getting clients to engage in services is our biggest challenge. Recovery Technology continues to provide “same day services” whenever possible. In other words, if a client presents at Recovery Technology we would attempt to get an immediate authorization from their insurance company and have the client seen by whoever had availability due to cancellations or no shows. This goal and objectives have been met.

Goal #6: Recovery Technology will use the DLA-20 to measure clinical improvement in all services.

Objective A: Clinical outcomes for all Outpatient therapy will be 10% improvement or better

Outpatient therapy had a 14% overall improvement rate in 2017. This objective has been met. The benchmark will be increase to 15% overall improvement for 2018.

Objective B: Clinical outcomes for Case Management will be 5% improvement or better

Case Management had a 3% overall improvement rate in 2017. While they did not meet their 5% goal, a possible explanation for this would be that the Mentally Ill and the Developmentally Disabled are grouped together in this department. Many of our Developmentally Disable clients do not see significant changes from year to year. The accuracy of the data would be improved by making this change. This will be separated in 2018 and forward.

Objective C: Clinical outcomes for ACT will be 3% improvement or better

ACT had a 0% overall improvement rate in 2017. The overall improvement score for 2016 was 1.56% . This is a difficult population. This is actually a small change. The Quality Improvement Team will monitor these scores quarterly in 2018 in an attempt to make a determination and take action steps to correct.

Objective D: Clinical outcomes for IDDT will be 3% improvement or better

IDDT had a -8% improvement rate in 2017. The overall improvement score for 2016 was 4.26%. Once again, this is a difficult population. However, this is a significant change from last year. The Quality Improvement Team will monitor these scores quarterly in 2018 in an attempt to

make a determination and take action steps to correct. Possible explanation is the re-training of staff in using the DLA-20 or inconsistencies in the raters. Closer scrutiny should reveal this.

Another way to look at this data is by diagnosis:

Substance Use Disorders:

Average Change: 3%

Mood Disorders:

Average Change: 4%

Psychotic Disorders:

Average Change: 8%

Anxiety Disorders:

Average Change: 8%

Childhood Disorders:

Average Change: 0%

Intellectual Disabilities:

Average Change: 1%

Personality Disorders:

Average Change: 8%

Adjustment Disorders:

Average Change: 8%

Impulse Control Disorders:

Average Change: 5%

Other Disorders:

Average Change: 8%

Analysis of Data: Recovery Technology did not make the benchmarks for ACT and Case Management; the Outpatient therapy benchmark was achieved. It should be noted that this

past year Recovery Technology's CEO, Jim DeBruler, became a trainer for the DLA-20. The local community mental health center, LifeWays, made the DLA-20 a required tool in 2017. It became necessary for us to have a trainer on staff so that new employees could be trained immediately. All staff received either a refresher course or an initial training on the DLA-20. Many previously trained staff admitted to forgetting some of the key rules of scoring the DLA-20, so overall it is believed that these scores are accurate reflections of how the client is doing. Recovery Technology also changed data collection on this tool from points to percentages.

Anxiety Disorders, Adjustment Disorders, Psychotic Disorders and Personality Disorders all scored an average of 8% improvement. These were our highest overall score by diagnosis and consistent with last year's scores. Childhood disorders and Intellectual Disabilities were the lowest scoring percentages (0% and 1%). Most scores were comparable to last year's outcomes, showing consistency in treatment and our ability to be reliable raters using the DLA-20. Recovery Technology is still improving the way that we collect and use the data from the DLA-20.

Goal #7: Recovery Technology will work toward obtaining a CARF accreditation in Health Homes.

Objective #1: Recovery Technology continue to move toward becoming a Health Home as outlined in the CARF program standards as part of our array of services, with a program start date of 1/1/20.

While Recovery Technology continues to move in this direction, we still have not met this goal. Recovery Technology staff continue to increase their knowledge of Integrated Care and includes this in treatment plans for clients. We are having an increased presence in the community with Primary Care and other medical specialist and making movement with our own medical staff. This has been another difficult year for Recovery Technology with finances, but we have been able to pay off a significant amount of debt and are becoming more financially secure. Recovery Technology continues to desire this valuable service and will move in the direction of Integrated Care and becoming a Health Home, hopefully by 2020.

Goal #8: Recovery Technology will achieve 95% or better on client satisfaction surveys.

Objective #1: Recovery Technology will use customer surveys which will be totaled at the end of the fiscal year. 95% of these surveys will reflect customer satisfaction with the services received.

Recovery Technology had 150 client satisfaction surveys returned in 2017. Of the 150 surveys, 17 were not filled out completely. The average satisfaction rate is 96% again in 2017. Question #3 (Overall, how would you rate the level of involvement you were given while developing your

Person-Centered Plan and making decisions regarding the services you felt you needed?) was our highest rated score on the survey. Coming in at a very close second was question #6 (Recovery Technology Staff is friendly and helpful). Our lowest scoring question was #8, (Recovery Technology's staff were sensitive to my needs and cultural/ethnic background). It is worth pointing out that the highest scoring question was 98% satisfaction rate and the lowest scoring question was an 83% satisfaction rate. Of the 150 surveys, there were only 3 answers in the "unsatisfactory" category. It should be noted that our highest scoring question this year is traditionally our lowest scoring question. Another traditionally lower scoring question, #1, regarding timeliness also shifted from being a lower score to a much higher score, so we have made progress in those two areas. Overall, most comments were very positive. Please see the attachment to this report for client comments from the surveys.

Goal #9: Recovery Technology Leadership and Staff will work to improve Community Inclusion for all of our clients:

Objective #1: Recovery Technology will host and participate in events in the community that will enhance the lives of the persons we serve.

As mentioned above, this goal is being merged with goal #1 in order to expand the ways in which Recovery Technology makes a presence in the community. This is reflected in the 2018 Quality Management/Performance Improvement Plan. See goal #1 to see the types of events that Recovery Technology has hosted throughout the year.