

Recovery Technology LLC

Strategic Plan Outcome Report

2017

Outcomes on Goals from Recovery Technology Strategic Plan 2017

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

Recovery Technology understands the importance of the culture of our work environment and how this directly impacts clients and other stakeholders. We recognize that to get quality outcomes we must invest in our staff and provide an environment that is conducive to this goal.

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.

Recovery Technology received 39 out of a possible 62 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. Relationships with other providers and contractors also appeared to improve over this year as indicated by customer and client surveys. This objective has been met.

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 an emphasis on accountability this year:

During 2017 strategic planning Recovery Technology Leadership recognized that our core values and Mission have not changed in our many years of practice. However, we felt that it is easy to lose our focus on these values as things change in health care. These changes have affected us in many ways, including financially. Leadership felt that by renewing our commitment to these core values, it would help us flourish during difficult times. Leadership began to track more diligently the quality and quantity of services provided in all departments. Staff were held to a higher standard to seeing clients or discharging inactive clients. Recovery Technology Leadership assisted staff in organizing their caseloads and being accountable to each client on their caseload. Attempts at outreach and engagement were improved. Due to the staff’s dedication and Leadership’s willingness to pitch in and help the staff, Recovery Technology was able to improve its financial outlook and staff became increasingly accountable for their client’s care. This objective has been met.

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. This objective has been met.

Objective #2: Offer relevant trainings internally to our staff on subjects that will benefit staff in their work with clients.

All the required trainings occurred during 2017. Recovery Technology has trained “trainers” on staff in CPR, First Aid, DLA-20 and CPI and all staff were compliant with these trainings as well as the additional trainings on relevant topics. The DLA-20 trainer was a new addition to the staff this year, so all staff had refreshers or were trained for the first time on completing the DLA-20. This objective has been met.

Goal #3: On an annual basis, regulatory audits (LifeWays, MDCH, CARF, etc.) will demonstrate superior organizational 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.

Recovery Technology continues to perform audits internally. These include billing audits, clinical record review audits and training record audits. The results of the audits are discussed at the Quality Improvement Meetings to determine trends or other reoccurring problems and how to best address those issues. This objective has been met.

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.

Recovery Technology had one external audit in 2017. This was an IDDT Fidelity audit in December. No results have been obtained from LifeWays at this point. The outcome of this objective is pending the results.

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.

Recovery Technology identified the following areas in need of more efficient processes:

-Tracking clients not being seen: Monthly reports were completed and passed out to the clinicians. Clinicians had to respond by engaging or attempting to engage their client of begin the discharge process. A therapy participation agreement was implemented, based on the DBT model.

-Tracking individual staff productivity: The productivity of each staff was reviewed by Leadership each pay period. Staff were held accountable for their time. Documentation of non-billable events improved.

-Timeliness of paperwork: Reports were generated tracking the timeliness of each staff's timeliness. Staff who became behind in documentation were given resources and assistance in learning how to balance their client contacts with paperwork timeliness. Staff held accountable and improved in their timeliness as a result.

-Physician Services needed to become profitable: Recovery Technology's Physician's Services were drastically downsized at the end of 2016. Our ACT team physician needed to stay as that is a requirement of ACT services. Dr. Galecka also wanted to stay rather than take a lay-off and find another job. She became a contractual employee and her pay was a percentage of her income. Her nurse also stayed with the understanding that the two of them needed to generate enough income to cover their salaries. Dr. Galecka began seeing 3 patients an hour and with her nurse's help was able to achieve this. A system was put in place to review the accuracy of each physician's billing to determine the right billing code as these were new codes and still unfamiliar with the doctors as well as correct times. At the end of 2017, Physician's Services had stopped losing the company money.

Goal #4: Recovery Technology will improve its financial outlook.

Objective #1: By the end of 2017, Recovery Technology will have \$100,000 surplus in the bank.

Recovery Technology ended the year with \$92,860.00 in the black. While this is not \$100,000, it was felt that Leadership and staff have done an amazing job this year turning around the company financially.

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 its Third Party Payers and Court ordered programs. Recovery Technology is one of the few mental health agencies in Jackson County that accepts Medicare. We are continuing to look at ways that we can diversify our funding sources and looking for new programs that fit well into our mission and values. Recovery Technology was

able to contract with Tome Pace this year, providing Psychiatric Services, Case Management, Individual therapy and ACT services.

Objective #3: All Recovery Technology's departments will become financially stable.

Recovery Technology has the following departments:

- Outpatient therapy
- Case Management
- Assertive Community Treatment/Integrated Dual Disorder Treatment
- Psychiatric Services
- Anger Management/Batterer's Intervention Program

Each department has become financially stable this year.