

# **Recovery Technology LLC**

## **Quality Management/Performance Improvement Plan**

### **Outcome Report 2018**

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2018. 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, effectiveness).**

- A. Recovery Technology will host and participate in events in the community that will enhance the lives of the persons we serve:** On January 19, 2018, Jim DeBruler, CEO, was asked to speak at a local church on Mental Illness and available treatment in Jackson. On October 18, Cindy Malloch LLPC and Michele Rosenau LBSW LLPC participated in "Loving Hands, Safe Community" event which was an event to help foster violence free homes in the community. On November 13, Devin Dombrowski provided a talk about DBT to a group of students at Spring Arbor University. Recovery Technology is in the community and making our presence and our reputation known. Other examples include weekly volunteer groups at the John George Home, a local home for elderly gentlemen, a client picnic on August 15 in a local park, fund raisers with the money going to 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 will continue to seek ways to become involved in the community that benefits our clients, stakeholders and staff. This objective has been met.
- B. Recovery Technology will work to improve community inclusion for all clients: See above (This objective has been met).**

**Goal #2: Recovery Technology will continue to strengthen a healthy work environment (effectiveness and efficiency)**

- 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:**

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 2018. 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 in which management prepared lunch for the staff and allowed them to openly

and safely discuss how they were feeling about their jobs and the changes that were occurring. This in turn gave management an opportunity to explain reasons and answer questions. The objective was 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. As a result of these efforts, Recovery Technology was able to improve its financial position throughout 2018. This objective has been met.

**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:

\*February 22: Recovery Technology's Anniversary Party

\*Several times in February Recovery Technology "Clue Game"

\*Administrative Assistant Luncheon

\*CSM anniversary party on August 20

\*ACT Appreciation on September 21

\*Staff Christmas Party December 19

This objective has been met.

**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):**

**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. This objective has been met.

**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 (41 Agree/Strongly Agree responses). There were 2 "Disagree" and 1 "Strongly Disagree" on this year's satisfaction

survey. Recovery Technology will continue to look for ways to improve trainings and make them as relevant as possible to staff. This goal and objective has been met.

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

- A. **Recovery Technology will score a 95% or better on all audits (efficiency, effectiveness).** On January 23, Recovery Technology had an IDDT Fidelity Audit in which we scored in Full Compliance. In April Recovery Technology completed its CARF survey in which a 3-year accreditation was granted. This objective has been met.

**Goal #5: At least 60% of Recovery Technology's discharges are described as "successful discharges."**

- 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 2018:**

Completed/Authorization Ended: 244

Ineligible insurance: 12

Deceased: 19

Agency withdrew: 1

Moved: 76

Client refused treatment: 2

Jail/Incarceration: 24

Transferred/Referred: 106 Equal Transfer: 64 More Restrictive Transfer: 42

No show: 785

Factoring out the clients who never made it to their first service at Recovery Technology, there is a total of 486 discharged clients who actually received some treatment. Of the 486:

\* 70% of these discharges are "successful" discharges. This means they completed treatment or were discharged for reasons beyond Recovery Technology's control.

\*30% 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: 47%

Unsuccessful: 53%

**Assertive Community Treatment/IDDT total discharges:**

Successful: 54%

Unsuccessful: 46%

**Outpatient Therapy total discharges:**

Successful: 80%

Unsuccessful: 20%

**Psychiatric Services total discharges:**

Successful: 88%

Unsuccessful: 12%

**Batterer’s Intervention Program total discharges:**

Successful: 95%

Unsuccessful: 5%

**Anger Management Program total discharges:**

Successful: 100%

Unsuccessful: 0%

**Pro-bono intern services total discharges:**

Successful: 100%

Unsuccessful: 0%

**Analysis of Data:** The percentage of successful discharges increased in 2018 over the 2017 totals. There is an overall average of 80% successful discharges. Recovery Technology continues to strive to improve its data collection and that staff are being consistent in completing the discharge paperwork. 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, regardless of the service, and clients can 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 objective 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 7% overall improvement rate in 2018. This is a drop from 2017 scores.

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

Case Management had a 0.73% overall improvement rate in 2018. This also is a drop from 2017 scores.

Mentally Ill Population/Case Management: 0.44%

Developmentally Disabled Population/Case Management: 0.21%

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

ACT had an 8% overall improvement rate in 2018, which is an increase over last year’s scores.

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

IDDT had a 5% improvement rate in 2018. This is also an increase over last year's scores.

**Another way to look at this data is by diagnosis:**

**Substance Use Disorders:**

Average Change: 4%

**Mood Disorders:**

Average Change: 3%

**Psychotic Disorders:**

Average Change: 0%

**Anxiety Disorders:**

Average Change: 3%

**Childhood Disorders:**

Average Change: 3%

**Intellectual Disabilities:**

Average Change: 2%

**Personality Disorders:**

Average Change: 2%

**Adjustment Disorders:**

Average Change: 6%

**Impulse Control Disorders:**

Average Change: 0%

**Other Disorders:**

Average Change: 6%

**Analysis of Data:** Recovery Technology did not make the benchmarks for Outpatient therapy and Case Management, but ACT and IDDT exceeded their benchmark. All staff received either a refresher course or an initial training on the DLA-20 in 2018.

Adjustment Disorders received the highest percentage of change in DLA scores at 6%. Substance Abuse Disorders received the second highest percentage of change at 4%. Psychotic Disorders and Impulse Control Disorders showed no overall change in percentage, and Mood Disorders, Childhood Disorders and Anxiety Disorders all showed a 3% change. Personality Disorders and Intellectual Disabilities improved by a 2% change. 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. This year we also scored this tool by each category. For example, Leisure Activities as a category showed overall improvement of 4.82%, Coping Skills 4.76% and Community Resources 4.40%. DLA-20 scores are also tracked by Clinician.

**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. Recovery Technology will make every attempt in 2019 to move in the direction of Integrated Care and becoming a Health Home this year.

**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 182 client satisfaction surveys returned in 2018.

The average satisfaction rate was 95%.

Case Management: 96% average satisfaction rate

Outpatient Therapy: 97% average satisfaction rate



Psychiatric Services: 83% average satisfaction rate

ACT/IDDT: 98% average satisfaction rate

Overall, most comments were very positive. Please see the attachment to this report for client comments from the surveys.

Recovery Technology received 82 business surveys back in 2018. Those survey results revealed that 99% of those responding would recommend Recovery Technology to a friend. Overall, this survey received high marks in all categories, with the highest response being regarding Recovery Technology staff being hospitable and helpful. This objective has been met.