

# **Recovery Technology LLC**

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

### **Outcome Report 2019**

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2019. 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:** Recovery Technology is in the community and making our presence and our reputation known. Examples include weekly volunteer groups at the John George Home, a local home for elderly gentlemen, a summertime client picnic in a local park, a fund raisers with the money going toward a local Personal Needs Pantry that supplies personal items not covered by food stamps (laundry soap, shampoo, toothpaste, etc.) to our community, a fundraiser for a local family whose home was destroyed by fire, and support of a staff who ran a 5K to raise money for St. Jude Research for Children. 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 a healthy workplace by using and implementing skills in an effective way in all interactions with staff and other Recovery Technology stakeholders:**

Recovery Technology Management Team continued to implement skills in all areas, including how we treat our staff, other providers, stakeholders and clients. The management team continued to increase accountability throughout 2019. Staff began to become timely in their paperwork and billing. Staff began to regularly achieve bonuses based on their productivity. Recovery Technology became more profitable. Recovery Technology also completes an employee satisfaction survey. For results, see goal #8 and attachments to this plan.

- 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:

- \*Administrative Assistant Luncheon
- \*CSM anniversary party
- \*ACT Appreciation/Anniversary party
- \*Halloween potluck
- \*Annual Staff Christmas Party
- \*Nurses week celebration
- \*Social Work month celebrations

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 (39 Agree/Strongly Agree responses). There were 3 “Disagree” and no “Strongly Disagree” on this year’s satisfaction survey for this question. Recovery Technology will continue to look for ways to improve trainings and make them as relevant as possible to staff. This goal and objective have 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).** Recovery Technology participated in several audits by the State of

Michigan and the Regional PIHP. Recovery Technology scored in full compliance with no plans of correction needed. In November of 2019 Recovery Technology completed a re-credentialing audit with LifeWays with no recommendations (no results of this audit were given as of the time of this writing). In December of 2019 Recovery Technology completed a security risk analysis conducted as part of Recovery Technology's attestation for Meaningful Use. At the time of this writing, results and recommendations have not yet been compiled and released to us. Internal audits are conducted on an ongoing basis, results are reviewed by QI team and with the clinician.

**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 2019:**

Completed/Authorization Ended: 221

Ineligible insurance: 17

Deceased: 5

Agency withdrew: 3

Moved: 77

Client refused treatment: 5

Jail/Incarceration: 19

Transferred/Referred: 58

-Equal Transfer: 26

-More Restrictive Transfer: 32

No show: 654

There is a total of 1266 discharges for 2019. Factoring out the clients who never made it to their first service at Recovery Technology, there is a total of 405 discharged clients who received some treatment. Of the 405:

\* 74% of these discharges are “successful” discharges. This means they completed treatment or were discharged due to moving out of the service area.

\*26% of discharges were “unsuccessful” discharges. This means they were discharged for “Refused Treatment,” “Agency Withdrew,” “Jail/Incarceration,” “ineligible insurance” or “Deceased.” 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: 55%

Unsuccessful: 45%

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

Successful: 75%

Unsuccessful: 25%

**Outpatient Therapy total discharges:**

Successful: 61%

Unsuccessful: 39%

**Psychiatric Services total discharges:**

Successful: 86%

Unsuccessful: 14%

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

Successful: 97%

Unsuccessful: 3%

**Anger Management Program total discharges:**

Successful: 97%

Unsuccessful: 3%

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

Successful: 82%

Unsuccessful: 18%

**Analysis of Data:** The percentage of successful discharges decreased in 2019 over the 2018 totals. There is an overall average of 74% successful discharges, while lower than the previous year, this is consistent with and not statistically different from that of previous years. Recovery Technology continues to strive to improve its data collection by making sure 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 newly referred 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 attempt to get an immediate authorization from their insurance company and have the client seen by whomever 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 15% improvement in functioning**

Outpatient therapy had a 1% overall improvement rate in 2019. This is a significant drop from 2018 scores (8%).

**Objective B: Clinical outcomes for Case Management will be 5% improvement in functioning**

Case Management had a -1% decrease in overall functioning rate in 2019 (.07% in 2018).

**Objective C: Clinical outcomes for ACT will be at least 3% improvement in functioning**

ACT had an 4% overall improvement rate in 2019, which is a decrease over last year's scores (8%).

**Objective D: Clinical outcomes for IDDT will be at least 3% improvement in functioning**

IDDT had a -6% decrease in overall functioning rate in 2019. This is also a decrease over last year's scores (5%).

**Objective E: Clinical outcomes for DBT will be at least 7% overall improvement in functioning**

The DBT program had an overall 3% improvement in functioning rate in 2019. This is the first year that this was scored separately from Outpatient therapy.

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

**Substance Use Disorders:**

Average Change: -0.25%

**Mood Disorders:**

Average Change: 1%

**Psychotic Disorders:**

Average Change: -3%

**Anxiety Disorders:**

Average Change: 1%

**Childhood Disorders:**

Average Change: 2%

**Intellectual Disabilities:**

Average Change: -1%

**Personality Disorders:**

Average Change: -0.2%

**Adjustment Disorders:**

Average Change: 3%

### **Impulse Control Disorders:**

Average Change: -1%

### **Other Disorders:**

Average Change: -1%

**Analysis of Data:** Recovery Technology did not make the benchmarks for any department. All staff received either a refresher course or an initial training on the DLA-20 in 2019. There was also a significant decrease in DLA-20 scores by diagnosis. Adjustment Disorders received the highest percentage of change in DLA scores at 3% (2018 score was 6%). Childhood disorders were the second highest in improvement at 2% (2018 score was 3%). Anxiety Disorders and Mood Disorders were tied for third highest change, 1% (2018 scores were 3% for both). All other disorders have a negative DLA-20 score: Substance Abuse Disorders -.25%, Psychotic Disorders -3%, Impulse Control Disorders -1%, Personality Disorders -.2% and Intellectual Disabilities -1%.

As data was being collected in the last quarter of 2019, it became apparent that there was a downward trend occurring with the DLA-20 scores. Departments were trained again in correctly using the DLA-20. Individuals who appeared to have some inconsistencies were given one on one refreshers. Staff appeared to have stopped using some basic rules in DLA-20 scoring which was skewing the data. Recovery Technology will do more frequent check-ins with the DLA with quarterly refreshers at staff meetings and more frequent monitoring of the data throughout the coming year to assure that DLA-20 data is as accurate as possible.

**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.**

This goal has not been met. As changes in health care continue at a rapid pace, Recovery Technology continued to monitor what would work best for our clients, staff, community and other stakeholders. Recovery Technology remains committed to providing a holistic approach to services with coordination of care being of high importance. However, becoming a Health Home at this time does not seem achievable. Recovery Technology expanded into providing a new treatment with Spravato and became one of the first certified treatment centers in Michigan. This has resulted in referrals from other parts of Michigan previously believed to be outside our service area. Clients are willing to come here for treatment due to lack of closer



treatment centers. Recovery Technology staff continue to increase their knowledge of Integrated Care in order to create a holistic treatment plan for clients. We continue to have a presence in the community with Primary Care and other medical specialists. This goal will be discontinued.

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

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

Recovery Technology had 252 client satisfaction surveys returned in 2019.

The average satisfaction rate was 98%.

Case Management (178 surveys): 98% average satisfaction rate

Outpatient Therapy (15 surveys): 98% average satisfaction rate

Psychiatric Services (15 surveys): 98% average satisfaction rate

ACT/IDDT (23 surveys): 98% average satisfaction rate

0.02% of answers on all surveys fell in the Average, Below Average or Unsatisfactory categories

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

**Objective #2: Recovery Technology will use business satisfaction surveys which will be totaled at the end of the fiscal year. 95% of these surveys will reflect businesses satisfaction with the services.**

Recovery Technology received 52 business surveys in 2019. The following is a break down of the 10 questions:

1. Overall, how satisfied are you with the timeliness in which Recovery Technology responds to you and/or your organization: 100%
2. How would you rate the services provided by Recovery Technology: 98%
3. How well do you think Recovery Technology adheres to Person Centered Planning: 100%
4. How hospitable and helpful is the Recovery Technology staff: 100%
5. Overall, how convenient are Recovery Technology's business hours: 90%
6. Would you recommend Recovery Technology to a friend: 100%
7. If your answer to the above question is no, would you like additional information: N/A

8. Are you aware of all the services Recovery Technology has to offer: 92%
9. Did you know that your input about Recovery Technology is welcomed at any time: 94%
10. Did you know who you can contact if you are dissatisfied: 92%

**Objective #3: Recovery Technology will use employee satisfaction surveys which will be totaled at the end of the fiscal year. 95% of these surveys will reflect employee satisfaction.**

Recovery Technology received 42 employee satisfaction surveys back in 2019. Of the 42 surveys returned, 0.04% of answers were in the “Disagree” or “Strongly Disagree” options. Recovery Technology’s highest scores were in the following questions:

#18: Management is flexible and understands the importance of balancing my work and personal life.

#4: My supervisor, or someone at work, seems to care about me as a person.

#5: I have a friend at work.

Recovery Technology’s lowest scores were in the following questions:

#8: I am involved in decision making that affects my job.

#14: I have the materials and equipment I need to do my work right.

#12: Training is provided to enable me to do my job well.

Overall, there appears to be a great deal of job satisfaction within Recovery Technology. This is evident in the longevity of our staff. All 3 objectives for this goal have been met.