

Recovery Technology LLC

Strategic Plan Outcome Report

2019

Outcomes on Goals from Recovery Technology Strategic Plan 2018

Goal #1: Continue to strengthen our work force, management/staff relationships, relationships with other providers and contractors.

Objective #1: All Recovery Technology staff will practice the skills we teach clients on each other and all stakeholders. We believe that we can improve outcomes by using these skills with everyone that we encounter. This is a “top down” philosophy where leadership role models the desired behavior for staff, clients and other stakeholders.

Recovery Technology received 42 employee/contractor satisfaction surveys. Overall, staff are satisfied with their jobs. The highest scoring question was #18, “Management is flexible and understands the importance of balancing my work and personal life.” This was also the highest scoring question last year. The second highest scoring question was #4, “My supervisor, or someone at work, seems to care about me as a person.” The lowest scoring question was #8, “I am involved in decision making that affects my job.” Recovery Technology continues to strive toward providing a great working environment for staff, which translates into better care for the clients that we serve.

Relationships with other providers and stakeholders also appeared to improve this year as indicated by business and client surveys. The average satisfaction rate for client satisfaction surveys was 98%, and the average satisfaction rate for business surveys was also 98%. For further details, see the 2019 Quality Improvement/Performance Improvement Outcome Report. This objective has been met.

Objective #2: Recovery Technology staff and management will remain focused on our Mission and Vision Statements and Core Values with a continued emphasis on accountability. This will include increased timeliness in paperwork and billing.

During 2020 strategic planning Recovery Technology Leadership reviewed our core values and Mission statements and felt that they were still very relevant for health care organizations today. Leadership felt that by renewing our commitment to these core values, it would help us flourish during difficult times. Leadership continues to diligently track the quality and quantity of services provided in all departments. Leadership also offers bonuses that are distributed to all staff if each department when benchmarks are met in all levels of productivity. Staff are seeing their clients at an appropriate level of care, discharging inactive clients and making greater attempts in engaging new clients. Due to the staff’s dedication and Leadership’s support, Recovery Technology was able to improve its financial outlook and staff were seeing clients at appropriate levels of care. This objective has been met.

Objective #3: Recovery Technology leadership will increase involvement in local and statewide events such as trainings, regional board meetings, ongoing provider network events and trainings.

Recovery Technology continues to participate in local and statewide events such as Stomp Out Suicide and Walk a Mile in my shoes programs as well as ongoing attendance at LifeWay's Provider Meeting, Primary Case holder meetings and trainings provided by the CMH. Recovery Technology also sends representation to the regional board meetings. Recovery Technology also attempts to stay current on State and Federal changes in Healthcare. Recovery Technology received a Certificate of Recognition and a Letter of Commendation for successfully participating in the Transforming Clinical Practice Initiative (TCPI) and the Centers for Medicare and Medicaid Services (see attached). This objective has been met.

Goal #2: Recovery Technology will continue to provide quality training to all staff:

Objective #1: 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 state 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 2019. Recovery Technology has trained "trainers" on staff in CPR, First Aid, LOCUS, DLA-20 and CPI and all staff were compliant with these trainings as well as the additional trainings on relevant and required topics. All staff were also trained on Spravato to become familiar with new form of treatment. 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. These results are shared with the QI team and analyzed and acted on if trends are noticed. 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 act to quickly resolve.

Recovery Technology had a recredentialing audit performed by LifeWays in November of 2019. No results have been received, although no problems were identified during the audit. It should be noted that Recovery Technology did not receive any results from its last recredentialing audit by LifeWays. In December of 2019 a representative from Altarum Institute conducted a security risk analysis. This analysis was conducted as part of Recovery Technology's attestation for Meaningful Use. The recommendations will be addressed by leadership and Quality improvement. See attached report for details. Recovery Technology's clinical files and personnel files were also audited several times this year by LifeWays and the State of Michigan. While no reports were generated from these audits, no plan of correction was required, no citations were given, and all files were found to be in compliance. This objective has been met.

Goal #4: Recovery Technology will improve its internship program. We believe that having a vital internship program helps train the next generation of mental health professionals and is a way of giving back to the field.

Objective #1: Provide quality supervision through one on one meeting and group supervision.

Supervision of graduate level interns was provided by Dawn Del Rio, Devin Dombrowski and Mitzi Diesing. Supervision of undergrad interns was provided by Mardelle Robb, Amy Thomas and Jim DeBruler. Group supervision was also available in all departments. This objective has been met.

Objective #2: Provide adequate work to help the interns gain experience. This will be accomplished by determining an appropriate number of interns each semester so that each person has an opportunity to gain this valuable experience.

Recovery Technology provided internships for 4 graduate students and 3 undergrad students. In addition to the above listed supervisors, all staff assists with interns, clinical staff allowing interns to observe the work they do and non-clinical staff helping with processes and other information. Staff appear to enjoy teaching the interns and are very welcoming. Interns report having a great experience at Recovery Technology and amazed at the diversity of clients that we work with. This objective has been met.

Goal #5: Recovery Technology will improve its financial outlook.

Objective #1: By the end of 2019, Recovery Technology will have 3 months of operating expenses in reserve, approximately \$500,000.00.

Recovery Technology ended the year with \$444,364.32 in the black. While this came slightly short of our goal, overall it was Recovery Technology's most financially profitable year. As a result of this surplus, leadership was able to give all staff a raise. Our new 401k retirement plan with a 4% match remains in place. In addition, staff received a bonus at Christmas. This objective has been met.

Objective #2: Recovery Technology will look for ways 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. In July, we were able to start up a Spravato Clinic. This was one of the first certified treatment centers in the state of Michigan. This treatment options appears to be very effective in treating Treatment Resistant Depression and has alternative payment sources such as Third-Party payers and additional authorizations through Medicare and the State of Michigan, which makes us less dependent on the local CMH. We will continue to look for ways that can diversify our funding sources and assist our clients in Recovery. This objective has been met.

Objective #3: All Recovery Technology's departments will remain 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
- Spravato Clinic

Each department is financially stable this year. The Spravato clinic was able to be started successfully without additional staff and required minimal start-up costs. For further details, see Recovery Technology's budget and financial reports.