

# **Recovery Technology LLC**

## **Strategic Plan 2020**

**Mission Statement:** The Mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

**Vision Statement:** Recovery Technology is committed to helping people achieve their passions.

**Core Values:**

-Treat people the way we want our loved ones to be treated

-Practice the skills we advocate

-Above all else do no harm

-Always take the high road

-Accountability

-Compassion

-Credibility

-Honesty

Recovery Technology's Leadership Team met on January 31, 2020 to develop this strategic plan. As part of the preparation for this meeting, all staff had the opportunity to complete a survey regarding their job satisfaction. Leadership also reviewed Customer Satisfaction and Business satisfaction surveys as well as other data regarding Recovery Technology's performance throughout the year. All plans and outcome reports were reviewed and evaluated. A SWOT analysis was completed for each department. New plans were developed based on the Environmental Scan and other relevant data. Leadership also discussed and reviewed the following items:

- Feedback from Recovery Technology's Advisory Board
- Feedback from Recovery Technology's Quality Improvement Team and Plan
- Current financial reports comparing past year with previous years, as well as current financial standing to determine the feasibility of new strategic goals
- Current demographics of our service area
- Changes in healthcare, regulatory and legislative environments
- Technology in regard to efficiency, effectiveness and performance measurement
- Emergency preparedness and the responsibilities of each leader

The following goals were developed during this Strategic Planning Day:

**Goal #1: Continue to strengthen our work force, management/staff relationships and 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 come in contact with. This is a "top down" philosophy where leadership role-models the desired behavior for staff, clients and other stakeholders.

Objective #2: Recovery Technology staff and management will stay focused on our Mission Statement, Vision statement and Core Values with a continued emphasis on accountability.

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

**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.

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

Objective #3: Recovery Technology will begin to use Relias Training for many required annual trainings.

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

Objective #2: Recovery Technology will score at 95% or better on external audits. If a score is below that, Quality Improvement Team and Leadership will immediately take action to quickly resolve.

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

Objective #1: By the end of 2020, Recovery Technology will have 3 months of operating expenses in reserve.

Objective #2: Recovery Technology will continue to look for ways to diversify funding sources to mitigate the effect of shrinking Medicaid dollars and state budget cuts. This will include Court-ordered programs, Spravato Clinic, expanding Physician Services and Therapy for non-CMH clients and expanding into Therapy for Chronic Pain patients or other newer areas within the mental health arena.

Objective #3: All Recovery Technology departments will remain financially stable.