

Recovery Technology LLC

Strategic Plan Outcome Report

2020

Outcomes on Goals from Recovery Technology Strategic Plan 2020

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 44 employee/contractor satisfaction surveys. Overall, staff are very 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 a tie between #4, “My supervisor, or someone at work, seems to care about me as a person” and #14, “I am treated with respect by management.” The third highest question was a 3-way tie between #5, “I have a friend at work/someone I can confide in,” #9, “Management has created an open and comfortable environment,” and #10, “I know my job requirements and what is expected of me on a daily basis.” The lowest scoring questions were #8, “I am involved in decision making that affects my job” and #17, “Employees work well together to solve problems and get the job done.” The only question that had a “strongly disagree” answer was #8, “I am involved in the decision making that affects my job.” There was 1 strongly disagree response to this question. There were only 19 “disagree” responses, making the total of “disagree” and “strongly disagree” a total of 20 negative responses as opposed to 812 “strongly agree” or “agree” response. Recovery Technology continues to strive toward providing a great working environment for staff, which translates into better care for the clients that we serve. See attachment for raw scores and employee comments.

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 98.3%, and the average satisfaction rate for business surveys was also 98%. For further details, see the 2020 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.

During 2021 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 in 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. When the pandemic hit and Recovery Technology services went mobile, initially client contacts dropped. However, this was short-lived and staff were quickly able to adapt to new ways of completing their jobs. Productivity returned to normal levels and staff continued to earn bonuses throughout the pandemic in 2020. 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 LifeWay's Provider Meeting, Primary Case holder meetings and trainings provided by the CMH. Recovery Technology also attempts to stay current on State and Federal changes in Healthcare. Most statewide training events and other activities were either canceled or moved to Zoom platforms. Recovery Technology staff participated as able this year. 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. Not all required trainings were on the Relias Training Website. These trainings had been completed during staff meetings prior to the pandemic. A new system was developed, and trainings were able to be completed by the end of the 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 2020. Recovery Technology has trained "trainers" on staff in CPR, First Aid, LOCUS, DLA-20 and CPI and all staff were compliant with these trainings. 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's clinical files and personnel files were 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 financial outlook.

Objective #1: By the end of 2020, Recovery Technology will have 3 months of operating expenses in reserve, approximately \$500,000.00.

Recovery Technology ended the year with approximately \$500,000.00 in the black.

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. Recovery Technology is able to continue to pay out productivity bonuses as well. 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. Due to the pandemic, expansion in the Spravato Clinic was put on hold as we felt we could not expand initially. In the fall months, we were able to safely resume accepting new clients. This will continue to be an area of growth for Recovery Technology in 2021. We will continue to look for other 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 was financially stable this year. The Spravato clinic continues to be run with existing staff. Recovery Technology also added a blood test for Clozaril patients. This simple finger poke can give instant results that are sent to the pharmacy immediately and they are able to dispense the medications. This was started prior to the pandemic and became a very needed service when most labs in the community were closed in the early spring. Recovery Technology was able to offer this service to the community as well as existing clients. Recovery Technology was able to bill insurance companies for this lab work as well, so in addition to greatly benefiting the community it became an additional income source for the company. This goal and objective have been met.