

# **Recovery Technology LLC**

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

### **Outcome Report 2021**

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2021. The outcome of each goal is explained:

**Goal #1: Continue to market Recovery Technology in a way that increases public awareness and understanding of behavioral health conditions (Intellectual Disabilities, Mental Health and Substance Use Disorders) and how to access treatment and supports available through Recovery Technology.**

**Objective #1: Recovery Technology will provide ongoing opportunities for community education related to behavioral health conditions, available treatment options and how to access recovery-oriented services and supports:** Recovery Technology remained open and fully staffed throughout 2021. We continued to have a robust internship program with several MSW and BSW students as well as Psychiatric Nurse Practitioners and Physician's Assistant students. Recovery Technology has become a well-known site for area Universities.

**Objective #2: Recovery Technology will participate in community events to further promote mental health awareness and recovery.** Due to the continued Covid 19 pandemic, many community events were cancelled or done virtually. Recovery Technology participated as we were able.

**Objective #3: Recovery Technology will review marketing strategies and tools (website, LED sign, etc) and look for ways to incorporate additional information regarding the importance of mental health and recovery.** Recovery Technology was able to take advantage of our LED sign that sits on one of the busiest streets in our community to promote mental health issues and observances throughout the year. Recovery Technology also met with a web designer that will be assisting in improving and expanding our current website.

**Objective #4: Recovery Technology will increase awareness by observing and recognizing events such as Social Worker Month, Nurses Day, and Mental Health Awareness week.** Recovery Technology attempted to observe and celebrate various events throughout the year. February is Black History Month, and staff shared books and articles related to this. The staff training for the month of February was Cultural Diversity, so this was incorporated with a focus of African American awareness. March was Social Workers Month. Gift cards and a luncheon was held for staff to honor social workers. In addition, Recovery Technology celebrated Nurses Week, Mental Health Awareness Month, Administrative Assistants Day and IT Professionals Day. Staff appeared to appreciate the recognition and the time of celebrations.

**Goal #2: Recovery Technology will continue to strengthen a healthy work environment.**

**Objective #1: The management team will continue to use the skills we teach in all interactions with staff and other Recovery Technology stakeholders to create a healthy workplace environment.** Recovery Technology management 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 2021. This became a little easier from last year as more staff were returning to the office. Productivity remained steady throughout the year. Recovery Technology completes an employee satisfaction survey annually. For results, see goal #7.

**Objective #2: 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.** In March a luncheon was held to celebrate Social Work Month. Gift cards were given to staff and a meal was provided. All were invited and social distancing and masks were used for safety. In October, a Halloween luncheon was held. At Christmas, rather than having one large party, each department held smaller parties to celebrate. Overall, consider the restrictions of the pandemic, this objective was met.

**Objective #3: Recovery Technology will use an employee satisfaction survey to determine the effectiveness of this goal.** This objective has been met. For details on employee satisfaction, see goal #7.

**Goal #3: Recovery Technology will assure that all staff consistently receives their annual trainings in a meaningful way that will improve their clinical practices and strengthen the workplace.**

**Objective #1: Continue to strive for 100% compliance for all staff in all required trainings.** An audit of training files at the end of 2021 revealed that Recovery Technology was below 100% on this objective. Due to the ongoing pandemic, it has become difficult to effectively bring each group together to complete the trainings. Staff do not like Relias Training due to the length of time it takes to complete annual trainings. The Quality Improvement team is looking for ways to get 100% compliance in this area and staff are offering feedback on what would work best for them in their busy schedules.

**Objective #2: Offer relevant trainings internally to our staff on subjects that will benefit staff in their work with clients.** In addition to the annual required trainings, Recovery Technology attempts to provide trainings on current events that are happening that are relevant and

pertain to mental health. Recovery Technology trainings focused on the trauma that has been created by the pandemic and self-care for health care workers. This objective has been met.

**Objective #3: Continue to use Relias Training for many required annual trainings.** Due to an increase in demand and a decrease of available staff, Recovery Technology leadership sought to assist staff in any way to reduce stress and burnout. Staff were feeling overwhelmed with the time that it took to complete basic trainings in Relias. Recipient Rights training was completed on Relias, all other trainings were provided by Recovery Technology staff. This objective has been met.

**Objective #4: Maintain a workforce of knowledgeable, skilled, and culturally respectful staff.** Recovery Technology makes every attempt at providing training on culturally relevant topics. Due to the many police shootings of African Americans recently, Recovery Technology focused on topics related to this for our cultural competency trainings. This objective has been met.

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

**Objective #1: Recovery Technology will score 95% or better on all audits.** Recovery Technology received a 3-year CARF accreditation in May of this year. Recovery Technology had a fidelity audit for ACT services. The results remain pending, but the exit interview appears to be quite positive. Recovery Technology also had a Corporate Compliance audit by LifeWays CMH. The only finding was that the interventions in some treatment plans were not as detailed as they should have been. This was easily corrected by a training the following month. Recovery Technology also had a re-credentialing audit by LifeWays CMH. No results have been obtained by this audit either, although it appeared to be quite favorable. Recovery Technology will respond appropriately to the findings of these audits when the results are completed. No other formal audits were completed in 2021.

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

**Objective #1: 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.**

**Objective #2: Discharge data will be analyzed by department and the agency.** The following is a breakdown of all discharges completed by Recovery Technology during 2021:

Completed/Authorization Ended:

Ineligible Insurance:

Deceased:

Moved:

Client refused treatment:

Jail/Incarceration:

Transferred/Referred:

-Equal Transfer:

-More Restrictive Transfer:

No Show:

Terminated by RT:

There was a total of 1046 discharges for 2021. Factoring out the clients who never made it to their first service at Recovery Technology, there is a total of 390 clients discharged from services who received some treatment. Of the 390:

-65% of these discharges are “successful” discharges. This means they completed treatment or were discharged due to moving out of the service area.

35% 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 who are actively engaged in treatment. New referrals continue to be difficult to engage and get treatment started. Recovery Technology continues to strive to improve in this area.

The following is a continued breakdown of discharges by department and service:

**Case Management:**

Successful: 68%

Unsuccessful: 32%

**Assertive Community Treatment/IDDT:**

Successful: 89%

Unsuccessful: 11%

**Outpatient Therapy:**

Successful: 77%

Unsuccessful: 23%

**Psychiatric Services:**

Successful: 71%

Unsuccessful: 39%

**Batterer's Intervention Program:**

Successful: 66%

Unsuccessful: 34%

**Anger Management Program:**

Successful: 71%

Unsuccessful: 29%

**Pro-bono intern services:**

Successful: 82%

Unsuccessful: 18%

**Analysis of Data:** Overall, the percentage of successful discharges from a psychiatric program are above the national averages. However, overall successful discharges for all departments were lower than in 2020. Some clients (and staff) thrived with the telehealth options. Other clients were insistent on having face to face contacts regardless of the risk. Recovery Technology continue to have an indoor mask mandate when providing face to face services. There was push back from many clients who refused to wear masks and refused to be seen telehealth. Recovery Technology assisted in moving these clients to a clinic where masks were optional or attempted to find compromise.

As always, clients who engage in services at Recovery Technology report improved in their life and a decrease in symptoms regardless of the service that they are receiving. Customer satisfaction surveys are also overwhelmingly positive (for further information see goal #7.

**Goal #6: Recovery Technology will use the DLA-20 to measure clinical improvement in all services.**

**Objective #1: Clinical outcomes for Outpatient therapy will be at least a 15% overall improvement in functioning.**

**Objective #2: Clinical outcomes for Case Management will be at least 5% improvement in overall functioning.**

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

**Objective #4: Clinical outcomes for IDDT will be at least 3% improvement in overall functioning.**

**Objective #5: Clinical outcomes for DBT will be as least 7% improvement in overall functioning.**

As the end of 2020 drew to a close, it became apparent that clinical outcome scores with the DLA-20 were once again showing a negative outcome. As hard as the staff tried, for some reason the DLA-20 has never worked for showing any positive outcome. The DLA-20 had been in use at Recovery Technology for 7 years. Staff were well trained. Clients' satisfaction surveys overwhelming showed positive regard for Recovery Technology services and staff. Clients being discharged for successfully completing treatment were well above national averages. Every other indicator seemed to show positive outcomes except the DLA-20. After careful consideration, the Quality Improvement Team decided that perhaps the DLA-20 was not measuring what we wanted it to measure. It was decided that another outcome tool should be used. Since the DLA-20 is a clinician rated tool, it was decided to try a client rated tool. Understanding the risks and advantages of each kind of tool, the team decided to try the Basis-32. This was rolled out in late 2021 so that staff could provided a baseline score for each of their clients. Then, as new treatment plans came due, staff were instructed to complete another Basis-32. They were also being completed at intake on new clients.

This goal and its objectives were discontinued, and a new goal related to outcomes using the Basis-32 was developed.

**Goal #7: Recovery Technology will receive a rating of 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 satisfaction with the services received.**

Recovery Technology received 284 Client Satisfaction Surveys returned in 2021. The following is a breakdown of the questions with their scores:

Question 1: I like the services that I received: 97%

Question 2: I was able to get the services that I thought I needed: 95%

Question 3: Staff helped me obtain the information that I needed so that I could take charge of managing my mental health disability: 95%

Question 4: I, not staff, decided my treatment goals: 90%

Question 5: Staff believed that I could grow, change, and recover: 91%

Question 6: Recovery Technology staff is friendly and helpful: 94%

Question 7: As a direct result of the services I received, I am better able to take care of my needs: 90%

Question 8: Recovery Technology's staff were sensitive to my cultural/ethnic background: 94%

Question 9: Recovery Technology staff explained my rights to me in a clear and understandable way: 96%

Question 10: The services Recovery Technology deliver assisted you in managing your life/illness: 93%

The average satisfaction rate was 94%, slightly lower than last year. The lowest score was for question 4 regarding treatment goals (90%) while the highest score was question 1, I like the services that I received (97%) closely followed by question 9 related to recipient rights. See attached for comments made on this survey.

**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 business satisfaction with the services.**

Recovery Technology received 45 Business Satisfaction Surveys in 2021. The follow is a breakdown of the questions with their scores:



Question 1: Overall, how satisfied are you with the timeliness in which Recovery Technology responds to you and/or your organization: 98%

Question 2: How would you rate the services provided by Recovery Technology: 100%

Question 3: How well do you think Recovery Technology adheres to Person Centered Planning: 100%

Question 4: How hospitable and helpful is the Recovery Technology staff: 100%

Question 5: Overall, how convenient are Recovery Technology's business hours: 100%

Question 6: Would you recommend Recovery Technology to a friend: 100%

Question 7: If your answer to the above is no, would you like additional information: N/A

Question 8: Are you aware of all the services Recovery Technology has to offer: 98%

Question 9: Did you know that your input about Recovery Technology is welcomed at any time: 98%

Question 10: Do you know who you can contact if you are dissatisfied: 100%

These scores are consistent with previous years. Overall, it appears that our business partners are satisfied with the services at Recovery Technology. See attached for comments made on this survey.

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

Recovery Technology received 30 Employee Satisfaction Surveys in 2021. The following is a breakdown of the questions with their scores.

Question 1: I have the materials and the equipment I need to do my work right: 83%

Question 2: At work, I have the opportunity to do what I do best everyday: 97%

Question 3: In the last 30 days, I have received recognition or praise for doing good work: 97%

Question 4: My supervisor or someone at work seems to care about me as a person: 100%

Question 5: I have a friend at work: 100%

Question 6: I am familiar with the mission statement of Recovery Technology: 100%

Question 7: I agree with the mission statement of Recovery Technology: 100%

Question 8: I am involved in decision making that affects my job: 77%

Question 9: Management has created an open and comfortable environment: 97%

Question 10: I know my job requirements and what is expected of me on a daily basis: 90%

Question 11: I have received training I need to do my job efficiently and effectively: 83%

Question 12: Training is provided to enable me to do my job well: 87%

Question 13: Management recognizes and makes use of my abilities and skills: 97%

Question 14: I am treated with respect by management: 100%

Question 15: I am treated with respect by the people that I work with: 100%

Question 16: I am encouraged to develop new and more efficient ways to do my work: 97%

Question 17: Employees work well together to solve problems and get the job done: 100%

Question 18: Management is flexible and understands the importance of balancing my work and personal life: 100%

Question 19: I would recommend others to work for this company: 100%

Recovery Technology scored 100% positive responses on 9 of the 19 questions on this survey. The lowest responses were:

Question 8, I am involved in the decision making that affects my job. This question has consistently been one of the lowest scoring questions. It appears to be based on the fact that many of the rules and regulations in this field are decided by insurance companies and accrediting agencies. Staff feel overwhelmed by having to keep track of so many details and they feel that this reduces time they are able to spend with clients. Many staff appear to be leaving the public sector and going to work in private practices due to the heavy regulations.

Question 1, I have the materials and equipment I need to do my work right and question 11, I have the training I need to do my job well. Both questions are also traditionally on the lower side of scoring. Recovery Technology will continue to work on both issues and raise those scores in 2022. See attached for comments made on this survey.

- A. 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 was unable to hold its annual events as a result of the Covid-19 Pandemic. However, we were able to hold our annual Christmas party with Zoom. We were able to have a decorating contest, but rather than staff decorating their doors at work, they were able to submit photos of their home decoration. Staff voted for the best decorated during the party. Several other contests were held, and staff received their Christmas bonus and opened them together. There was nearly 100% participation from staff.