

Recovery Technology LLC

Quality Management/Performance Improvement Plan

Outcome Report 2022

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2022. 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 participate in community events to promote mental health awareness, access and recovery: Recovery Technology was able to participate in a resource fair put on by the state of Michigan in September. We also participated in several area university events to talk with potential interns. As things continue to open back up post-pandemic, Recovery Technology will increase its community involvement. This objective has been met.

Objective #2: 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 update its website, making it modern and easy to navigate. Links for job opportunities and internship opportunities were also added. Our LED sign was utilized to inform the community of mental health events that were happening in the community or on the national level, such as Mental Health Awareness Week. This objective has been met.

Objective #3: Recovery Technology will increase awareness by observing and recognizing events such as Social Worker Month, Nurses Day and Mental Health Awareness Week and other significant observances: Recovery Technology was able to recognize all of its staff by observing events such as Nurses Week, Social Work Month, Administrative Assistants Day and even IT Professionals Day. This objective has been met.

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 2022. Recovery Technology completes an employee satisfaction survey annually. For further information, 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. All were invited to celebrate our social workers and case managers. A Nurses Week Breakfast was held. In October, a Halloween luncheon was held. At Christmas, Recovery Technology was able to meet together again after 2 years of virtual parties. This objective has been met.

Goal #3: Recovery Technology will ensure that all staff consistently receive 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 training. An audit of training files at the end of 2022 revealed that Recovery Technology was at 100% compliance this year. This is due to staff meetings going live again as opposed to virtual. This objective has been met.

Objective #2: Offer relevant training internally to our staff on subjects that will benefit staff in their work with clients. In addition to the annual required training, Recovery Technology provides trainings on current events that are happening that are relevant and pertain to mental health. This objective has been met.

Objective #3: Recovery Technology will continue to use Relias Training and in-house training: Recipient Rights and other trainings are completed on the Relias Website. Other annual trainings are offered during monthly staff meetings. 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. For further information, see Cultural Competency Outcome Report. 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. Midstate Health Network who oversees LifeWays CMH routinely completes chart audits through access with the EMR. The Department of Health and Human Services conducted an audit on HAB Waiver clients and ACT clients. A plan of correction was not required any audits conducted in 2022. Recovery Technology also continues to perform chart audits and Psychiatric Peer Reviews throughout the year and addresses any findings through the Performance Improvement Team.

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.

Recovery Technology discharged at total of 1128 clients in 2022.

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 2022:

Completed/Authorization Ended: 228

Ineligible Insurance: 3

Deceased: 33

Moved: 49

Client refused treatment: 0

Jail/Incarceration: 21

Transferred/Referred: 195

-Equal Transfer: 165

-More Restrictive Transfer: 30

No Show: 572

There was a total of 1128 discharges for 2022. Factoring out the clients who never made it to their first service at Recovery Technology, there is a total of 556 clients discharged from services who received some treatment. Of the 556:

-79% of these discharges are “successful” discharges. This means they completed treatment or were discharged due to moving out of the service area.

-21% 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 are difficult to engage, but once treatment gets started, clients improve. 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: 65%

Unsuccessful: 35%

Assertive Community Treatment/IDDT:

Successful: 91%

Unsuccessful: 9%

Outpatient Therapy:

Successful: 72%

Unsuccessful: 28%

Psychiatric Services:

Successful: 79%

Unsuccessful: 21%

Batterer's Intervention Program:

Successful: 76%

Unsuccessful: 24%

Anger Management Program:

Successful: 72%

Unsuccessful: 28%

Pro-bono intern services:

Successful: 84%

Unsuccessful: 16%

Analysis of Data: Overall, the percentage of successful discharges from a psychiatric program are above the national averages. Successful discharges for all departments were higher than in 2021. More clients are choosing face-to-face options as opposed to telehealth, although telehealth continues to be a great option for many staff and clients.

As always, clients who engage in services at Recovery Technology report improvement 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 Basis-32 to measure clinical improvement in all services. (Low priority/ongoing)

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 2022 progressed, it became apparent that the Basis-32 was not able to measure clinical outcomes in a meaningful way. After using the DLA-20 for so long without getting reliable data, it was decided to scrap the Basis-32 as well. Like the DLA-20, the Basis-32 only captures the last 30 days and was too broad to capture progress. It does not show prevention or maintenance. Clients could improve in one area without a change in overall scores. If clinicians forgot to do a discharge Basis-32, then no outcome data would be available. A consequence of this was a low amount of discharge data, which skewed the overall results. It was finally decided that clinical outcomes should be based on a client's accomplishment of their goals. A new form was developed with the goal of capturing meaningful, reliable outcome data.

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 250 Client Satisfaction Surveys returned in 2022. The following is a breakdown of the questions with their scores:

Question 1: I like the services that I received: 96%

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: 96%

Question 4: I, not staff, decided my treatment goals: 96%

Question 5: Staff believed that I could grow, change, and recover: 95%

Question 6: Recovery Technology staff is friendly and helpful: 96%

Question 7: As a direct result of the services I received, I am better able to take care of my needs: 95%

Question 8: Recovery Technology's staff were sensitive to my cultural/ethnic background: 96%

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: 97%

The average satisfaction rate was 96%, higher than last year. No scores were below 95% this year. 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 39 Business Satisfaction Surveys in 2022. The following 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: 100%

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: 82%

Question 9: Did you know that your input about Recovery Technology is welcomed at any time: 95%

Question 10: Do you know who you can contact if you are dissatisfied: 90%

These scores are consistent with previous years. Overall, it appears that our business partners are satisfied with the services at Recovery Technology. No questions were marked as “Below Average” or “Unsatisfactory.” 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 2022. 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: 91% (83%)

Question 2: At work, I have the opportunity to do what I do best everyday: 96% (97%)

Question 3: In the last 30 days, I have received recognition or praise for doing good work: 100% (97%)

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

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

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

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

Question 8: I am involved in decision making that affects my job: 86% (77%)

Question 9: Management has created an open and comfortable environment: 96% (97%)

Question 10: I know my job requirements and what is expected of me on a daily basis: 96% (90%)

Question 11: I have received training I need to do my job efficiently and effectively: 87% (83%)

Question 12: Training is provided to enable me to do my job well: 91% (87%)

Question 13: Management recognizes and makes use of my abilities and skills: 91% (97%)

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

Question 15: I am treated with respect by the people that I work with: 91% (100%)

Question 16: I am encouraged to develop new and more efficient ways to do my work: 92% (97%)

Question 17: Employees work well together to solve problems and get the job done: 77% (100%)

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

Question 19: I would recommend others to work for this company: 96% (100%)

This year's overall score was 94%. The overall score in 2021 was 93%. Recovery Technology continues to score consistently on this survey. Question 8 is traditionally one of the lowest scoring questions, "I am involved in the decision making that affects my job." 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 the 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, especially Master's Level Clinicians. Recovery Technology also continues to have a great staff retention, indicating that we are successful in providing a work culture in which staff supported in their work.