

Recovery Technology LLC

Strategic Plan Outcome Report

2022

Outcomes on Goals from Recovery Technology Strategic Plan 2022

Goal #1: Continue to strengthen our work force:

The leadership at Recovery Technology understands the importance of a strong workforce. This strength comes from knowing, practicing, and successfully implementing the skills we teach our clients. Our actions speak louder than words. Leadership believes that we can improve client outcomes by role modeling and encouraging the use of these skills in our interactions with everyone we encounter.

Objective #1: All Recovery Technology staff will learn and practice the skills we teach clients on each other and all stakeholders. This will be measured by employee, client and business satisfaction surveys, reduced number of complaints and reduced recipient rights violations.

Recovery Technology received 30 employee satisfaction surveys in 2022. Six of the nineteen questions in the survey scored 100% positive responses. The highest scoring questions were as follows:

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

#5: I have a friend at work

#6: I am familiar with the mission statement of Recovery Technology

#7: I agree with the mission statement of Recovery Technology

#14: I am treated with respect by management

The overall score was 94% (93% in 2021). Overall, staff are very satisfied with their jobs. Recovery Technology continues to strive to make this the best workplace environment.

The average satisfaction rate for client satisfaction surveys was 94%, slightly lower than last year, and the average satisfaction rate for business surveys was also 98%. There were no formal or informal complaints this year.

Objective #2: Recovery Technology staff and management will stay focused on our Mission and Vision Statements and Core Values with a continued emphasis on accountability. Accountability will be measured in terms of staff being timely with paperwork, annual trainings, timely, accurate billing and completion of other job duties.

During 2022 strategic planning Recovery Technology Leadership reviewed our core values and Mission statements and felt that they remain relevant. Leadership felt that renewing our commitment to these core values 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. 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. Leadership continued to hold staff accountable in seeing their clients, documenting progress, and submitting billing in a timely manner.

Goal #2: Recovery Technology will ensure that staff are well trained from hire date to ongoing/annual trainings.

Objective #1: Recovery Technology will improve its onboarding process with new staff so that they are well trained and feel supported as they begin their new job. Recovery Technology's Performance Improvement Team was able to start the process of evaluating our current practice of onboarding and look at ways to improve. New staff were interviewed to determine their perception of the onboarding process and ways to improve. The Performance Improvement Team are continuing to work on the process.

Objective #2: Recovery Technology will achieve 100% compliance on all required annual trainings. Recovery Technology provided training during staff meeting times and on Relias Learning. CPI and CPR/First Aid were offered again this year as live trainings.

Objective #3: Recovery Technology will maintain a workforce of knowledgeable, skill and culturally respectful staff. All staff who were hired in 2022 received an initial training in Cultural Diversity and Limited English Proficiency. All existing staff received refreshers in these trainings as well. Recovery Technology will continue to look for ways to increase awareness of cultural issues and addressing those in a respectful manner.

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 then shared with the Performance Improvement Team and analyzed and acted on if trends are noticed.

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

The State of Michigan, Mid-State Health Network (PIHP) and LifeWays, the local CMH all performed audits of Recovery Technology's clinical files throughout the year. Specific audits were performed on ACT services and HAB waiver services. No documentation regarding these audits was received, but no charts were found to be in non-compliance and no plan of correction was required.

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

Objective #1: By the end of 2022, Recovery Technology will have 3 months of operating expenses in reserve. Recovery Technology ended the year with approximately 3 months of operating expenses in reserve.

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. The Spravato Clinic has had better growth this year as we come out of the Pandemic. We will continue to look for other ways that can diversify our funding sources and assist our clients in their recovery.

Objective #3: All Recovery Technology's departments will remain financially stable. Departmental budgets will be reviewed monthly by leadership to ensure that staff and departments are hitting their monthly budgeted goals.

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 remained financially stable throughout the year. Our focus has been on Outpatient therapy as there are many newer staff in that department with less experience and on improving our margins in the Spravato Clinic.

Goal #5: Increase awareness of the role that Social Determinants of Health play in the outcomes of our clients:

Objective #1: Staff will receive training on the social determinants of health and the impact on the clients we serve. All staff were trained this year on the Social Determinants of Health and the impact in Jackson County.

Objective #2: Recovery Technology will screen for social determinants of health on clients being treated at Recovery Technology. Staff continue to screen for social determinants of health on our clients and are addressing issues as they arise.

Objective #3: Through training, education and increased awareness of the social determinants of health, Recovery Technology will attempt to improve outcomes in the clients we serve. Recovery Technology staff transitioned from the DLA-20 to the Basis-32 as an outcome measurement tool. There were limitations to the DLA-20 such as it only captures the last 30 days, the domains may be too broad to capture progress and Inter-rater reliability may decrease over time. It also does not reflect prevention or maintenance. We then switched to the Basis-32 but were having difficulty obtaining discharge data as the Basis-32 is client rated and many clinicians would forget to complete it at the last session. Recovery Technology is in the process of using data directly from the Treatment Plan goals. As a result of these changes, the data is not available for this objective.

Goal #6: Recovery Technology will take steps to attract and retain quality staff.

Objective #1: Recovery Technology will dedicate a portion of our website to have information about employment, benefits and advantages of being a Recovery Technology employee to help attract potential new staff. Recovery Technology's Website was updated to include this section and improved navigation abilities.

Objective #2: Recovery Technology leadership will continue to learn new ways of attracting and maintaining staff by studying and sharing the latest research regarding trends related to employment and "the great resignation" that appears to be occurring across the country. Recovery Technology management has done well in maintaining our staffing levels throughout the pandemic and post-pandemic. At the time of this writing, we are only in need of 1 Master's Level Clinician.

Objective #3: Recovery Technology will continue to expand benefits and other "perks" that potential employees are seeking such as flexible work schedules and locations. Recovery Technology Leadership continues to offer flexible schedules and a relaxed working environment as well as many other benefits in order to retain and attract quality staff. Recovery Technology continues to have a low staff turnover rate.

Objective #4: Recovery Technology will continue to look for ways to recognize staff for their hard work and provide positive feedback in real time. Recovery Technology continues to offer a bonus program for staff who are meeting all of their benchmarks. We are continuing to look for additional ways to acknowledge the hard work of our staff and to recognize their hard work in a way that is rewarding to them.

Objective #5: Recovery Technology will offer the chance for employees to focus on improvement, skill expansion and advancement opportunities. This will increase the likelihood that the staff will stay with Recovery Technology instead of looking for another job. Recovery Technology offers training to increase skills and advancement opportunities. Part of Recovery Technology's vision statement is to help people achieve their passion. This includes staff as well as clients. Recovery Technology's staff are encouraged to pursue their passions at work as well as in their personal lives.