

**Recovery Technology LLC Quality Management/Performance Improvement Plan  
Outcome Report 2023**

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2023. The outcome of each goal is explained:

**Goal #1: Recovery Technology will use clients' completion of goals from their treatment plans to measure clinical improvement (effectiveness)(High priority/Ongoing). This data will be collected and reviewed by the Performance Improvement Team annually. Data will be collected from discharge summaries and annual status reports. Department supervisors are responsible for ongoing monitoring.**

**Objective #1: Outpatient Therapy will achieve at least 60% improvement.**

**Objective #2: Case Management will achieve at least 50% improvement.**

**Objective #3: ACT will achieve at least 30% improvement.**

**Objective #4: IDDT will achieve at least 25% improvement.**

**Objective #5: DBT will achieve at least 50% improvement.**

**Objective #6: Anger Management will achieve at least 75% improvement.**

**Objective #7: Batterer's Intervention Program will achieve 75% improvement.**

Recovery Technology has tried several different tools and approaches to collecting clinical outcome data for our services. The DLA-20 had been used for many years, but it did not appear to be providing accurate data and in many cases, it appeared that the client's assessment scores were going down. Since this was a clinician-rated scale, it was thought that a client-rated scale might serve our purposes.

Recovery Technology began using the Basis-32. The staff seemed to like this scale as well. The problem with this was that clinicians kept forgetting to do their discharge Basis-32, so no sufficient outcome data was able to be collected. As 2023 progressed, it became clear that Recovery Technology needed to go back to the DLA-20. Limited clinical outcome data was collected for 2023. In the last quarter of the year, we began collecting baseline data using the DLA-20. Refresher courses were offered to all previously trained staff and new staff were fully trained in the use of this outcome tool. Also, during 2023 Recovery Technology discontinued its DBT program due to a lack of trained staff and dwindling referrals. Since the DLA-20 is not used in Anger Management or Batterer's Intervention Programs, outcome data is available:

Anger Management: 83% successfully completed the program.

Batterer's Intervention Program: 81% completed the program.

**Goal #2: Recovery Technology will receive a rating of 95% or better on all satisfaction surveys (satisfaction)(High priority/Ongoing). This data will be collected and reviewed by the Performance Improvement Team monthly. The CEO and Performance Improvement Team members are responsible for ongoing monitoring.**

**Objective #1: Recovery Technology will receive a rating of 95% or better on all business satisfaction surveys (satisfaction)(High priority/ongoing).**

Recovery Technology received 31 Business Satisfaction Surveys in 2023 for an overall score of 99%. The following is a breakdown of the questions with their scores. The numbers in parentheses are the scores from 2022:

Question 1: Overall, how satisfied are you with the timeliness in which Recovery Technology responds to you and/or your organization: 100% (100%)

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

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

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

Question 5: Overall, how convenient are Recovery Technology's business hours: 97% (100%)

Question 6: Would you recommend Recovery Technology to a friend: 100% (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: 100% (82%)

Question 9: Did you know that your input about Recovery Technology is welcomed at any time: 93% (95%)

Question 10: Do you know who you can contact if you are dissatisfied: 97% (90%)

These scores are consistent with previous years. Overall, it appears that our business partners are satisfied with the services at Recovery Technology. Two questions were marked with a "neutral" answer and one question (#5, convenient business hours) was marked "strongly disagree." See attached for comments made on this survey.

**Objective #2: Recovery Technology will receive a rating of 95% or better on all employee satisfaction surveys (satisfaction)(High Priority/ongoing).**

Recovery Technology received 36 Employee Satisfaction Surveys in 2023 for an overall score of 89%. The following is a breakdown of the questions with their scores. The numbers in parentheses are the scores from 2022.

Question 1: I have the materials and the equipment I need to do my work right: 89% (91%)

Question 2: At work, I have the opportunity to do what I do best everyday: 89% (96%)

Question 3: In the last 30 days, I have received recognition or praise for doing good work: 83% (100%)

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% (97%)

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: 72% (86%)

- Question 9: Management has created an open and comfortable environment: 89% (96%)
- Question 10: I know my job requirements and what is expected of me on a daily basis: 97% (96%)
- Question 11: I have received training I need to do my job efficiently and effectively: 78% (87%)
- Question 12: Training is provided to enable me to do my job well: 83% (91%)
- Question 13: Management recognizes and makes use of my abilities and skills: 89% (91%)
- Question 14: I am treated with respect by management: 97% (100%)
- Question 15: I am treated with respect by the people that I work with: 92% (91%)
- Question 16: I am encouraged to develop new and more efficient ways to do my work: 81% (92%)
- Question 17: Employees work well together to solve problems and get the job done: 67% (77%)
- 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: 89% (96%)

This year's overall score was 89%, down from 94% in 2022. Recovery Technology continues to score consistently on this survey from year to year with slight variations. Question 8 is traditionally the lowest-scoring question, "I am involved in the decision-making that affects my job." However, this year the lowest scoring question was #17, "Employees work well together to solve problems and get the job done" with question #8 coming in as second to lowest. The third lowest scoring question was #11, "I have received the training I need to do my job efficiently and effectively." Following the data collection of this survey, staff meetings were used to determine what training staff felt they needed more of. It appears that staff want more training during onboarding as well as ongoing training in practical and clinical areas. Recovery Technology has already started addressing these issues. Overall, staff feel valued and appreciated by management. This year staff scored lower on their interactions with each other. This will also be addressed as the year progresses. Please see attached for comments from this survey.

**Objective #3: Recovery Technology will receive a rating of 95% or better on all client satisfaction surveys (satisfaction)(High priority/ongoing).**

Recovery Technology received 166 Client Satisfaction Surveys returned in 2023 for an overall score of 96%. The following is a breakdown of the questions with their scores. The number in parentheses are the scores from 2022:

- Question 1: I like the services that I received: 96% (96%)
- Question 2: I was able to get the services that I thought I needed: 96% (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% (96%)
- Question 4: I, not staff, decided my treatment goals: 97% (96%)
- Question 5: Staff believed that I could grow, change, and recover: 96% (95%)

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

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

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

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

Question 10: The services Recovery Technology deliver assisted you in managing your life/illness: 96% (97%)

The average satisfaction rate was 96%, the same as last year. No scores were below 95% this year. See attached for comments made on this survey.

**Goal #3: Recovery Technology will continue to strengthen a healthy work environment (effectiveness, efficiency)(High priority/ongoing). Data will be collected by Human Resources. The CEO and Performance Improvement Team members are responsible for ongoing monitoring.**

**Objective #1: Training regarding staff burnout and compassion fatigue will be provided over the course of the year.**

Many trainings regarding staff burnout, compassion fatigue and a positivity in the workplace were the topics in many staff meetings throughout the year:

- Improving relationships at work/Emotional Intelligence
- Nurtured Heart Approach
- Accountability at work
- DBT skills
- Respect in the workplace

**Objective #2: Recovery Technology Leadership will take steps to decrease burnout and compassion fatigue.**

- Start of a Mentoring program for new hires
- Growth opportunities explained to staff
- Improving the flow of the workplace
- Numerous trainings throughout the year (see above)
- Quickly addressing performance issues with staff
- Improved consistency in management

**Goal #4: Recovery Technology will ensure that all staff consistently receive their annual training in a meaningful way that will improve their clinical practices and strengthen the workplace (efficiency and effectiveness) (High priority/ongoing). Data will be collected by Human Resources. The CEO and Performance Improvement Team members are responsible for ongoing monitoring.**

**Objective #1: Recovery Technology will achieve 100% compliance for all staff in all required training.**

Per auditing of training files, this objective has been met.

**Objective #2: Recovery Technology will offer relevant training to our staff on subjects that will benefit them clinically and in their work with clients.**

Staff meetings included the following topics this year:

- Training on documentation
- Guest speakers on Med Drop program
- Discharge/Transition process and requirements
- Use of Microsoft Teams
- DBT Skills
- Guest speakers on CLS programs available
- Guest speakers on homelessness and resources in the community
- Guest speakers on Spravato treatment
- DLA-20 trainings and refreshers

**Objective #3: Recovery Technology will continue to use Relias Trainings and in-house trainings.**

Per auditing of training files, this objective has been met.

**Goal #5: On an annual basis, regulatory audits will demonstrate superior organizational performance by receiving a score of 95% or better (efficiency and effectiveness)(Low priority/ongoing). The Performance Improvement Team members are responsible for ongoing monitoring.**

**Objective #1: Recovery Technology will perform audits on random files in each department. The Performance Improvement Team will review the results of these audits and look for patterns and trends and areas for improvement.**

Psychiatric Peer reviews were completed this year with no concerns or recommendations. Files were audited by a Licensed Doctorate Level Pharmacist who contracted with Recovery Technology. Routine file audits were completed and no trends were found. Any errors were given to clinicians to correct with follow-up by the Performance Improvement Team. File audits are completed in the LEO EMR system.

**Objective #2: Recovery Technology will participate in all external audits and incorporate any recommendations or plans of corrective action into practice.**

Recovery Technology had several audits by LifeWays, Mid-State Health Network (MSHN) and MDHHS. No plan of correction was required for any of these audits.

**Goal #6: Recovery Technology will maintain profitability in each of its departments. Data will be collected by the Finance Department and reviewed by the Performance Improvement Team, the Leadership Team, and Department Supervisors who are all responsible for ongoing monitoring.**

All Recovery Technology departments were profitable this year. There is room for improvement in Outpatient Therapy and Psychiatric services. This objective has been met. See end of year financial reports for details.

**Objective #1: On a weekly basis, staff will be given data regarding their productivity. Staff who are underperforming will be assisted in increasing their productivity. Staff who are meeting their benchmarks will be paid a bonus.**

Staff were given productivity reports every 2 weeks. If staff were falling behind on their notes, plans were made to get those notes caught up. If staff were having problematic behaviors regarding their productivity, disciplinary action was started. Staff who met their benchmarks were paid bonuses every month. This objective has been met.

**Objective #2: Leadership will monitor billing department activity by measuring the length of time claims are entered and then paid.**

As Recovery Technology leadership began monitoring the billing process, it became clear that some new processes and efficiencies were needed. An additional billing staff was added to take on the Spravato billing. Additional training was offered on the billing system, working with Genius Solutions to maximize our use of the system. The time between billing and reimbursement was reduced because of our efforts. This objective has been met.

**Objective #3: Billing submitted versus billing paid will be compared to ensure there are no discrepancies. Any discrepancies will be evaluated for improvement.**

This year Recovery Technology's Chief Financial Officer unexpectedly retired. This vacancy was quickly filled by Cathy Geistel who has worked in Recovery Technology's finance department for many years. The change in this leadership position also allowed us to make some much-needed changes in this area. With the help of our overseeing accounting firm, systems were put in place to compare accrued billing to actual paid claims, improved reports to staff to verify their own billing and several other checks and balances. As a result of these changes, Recovery Technology was able to assure us that we were getting paid for all of the services rendered. This objective has been met.

**Goal #7: 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 a total of 791 clients in 2023. Of the 791 discharges, 497 were successful discharges (63%).

**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: 214

Ineligible Insurance: 2

Deceased: 14

Moved: 49

Client refused treatment: 1

Jail/Incarceration: 14

Transferred/Referred: 28

-Equal Transfer: 17

-More Restrictive Transfer: 11

No Show: 463

There was a total of 791 discharges in 2023. Factoring out the clients who never made it to their first service at Recovery Technology, there is a total of 577 clients discharged from services who received some treatment. Of the 577:

-63% of these discharges are “successful” discharges. This means they completed treatment or were discharged due to moving out of the service area.

-37% 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: 13%

Unsuccessful: 87%

Assertive Community Treatment/IDDT:

Successful: 15%

Unsuccessful: 85%

Outpatient Therapy:

Successful: 13%

Unsuccessful: 87%



Psychiatric Services:

Successful: 3%

Unsuccessful: 97%

Batterer's Intervention Program:

Successful: 81%

Unsuccessful: 19%

Anger Management Program:

Successful: 83%

Unsuccessful: 17%

Pro-bono intern services:

Successful: 90%

Unsuccessful: 10%

Analysis of Data: Successful discharges for all departments were lower than in 2022.

As always, clients who engage in services at Recovery Technology report improvement in their lives 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).