

Recovery Technology LLC

Strategic Plan Outcome Report

2023

Outcomes on Goals from Recovery Technology Strategic Plan 2023

Goal #1: Recovery Technology will improve the health and quality of life for the persons we serve.

Objective #1: Identify and develop high-quality training for all Recovery Technology staff.

Recovery Technology migrated most of the annual training requirements to Relias Learning. Staff also received training on the use of E-Thomas and EHR-Thomas to more fully utilize this system. We were also able to start DBT training and develop a list of future training that staff would like to receive.

Objective #2: Develop and implement procedures that ensure the consistent collection and entry of client characteristics data (race/ethnicity, gender identification, diagnostic group, etc.).

This objective has been achieved through improved use of E-Thomas and EHR-Thomas.

Objective #3: Recovery Technology will maintain a workforce of knowledgeable, skilled and culturally respectful staff.

All staff who were hired in 2023 received initial training in Cultural Diversity and Limited English Proficiency. All existing staff received refreshers in these trainings as well. In addition, we were able to add a staff person who is fluent in Spanish and a staff person who is fluent in American Sign Language.

Goal #2: 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, the 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 #3: Recovery Technology will improve its financial outlook.

Objective #1: By the end of 2023, 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: All Recovery Technology departments will remain financially stable. Departmental budgets will be reviewed by leadership on a monthly basis, to assure that staff and departments are hitting their monthly budgeted goals.

Objective #3: Recovery Technology will evaluate its billing software and HER to assure that our system and practices are running smoothly and efficiently.

Goal #4: 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 their 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 address 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 for the clients we serve.

Recovery Technology is transitioning back to the DLA-20 as an outcome measurement tool. No data for 2023 is available for this objective due to this change.

Goal #5: Recovery Technology will take steps to attract and retain quality staff.

Objective #1: Recovery Technology will continue to market itself as a great employer with excellent benefits and a positive, supportive work environment.

Recovery Technology continues to use its webpage to attract new staff. This past year we have been able to attract and retain several new staff.

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.

The sharing of articles and discussions about improving the workplace and overall morale, staff burnout and latest employment trends are discussed at the weekly Leadership meetings. This objective has been met.

Objective #3: Recovery Technology will continue to utilize interns from area universities to help train and nurture the next generation of Mental Health workers as well as an added resource to hire new staff after the completion of their education.

Recovery Technology was able to utilize 4 Masters Level interns and 4 Bachelor Level interns in 2023.

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. This year we were able to develop a mentoring program for new staff. New staff are assigned a mentor at hire to work with them for a minimum of 3 months. This gives new staff another resource to help train and direct their questions. Grant money was available to send several staff to training in their area of expertise.

Objective #6: Explore the development of a company wellness program.

Recovery Technology has not yet developed a wellness program. However, the Fun and Shenanigans Team made their first activity a wellness competition. This will be further expanded in 2024.