

# **Recovery Technology LLC**

## **Strategic Plan 2023**

**Mission Statement:** The Mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

**Vision Statement:** Recovery Technology is committed to helping people achieve their passions.

**Core Values:**

-Treat people the way we want our loved ones to be treated

-Practice the skills we advocate

-Above all else do no harm

-Always take the high road

-Accountability

-Compassion

-Credibility

-Honesty

Recovery Technology's Leadership Team met on January 27, 2023, to develop this strategic plan. During this annual meeting, the Leadership Team took a comprehensive look at the previous year through the following outcome reports:

- Accessibility
- Corporate Compliance
- Cultural Diversity
- Health and Safety
- Information Technology
- Performance Improvement
- Recipient Rights/Critical Incidents
- Risk Management
- Seclusion and Restraints
- Staffing
- Strategic Plan Outcomes

In addition to reviewing the goals related to each of these plans, Leadership reviews satisfaction surveys from staff, clients and business partners/other stakeholders, current financial reports comparing past year with previous years as well as current financial standing to determine the feasibility of new strategic goals and budgets. A SWOT analysis was completed on each department within the company. Social Determinants of Health for Jackson, Michigan was also explored along with community demographic changes.

The following goals were developed during this Strategic Planning Day:

**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.

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

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

**Goal #2: On an annual basis, regulatory audits (LifeWays, MDHHS, CARF, etc.) will demonstrate superior organization performance. Superior organizational performance is defined as 95% or better on all audits (Medium Priority/Ongoing).**

**Objective #1:** Recovery Technology will continue to perform internal audits on staff training, billing, clinical record reviews and performance evaluations.

**Objective #2:** Recovery Technology will score at 95% or better on external audits. If a score is below that, Quality Improvement Team and Leadership will immediately act to resolve the issue.

**Goal #3: Recovery Technology will improve its financial outlook (High Priority/Ongoing).**

**Objective #1:** By the end of 2023, Recovery Technology will have 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 EHR 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.**

The World Health Organization describes social determinants of health as the conditions in which people are born, grow, live, work and age. These conditions can be broke down into 5 core areas: (1) Housing, (2) Food, (3) Transportation, (4) Utility assistance, (5) Personal Safety. Strategic planning efforts will include efforts to improve these conditions and reduce barriers for our clients which contribute to poor health outcomes. Our environment and our living conditions influence health more than the medical care we receive. Social isolation also impacts wellbeing and physical health outcomes. Clients with unmet social needs tend to be sicker, visit the ER more frequently and cost more to treat. It is estimated that 90% of national health expenditures are spent on medical care, which is estimated to account for only 6% of what makes us healthy. (High Priority/Ongoing).

**Objective #1:** Staff will receive training on the social determinants of health and the impact on the clients that we serve.

**Objective #2:** Recovery Technology will screen for social determinants of health on clients being treated at Recovery Technology.

**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.

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

As the workplace continues to change, Recovery Technology strives to be a progressive workplace. Studies indicate that employees are looking for the following attributes in the workplace:

-Sense of responsibility.

-Work/life balance

-Recognition

-Modern workplace

-Ability to work from home.

-Perks and Benefits

-Opportunities for Growth

-Open Communication

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

**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.

**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.

**Objective #4:** Recovery Technology will continue to look for ways to recognize staff for their hard work and provide positive feedback in real time.

**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.

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