**Resource Management Services**

**2020 Strategic Plan**

**Overview**

Resource Management Services continues to strive to meet the standards set forth by governing and accrediting bodies. Leadership will be proactive and attempt to stay on top of constantly changing regulations, both in business practices and service delivery. Goals established for 2020 focus on improving efficiency and effectiveness in all areas of operation. RMS will seek all opportunities to meet and exceed Strategic Plan Goals for 2020.

**Goal 1:** **Business Practices - Efficiency**

Procedures will be implemented to improve the efficiency and cost-effectiveness of business activities, as well as service delivery.

Objective 1: By 3/1/20, the Administrative Manager shall lead in the

exploration of possible ClaimTrak technological advances that RMS has not incorporated, as well as alternate systems that would better meet RMS’ needs of integrating mileage, signatures, and reports into a clinical technology-based documentation system. By 9/1/20 RMS shall implement the additional technology if feasible.

Objective 2: By 4/1/20, the Administrative Manager shall explore various insurance opportunities to decrease employee cost and increase work incentive. By 7/1/20 the new insurance plan will be in place if determined to be feasible.

Objective 3: By 4/1/20, the Administrative Manager shall research methods of increasing response time regarding write-offs and denials in payment and ensure implementation by 5/1/20.

Objective 4: By 3/1/20, the Operations Officer and Human Resources Manager shall develop new marketing strategies to attract and retain licensed, provisionally licensed, and unlicensed staff and implement the strategies as soon as determined.

Objective 5: By 1/15/20, the Operations Officer, Compliance Officer, and Human Resources Manager shall fine-tune Orientation and Annual Training content and process; HR Manager shall ensure implementation by 1/30/20.

Objective 6: By 12/30/20, the Compliance Officer shall have completed the redesign of Policy and Procedure to align with CARF format.

Objective 7: By 6/1/20, the CFO, Administrative Manager, and Operations Officer shall explore Peer Support and other possible non-profit services, as a means of expanding current services.

Objective 8: By 1/30/20, all departments shall brainstorm new methods of reducing clerical/clinical paperwork to work toward paperless system.

**Goal 2:** **Accessibility**

Increase census and improve overall access to available services by expanding into additional service areas.

Objective 1: By 2/1/20 the Compliance Officer shall research integration of PCP Services into RMS’ current array of services. If determined to be a viable option, goal date for implementation will be 10/1/20.

Objective 2: By 4/1/20, the utilization of current Telehealth Services will increase by 50%.

Objective 3: By 3/31/20, the newly developed Discharge and Referral process will be fine-tuned and fully implemented.

**Goal 3:** **Service Delivery – Effectiveness and Efficiency**

Clinical Services will increase in effectiveness and efficiency to improve and/or stabilize functionality of members in a timely manner, which will potentially reduce or prevent number of member hospitalizations.

Objective 1: By 3/31/20, the number of Psychotherapy and Crisis Intervention services will increase by 25% to increase utilization of Evidence-based Practices and potentially reduce number of member hospitalizations.

Objective 2: By 5/30/20, the Skills Training library will be web-based and be inclusive of manualized and nationally approved materials for adults, children, and youth.

Objective 3: By 2/1/20, LMHPs shall fully implement the newly created Supervision tool to improve and provide consistency to the supervision process of MHP/MHS employees.

Objective 4: By 3/31/20, the Operations Officer and 0perations Assistant shall develop a tracking system, inclusive of Screening Instruments to track progress and readmissions of members.

Objective 5: By 5/1/20, staff shall provide at least 80% of the expected hours per week per member to improve quality and consistency of services. By in large, this will potentially improve business efficiency/effectiveness by reducing RMS’ financial loss to less than $5,000 each quarter.

Objective 6. By 2/1/20, RMS shall explore having motivational competitions between offices, as suggested by employees, and if feasible implement by 3/1/20.

**Ongoing Quality Assurance and Improvement Goals:**

* 90% of members will receive services within 10 days of authorization.
* 80% satisfaction level of members and external stakeholders.
* Through a quarterly utilization review, at least 90% of members/guardians will verify the frequency of staff services.
* Chart reviews of demographic and clinical data will reveal no more than 25% of the charts have deficiencies.

**New Quality Assurance and Improvement Goals:**

* Review and revise Policy and Procedure to align with CARF format and to fully comply with all licensing standards.
* Monitor Supervision Records on a monthly basis to ensure new guidelines for supervision are met.
* Monitor Orientation/Annual Training Records on a quarterly basis to ensure training requirements are met.
* Track member progress and re-admissions.
* Track number of hospitalizations.
* Track Crisis Intervention Services.
* Track Discharges.
* Track Telehealth Services.
* Track Psychotherapy Services.
* Track lapses in service delivery.

**Factors Potentially Affecting Projected Outcomes:**

Threats:

1. RMS continues to experience difficulty in locating qualified licensed staff to provide services.

2. The MCOs continue to deny and delay reimbursements, many times for reasons that are not fully explained until billing staff spend multiple hours researching and questioning. It is often found that the fault lies with the MCO and not RMS.

3. Potential funding shortages remain an ongoing issue.

4. Ongoing discussion at state level to make changes to PSR and CPST which could impact staff and service delivery in the future.

5. Ongoing threats related to Acts of God, ie, hurricanes, floods.

Opportunities:

1. Exploring expansion of services, ie, Peer Support; Primary Care to increase accessibility and array of services offered.

2. On-line trainings and in-services are frequently offered by MCOs and LDH, allowing staff to take advantage of continuing education in service provision at no charge.

3. Managed Care contracts are on hold at this time, therefore no significant changes in business practices are expected in the near future.

4. Targeted marketing efforts in place to attract and retain staff.

5. Good reputation in the community can potentially increase referrals and therefore, revenue.

6. Consistent input of members, stakeholders, employees to allow concerns to be addressed expediently for prevention of escalation into critical issues.

7. Access to the Telehealth mode of service delivery.

**RMS Capabilities to Achieve Goals:**

1. The RMS administrative team has managed change for 25 years. The agency has staff in place to anticipate and manage changes, both financially and regulatory, for the year 2020.

2. RMS continues to have contacts with members of the legislative body, which will allow input into the budgetary and regulatory process in 2020, helping prepare for potential monetary and other business issues.

3. Continued participation in monthly Provider Meetings to gather new information and develop relationships with other MHR Agencies and stakeholders that will enable proactivity within the Mental Health Rehabilitation framework.