**Resource Management Services**

**2023 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 2023 focus on improving efficiency, effectiveness, satisfaction, and accessibility in all areas of business and operations. RMS will seek all opportunities to meet and exceed Strategic Plan Goals for 2023.

**EFFICIENCY/EFFECTIVENESS**

**Goal 1:** **Efficiency/Effectiveness in/ Operations - Business Practices**

Procedures will be implemented to improve the efficiency and cost-effectiveness of business activities.

**Objective 1:** **Perfecting MHR Re-design**

1. By 5/1/23 the Clinical Director/CEO shall explore and be prepared to hire additional CPST Providers and reduce current CPST caseloads.

**B.** By 6/1/23, the Clinical Director shall assign non-revenue generating duties to a designated LMHP such as supervision.

**C.** By 6/30/23 the CD and Billing Dept. shall tweak workflow and billing mappings to ensure optimum reimbursement for services

**D.** By 8/1/23 the Clinical Director shall focus on and improve LMHP productivity by assigning CPST caseloads.

**E.** By 12/1/23 there will be an increase in CPST services; increase in LMHP and Provisionally Licensed productivity, and services being fully reimbursed.

**Objective 2**: **Increasing Knowledge and Use of EHR**

**A**. By 4/1/23, RMS Department Head shall begin accessing “Customer Community,” dashboard for training videos, resources, user groups, consultants, and technical supports under direction of CD and LMHPs to learn more about EHR products.

1. By 6/1/23, Billing Dept. and HR shall schedule extensive training on revenue/billing cycle and System Administration which give overview of entire EHR.
2. By 8/1/23, all Depts. shall identify additional data collection options specific to the needs of the Dept. that will provide additional reports and utilize EHR options to generate data.

**Objective 3: Time-saving Orientation**

1. By 6/1/23, a plan will be developed by the Administrative Manager/Technology Mgr. regarding how to create and utilize video/recordings for each Dept.
2. By 12/1/23 all Orientation recordings will be ready for use.

**C** . By 1/10/24, each Dept. Head as well as Billing, MHS, MHP, Clerical, LMHP, and Provisionally Licensed staff will be using video/recordings for Orientation purposes.

**Goal 2:** **Efficiency/Effectiveness in** **Operations - Service Delivery**

Procedures will be implemented to improve efficiency and effectiveness in Operations and Service Delivery.

**Objective 1**: **Evidence-based Practices**

**A.** By 6/1/23 CCO shall research EBPs, revenue, documentation, and reporting standards from LDH and MCO standpoints.

**B.** By 8/1/23, the CCO shall explore resources and requirements for trainings and certifications: LSU – Evidence to Practice (E2P); Trauma-focused CBT; Eye Movement Desensitization and Reprocessing; Patent/child Interaction Therapy; Dialectical Behavior Therapy: and Mindful Meditation.

**C.** By 11/1/23, decisions will be made on selections and implementation of EBPs.

**Objective 2: Improving Performance with Value-based Programs**

1. By 5/31/23, RMS Management Team shall demonstrate additional understanding of systems, workflow, data collection, timely evaluation of Value-based Programs accessible to RMS including the following: LHC/Quartet; Amerihealth – Perform Plus Episode Specific; PTSD/Depression/Anxiety; Amerihealth/LRMHA Shared Savings.
2. By 9/1/23 established workflows/systems will be implemented to ensure maximum outcomes.

**SATISFACTON**

**Goal 1: Satisfaction of Members/Other Stakeholders**

Procedures will be implemented to improve satisfaction of RMS’ members and other stakeholders, including employees.

**Objective 1**: By 8/1/23, CD shall set monthly schedule for Adult, Adolescent, and Child Group Therapy which will be a part of RMS’ existing array of therapeutic services, (as requested in Members Strategic Plan Questionnaire).

**ACCESSIBILITY**

**Goal 1: Accessibility to Services**

Procedures will be implemented to improve overall access to available RMS services.

**Objective1: Additional Programs**

1. By 6/1/23, CCO shall begin researching the following programs, including staffing, payor sources, revenue, licensing/standards for potential additions to RMS’ current programming: Case Management; Family Functional Therapy; Family Support Specialists, Homebuilders; Day Treatment for patients with Alzheimer's/Dementia; Multisystemic Therapy; Adolescent Addictions Services related to substances, gaming devices, etc.
2. By 12/31/23, RMS will make decisions regarding adding additional program(s).

**Objective 2**:  **Enhancing Partnerships**

1. By 5/1/23, CD shall ensure BC/BS Rainmaker’s criteria are met, i.e., RMS must serve a member within 7 days of hospital or ED discharge; and have an established workflow for BCBS referrals.
2. By 5/31/23, CD shall explore Ochsner EAP and additional EAP opportunities and have an established workflow for EAP referrals.
3. By 9/1/23, CD, CEO, and/or LMHP shall continue to attend Juvenile Justice Program/District Attorney’s Child/Youth Program meetings to further outline C/Y needs that could potentially be met through RMS existing and/or additional services.

**D.** By 11/30/23, RMS shall develop curriculum and plans to execute JJP/DA Child/Youth Program in 2024.

**Factors Potentially Affecting Projected Outcomes:**

**Threats:**

1. RMS continues to experience a great deal of staff turnover.
2. MHR Re-design which began 1/1/23 will continue to produce challenges with changes to CPST and PSR.

3. Billing Team resigned without notice, and this has challenged RMS to quickly identify and hire additional billing staff who are experiencing learning curves. Additionally, Billing Assistant is bedbound.

4. 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.

5. MCO audits occurring frequently and potentially asking for recoupment of dollars.

6. Additional MCO – Humana.

6. Potential funding shortages remain an ongoing issue.

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

8. Rising costs of all vendors and rising cost of gasoline.

**Opportunities:**

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

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

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

5. Access to the Telehealth mode of service delivery.

6. Continuation of services to include the Substance Abuse population.

7. MCOs offering Value-based Programs

8. Additional platforms for Evidence-based outcomes available.

**RMS Capabilities to Achieve Goals:**

1. The RMS Management Team has managed change for 28 years. The agency has staff in place to anticipate and manage changes, both financially and regulatory, for the year 2023.

2. RMS continues to have contacts with members of the legislative body, which will allow input into the budgetary and regulatory process in 2023, helping prepare for potential monetary and other business issues.

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

4. RMS improved networking with other entities to integrate improved collaborative approaches.

5. Continue with EHR, Carelogic.

6. Continue to contract with Aegis Labs for lab work, including members and employees.

7. Continued technology advancements.