PURPOSE

It is the goal of University Psychological Center, Inc. – Recovery Network (UPCRN) to evaluate the functions of the organization, analyze its findings, and strategically plan for methods of improvement through its ongoing performance improvement process. Within this model, annual strategic plans are utilized in planning for the overall organizational goals related to: Strategic Program Enhancement; Risk Management; Accessibility; Technology; Cultural Competency; and other identified areas found during the evaluation, analysis, and planning processes.

Many of the goals outlined within the 2016 strategic plan are driven by the recommendations set forth by CARF following the December 2015 accreditation survey and the organizations aim for resolve and improvement in any deficiencies. UPCRN is committed to aspiring to excellence and conformance to all standards set forth by governing authorities. In addition to CARF standards, UPCRN adheres to regulations set forth by the Maryland Department of Health and Mental Hygiene, COMAR, Medicaid, and other local regulatory boards.

UPCRN considers the trends in the community as well as the input from persons served to develop goals oriented to these identified needs. In 2016, UPCRN is committed to combating the growing opioid crisis impacting the country. The organization has aligned itself with key partners in the community to form new taskforces for targeting high-risk areas and other identified needs within the community.

The organization continues to promise its stakeholders that goals are driven by continuous data collection and analysis for the purpose of strengthening the quality of outcomes and operations. The below outline provides an overview of the goals and steps to be taken in the 2016 Strategic Plan for the purpose of quality assurance and performance improvement.

UPCRN 2016 GOALS

1. **Accessibility.**
   a. Community Integration
      i. UPCRN is expanding its community outreach efforts through participation in the Baltimore Overdose Response Initiative and Community Peer Advocacy and case management. The organization will have Peers in the community providing NARCAN training to interested parties as well as provide Fast-Track and SBIRT access to treatment within 24-hours of overdose victim.
   b. Access to Services
      i. Marketing and Advertising
      ii. UPCRN values transparency in the community and therefore feels it is important to share relevant organizational plans and outcomes with shareholders in the organization as well as the community. In 2016, management will be working towards cultivating the company website and information shared therein.

2. **Technology.**
   a. Compliance: UPCRN pledges to ensure a technological infrastructure that is HIPAA compliant for cyber security, insured, effective back-up processing, and maintaining ongoing IT support for an advanced and technological healthcare field.

3. **Risk Management.**
   a. Data Collection: Through the 2015 integration of electronic health recordkeeping, UPCRN is dedicated in 2016 to expanding data collection through re-evaluation of workflows which include input and output of data entry and the reporting that results. The purpose of this data collection is for ongoing performance improvement and quality assurance of business operations and service delivery. The main focus for reporting in 2016 will be:
      i. Financial and Billing
      ii. Outcomes
      iii. Systems Reporting
   b. Workforce Training and Development
      i. Performance Evaluations and Staff Self-Assessment

      ii.   Peer Reviews

      iii. Supervision

  c. <u>Annual Review of Plans and Outcomes:</u> UPCRN recognizes the importance of planning and reviews of plans each year as part of the performance improvement and quality assurance processes. UPCRN has dedicated their management and CQI teams to reviewing goals, plans, and organizational action on a scheduled basis throughout 2016 and ahead.

  d. <u>Shelter in Place:</u> The organization is committed to ensuring safety and support of all residential patients while in treatment at UPCRN. To safeguard this commitment, the organization is working in 2016 towards strengthening old and building new relationships for shelters-in-place in the event there is a need. To date, UPCRN has not had to use external parties and utilizes internal beds for any sheltering needs.

  e. <u>Health and Safety Planning</u>

      i.   Evacuation Response and Preparation Plans – Increase in drills and expanded planning.

  f. <u>Financial Planning:</u> UPCRN stays current on changes happening in the healthcare industry, specifically as they relate to reimbursement and funding of treatment services. The organization acknowledges identified change in funding that will begin to take place in 2017 and 2018. The organization is committed to expanding billing staffing, as well as increasing time and resources for the planning needed to maintain financial solvency and long-term growth of the program.

4. **Cultural Competency.**

  a. <u>Therapeutic Environment</u>

      i.   As part of the wear and tear of residential facilities, UPCRN has begun expanding the facilities department in 2015 and continue expansion in 2016 for prevention, health and safety auditing, and ongoing maintenance of the facilities.

      ii. UPCRN will also begin updating the 25th St. Outpatient building to improve counseling offices and expand space for services that are conducive to a therapeutic environment.

  b. <u>Person Centered Treatment Planning</u>

    c. <u>Input from Stakeholders</u>

        i. Expanding data collection from patients, staff, and external stakeholders.

        ii. Timely review of grievances, suggestions, and incidents.

    d. <u>Improved Life Skills</u>

        i. UPCRN will be expanding on current curriculums for its patients and instituting standardized psychoeducational materials for patient education.

        ii. UPCRN has built relationships with *Real Food – Fresh Farms* to provide nutrition and cooking classes in the residential programs in 2016. UPCRN believes that holistic care is essential in patient wellness and recovery and therefore strives to integrate innovative practices into the treatment programs.