



# ANNUAL REPORT 2023

THE YEAR OF GROWTH AND DISCOVERY

## GROWTH.

This past year has been full of uncharted territories for Spring Leaf. In the past year we have doubled in the numbers of clients served. Expanding and growing during a very difficult time in service delivery in Washington DC with the addition of Day Support. Regulatory requirements have increased with the expectation of accreditation by 2024. The pressure to change coming from internal and external sources.



## DISCOVERY.

Spring Leaf's 2023 goal was to grow with intention and strategy! We want our growth and impact to be focused on quality service and treatment outcomes. To guide all strategic planning decisions, we used internal and external outcome data to evaluate our treatment delivery and to strive for certain measures of success. Our Measurement data includes subjective indicators such as how he or she is feeling after treatment to objective indicators such as how many days does it take to enter our program. We use this information to evaluate our effectiveness, adjust our practices and set future goals. The entire experience has caused us to learn and discover more about how we operate and how we can become more insightful. Viewing what we do from a whole new set of eyes! Let's take a closer look at 2023...



# DISCOVERY & GROWTH.

Here are some of this year's service related goals that have guided our path of discovery and growth:

01. *Revamping all policies and procedures using CARF Accreditation standards*
02. *Moving towards being fully electronic*
03. *Consistent Communication and Information Sharing with Staff and Clients*
04. *Get the Day Support Program off the ground*



## DISCOVERY & GROWTH.

01.

### CREATING ALL SYSTEMS USING CARF ACCREDITATION STANDARDS

The CARF standards has definitely caused us to reevaluate how we do Policies and Procedures, Quality Management and Performance Improvement. We are now much more fluid with the QM and PI process which allows us to use data to make our organization much better for our, staff, stakeholders and community at large. We are hoping to be fully accredited by the end of 2023.



# DISCOVERY & GROWTH.

## 02.

### BEING FULLY ELECTRONIC

We are proud to say that we have thought outside of the box to ensure that we capture all of our day to day processes, from Workforce Development to Clinical Services electronically. Some systems currently used

- *Bamboo- Human Resources and Workforce Development*
- *Credible - Electronic Health Record*
- *Google Drive and Google Meet - Employee Document Collaboration, Storage and Communication*
- *Relias - Orientation, Training and Professional Development*



## DISCOVERY & GROWTH.

# 03.

### CONSISTENT COMMUNICATION AND INFORMATION SHARING WITH STAFF AND CLIENTS

Executive leadership has committed to transparency and consistently exchanging information with staff and the community. The goal is to use this constant feedback to improve services provided. The following systems and processes have been implemented to increase the flow of communication.

- Website
- Client Survey
- Employee Survey
- Stakeholder Survey
- Suggestion Box
- Client Grievance Process
- Bamboo - Payroll, Supervision, Performance Evaluations, Time off Requests...etc
- Quality Assurance Data



## 2023 OUTCOMES.

YAY!

July Accreditation Survey Date

93%

Employee Satisfaction Score

684

Clients Served

90%

90% of Clinical Documents are fully electronic

88%

Clients would refer a friend or family member to Spring Leaf.

267

267 Referrals received by June 30, 2023

TOP 3

Top 3 Racial Groups in the Washington DC area: 1. White 2. African American 3. Hispanic

92%

Staff are trained in trauma informed Deescalation Techniques

# LOOKING TO THE FUTURE

While we made considerable progress in only 6 months this year, we have more work to do. With support from our executive leadership, staff and community, we will continue our focus in 2023 - 24 on reaching our goals successfully and continually improving outcomes. We will do so with a renewed commitment to increasing access to care, improving treatment quality, enforcing parity and creating an integrated care culture. And we will continue to safeguard the right of all persons to have access to quality care when and where they need it.

Together with our community, we will build a better tomorrow.

**SPRING LEAF SOLUTIONS**