

My Recovery Plan: FAQs for Service Providers

This Frequently Asked Questions (FAQ) is intended to provide general information and guidelines for Service Providers to My Recovery Plan (MRP). If you have specific questions not answered in this FAQ, email: myrecoveryplan@ahs.ca

Introduction

A [Mental Health and Addiction Advisory Council](#) (MHAAC) was appointed in November 2019 to provide the Minister of Health and the Associate Minister of Mental Health and Addictions with recommended strategic actions to increase access to recovery-oriented addiction and mental health services, which are already being implemented by cross-government partners.

The MHAAC submitted its final report, [Toward an Alberta Model of Wellness](#), to inform this approach. This report provides three recommendations and a framework for transformative change to build a recovery-oriented system of care:

- Establish a shared vision and collective commitment to recovery
- Improve foundational supports by enabling policy, consistent processes, service integration and information technology
- Strengthen recovery-oriented systems of care by building capacity in communities and filling gaps in community supports

My Recovery Plan (MRP) supports the shift toward a recovery-oriented system of care by; helping Albertans personalize and have more ownership of their recovery journey, improving continuity of services and connections to broader social supports and services, and providing government with evidence to guide future policy and funding decisions.

In particular, MRP supports our Government in achieving Recommendation 2 “Improving Foundational Support” by creating a provincial waitlist, tracking treatment and recovery outcomes, identifying effective interventions, and allowing clients to share their data across service providers

My Recovery Plan: FAQs for Service Provider

Frequently Asked Questions for Service Providers

Are Service Providers expected to use My Recovery Plan for all treatment planning and service delivery?

At this time, it is only required that service providers use MRP for basic patient information and outcomes data (including the REC-CAP). Beyond these assessments, service providers can choose the degree to which they will incorporate the platform into their treatment planning and service delivery. Service providers are encouraged to fully incorporate the MRP assessments into their service delivery to support clients in their recovery and measure outcomes based on the recovery capital domains. MRP provides an opportunity to digitize treatment programs including referrals through the use of the resource library.

Are Service Providers required to implement My Recovery Plan?

As outlined in contract amendments with contracted service providers, service providers must use MRP in the course of providing Residential Addiction Treatment Services. The degree to which MRP is incorporated into treatment planning and service delivery is up to the service provider; at a minimum the service provider must use MRP for waitlist tracking and completing recovery capital assessment at intake, midpoint (30-45 days), and discharge. The implementation of MRP is a requirement of receiving public funding.

Will there be a cost to service providers and to clients to use My Recovery Plan?

MRP will be free to Alberta's publicly-funded addiction service providers and to the people they serve.

Will there be financial support from Alberta Health for service providers to implement My Recovery Plan?

There will be no additional funding provided to service providers to implement MRP.

What training will be provided or accessible to service providers?

MRP will provide training on how to use the platform.

- One-hour online training via Microsoft teams to managers of the facility
- Two-hour online training via Microsoft teams to navigators and staff
- One-hour online training via Microsoft team for Admin and Resource Librarian
- Booster Demo (as needed) for navigators
- On Demand Support with navigators when needed

An explainer video will be created for Albertans (clients/patients) who will use MRP. Please note that navigators are responsible for assisting clients/patients on how to use their portal.

My Recovery Plan: FAQs for Service Provider

Will funding decisions be made based on My Recovery Plan results (i.e. dashboard reporting)?

MRP is a critical tool to support an improved understanding of the addiction and mental health system in Alberta. Data gathered through the dashboards will help the Ministry of Mental Health and Addiction and Alberta Health identify outcomes, trends, barriers to recovery, and gaps in services. This information will help guide funding decisions and identify areas where additional supports and funding adjustments may be needed.

Some of the features in My Recovery Plan overlap with data service providers are already collecting in their EMR (e.g. care planning). What steps are being taken to avoid duplication in our work?

MRP staff have experience working with service providers to reduce the duplication related to their specific EMR. When sites are onboarded to the MRP software, MRP staff will work with them to work through any issues that arise.

MRP is aligned with the Medical Detoxification and Residential Addiction Treatment Expansion (MDRATE) grant, also held and supported by Alberta Health Services. Through this alignment, Alberta Health Services is actively working to minimize reporting burden as new agencies are onboarded. Minimizing reporting burden will take time and will need to be a collaborative process.

Will the outcome scores from My Recovery Plan impact funding allocation for my agency?

MRP is a tool that will support analysis of addiction treatment from an outcomes based approach, which is central to the implementation of a recovery oriented system of care.

Understanding how clients are able to improve their recovery capital scores through treatment is one way to measure how impactful a treatment setting is. MRP provides an opportunity for agencies to consider gaps in their treatment programs that when addressed can support clients on their recovery journey.

While there will be no immediate impact on funding allocation based on outcome scores, outcomes based funding decisions in the future will consider agency level results from MRP.

How will My Recovery Plan impact reporting requirements for service providers?

The platform allows data reports to be generated which could facilitate reporting, but would not otherwise have a direct impact on reporting requirements. AHS is working to reduce any potential for duplicative reporting as it is recognised that agencies have other reporting mechanisms in place. MRP reporting will be linked with line-level client data collected for addiction treatment expansion grant reporting and included in the evaluation report submitted to the Ministry of Mental Health and Addiction.

My Recovery Plan: FAQs for Service Provider

When an agency is onboarded to My Recovery Plan, should they start using it just with new clients or should they also start using it for clients who are part way through the MRP?

Ultimately, that decision is up to each service provider. However, it is recommended MRP be used with clients already in the program as there are a number of benefits to doing so:

- Having existing clients do a baseline assessment and start using MRP means all staff and clients have a basic understanding of recovery capital, and new clients will be entering an environment where their peers are using the same platform. This creates momentum for building recovery capital and eliminates divisions based on date of entry into the program.
- Peer support is key to the recovery process, and by having their own RCI scores and recovery plans, current clients will be better able to provide support for new clients as they start the process of recovery planning.
- Building recovery capital in a recovery-oriented system of care is already underway in the province and onboarding current clients as quickly as possible will improve the collective ability to track this for providers, AHS and the policy-makers.
- Using MRP with current clients will provide service providers and decision-makers with valuable data more quickly.
- Staff and client buy-in is expedited by seeing results in the dashboard.

For clients who are already in your program, it is recommended that for their first assessment, navigators ask them to think back to their circumstances when they first started the program. Service providers already using MRP have found this provides them with a baseline quite accurate to clients' true baseline.

How will the My Recovery Plan implementation be evaluated?

The Last Door Recovery Society (LDRS) team is working with Alberta Health Services to conduct an evaluation of MRP and its implementation in Alberta. This information will help us make adjustments to improve the user experience for clients, navigators, and managers and to improve quality and service. The Knowledge Exchange Team within Provincial Addiction and Mental Health (PAMH) will administer the 'Client', 'Navigator', and 'Manager' MRP evaluation surveys developed by the MRP team into a secure, online tool called REDCap. REDCap is an AHS-approved tool for electronic data collection.

Timelines

- Manager & Navigator Survey #1: 2 weeks after Navigator training, sent directly to staff via email
- Manager & Navigator Survey #2: 5 weeks after Navigator training, sent directly to staff via email
- Client Survey: 30 days after intake, distributed after mid-point assessment via a QR code or URL from navigator

My Recovery Plan: FAQs for Service Provider

Who do I contact if there are issues and concerns with My Recovery Plan?

For technical support related to software issues, service providers and clients will be able to contact LDRS directly through a ticketing system. MRP has indicated that response times will be quick and that they will seek to resolve the issue immediately if practicable. Note that LDRS does not have the right to access or edit personal health information.

If there are issues with the government website where the My Recovery Plan portal can be accessed, users should contact the Service Alberta Help Desk.

Who is responsible for responding to media inquiries related to My Recovery Plan?

Service Providers should reach out to AHS if they are contacted by the media. As outlined in your contract; Service Providers shall not, without the prior written consent of AHS, make any public announcement or communicate with any news media with respect to any aspect of the services outlined in your contract.

Inquiries of a purely technical nature can be addressed directly by LDRS. Inquiries related to the implementation and rollout of MRP can be addressed by AHS via myrecoveryplan@ahs.ca or via your contract manager. Inquires related to how MRP fits into government priorities, as well as any future plans related to the platform should be forwarded to the Ministry of Mental Health and Addiction or Alberta Health via your AHS contract manager.

What will happen if a client wants to change his/her treatment centre?

If a client decides to change where he/she gets treatment, MRP can allow the new clinician, therapist, or recovery coach (navigator) to see the information the client had provided to their previous clinician or therapist. The client must provide consent to view previous MRP data. This will allow for a more seamless transition into treatment and more assistance on their road to recovery. If the client allows it, the navigator may also generate the reports and then share the reports with other service providers.

My Recovery Plan: FAQs for Service Provider

Help Desk Contact Information

Partners	Roles and Responsibilities	Contact Information
LDRS Team	<ul style="list-style-type: none"> • Software related issues • Help navigating and using the MRP 	MRP ticketing system: https://support.myrecoveryplan.ca/ Email: support@myrecoveryplan.ca Phone: 1-866-380-2303
AHS	<ul style="list-style-type: none"> • Implementation or clinical related questions related to the use of MRP • Reporting related questions to the use of MRP 	MRP Project Team Email: myrecoveryplan@ahs.ca
	<ul style="list-style-type: none"> • Privacy related questions 	AHS Privacy Email: privacy@ahs.ca Number: 1-877-476-9874
Service Alberta	<ul style="list-style-type: none"> • Problems with the alberta.ca landing page 	Telephone: 780-427-1462 Toll free: 1-888-427-1462