

## **YOUR RECOVERY SOLUTIONS**

### CONSULTANT

Note – limited focus and short-term; produce plan, report, study, templates

#### **Marketing/Public Relations:**

Website, helpline; newsletter, brochures; social media, blogging, print/broadcast media items; speakers bureau; coalitions, referral network

#### **Patient Experience/Engagement:**

Client Handbook  
SMS Texting Exchanges, Email, Mobile phone apps, Video chats  
Contingency management incentives  
Client Advisory Board  
Stigma prevention/reduction

#### **Quality Assurance/Improvement:**

Policies & Procedures (P&Ps)  
Patient satisfaction surveys, focus groups; complaints/grievances, critical incidents  
Summary and exception statistical reports, research studies  
KPI (key performance indicators clinical & business) tracking  
Audits/reviews of medical/clinical records  
Safety self inspections  
Staff development/evaluation; job competencies, continuing education

