

Advancing Recovery Framework

The Advancing Recovery Framework consists of four conditions for change, three supports for change, and five policy levers to apply in implementing change.

Four Conditions for Change

1. [Understanding Customer Needs](#)
2. [Define a Clear Aim and Measure](#)
3. [Gain Leadership Support](#)
4. [Develop a Business Case](#)

Three Supports for Change

1. [Payer-provider collaborations](#)
2. [Rapid-cycle Change and Pilot Tests](#)
3. [Technical Assistance](#)

Five Policy Levers

Inter-Organizational Capability: This lever identifies organizations within the state that are able to collaborate and/or establish partnerships.

Customer Impact: This lever focuses on how a change will benefit the customer, affect the number or type of customers involved, and which customers are needed to support and advocate for a change.

Financial and Purchasing: The lever describes cost, financing, and purchasing method for the change.

Regulatory and Policy: This lever describes the regulatory barriers that prevent implementation of the practice. It explores how the change can be implemented within existing rules, and/or what alternative countermeasures (i.e., statutory, legal, and financial) can be undertaken to permit support of the change.

Operations Management: This lever describes how examination of operations at the payer level can promote collaboration with agency (provider-level) partners as well as improvement to internal processes.

