

## 2020 Quality Plan Results

### Goals Met

- 97% of Family Care members had a direct contact monthly from their care team; this goal was met every month in 2020.
- 98% of Partnership member Critical Incidents were closed timely.
- 99% of Provider files reviewed by the Department of Health Services were found compliant with credentialing and ongoing re-credentialing.
- 93% of Partnership members with a hypertension diagnosis had a blood pressure recorded timely.

Each year, the Quality Department develops a work plan with goals and specific planned outcomes for My Choice Wisconsin to achieve. The goals are chosen based on the results of the previous year's plan evaluation, internal and external audits, feedback from members/caregivers/providers and other data sources that may indicate the need to improve performance. The plan serves as a roadmap for corrective actions and Performance Improvement Projects, and it provides a tracking mechanism for Quality Department staff to monitor progress toward reaching our goals.



### Accomplishments

- New Quality Audit Workgroup formed in 2020 to review and improve member quality of care.
- Improved monitoring of the wellbeing of vulnerable high-risk members and their caregivers.
- Developed new resources for care teams to create comprehensive care plans.
- Encouraged member wellness and health through vaccine education and reminders.