2021 Quality Plan

Each year, the Quality Department develops a work plan with goals and 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.

Goals

The 2021 Quality Plan has 8 goals – 7 goals which carried forward from 2020, and a new goal added this year:

1. Timely reporting of member incidents.
2. Accurate, complete, and timely documentation in the member's record.
3. Appropriate and timely completion of face-to-face visits and Caregiver Strain Tool with Vulnerable High-Risk members.
4. Promotion of member health and well-being through vaccination.
5. Monitoring of members with hypertension & diabetes to promote their best possible health outcomes.
6. Increased member participation in Competitive Integrated Employment and improved Member Satisfaction.
7. Provider Quality improvement through credentialing, caregiver background checks and provider surveys.
8. *NEW* - Care Teams receive training and evaluation to deliver high quality care management.