



# Performance Improvement Project (PIP)

**VALIDATING MEMBER RECORD CONSISTENCY: A CRITICAL STEP IN ACCURATE ASSESSMENT & CARE COORDINATION—YEAR 2 FOR FAMILY CARE AND FAMILY CARE PARTNERSHIP PROGRAMS**

## 2020 PIP Results

Both Family Care (FC) and Family Care Partnership (FCP) Program goals were to achieve a score of 70% or higher on at least 70% of their Member Record Consistency Audits.



### **Family Care**

**Result: 72.97% (27 of 37)**

**Goal Met**

### **Partnership**

**Result: 95.38% (82 of 86)**

**Goal Met**

## 2021 Expansion Plans

Rather than increasing the Pilot group area, we will instead continue to focus on the same areas, with the goal to increase the desired consistency rate within them

### **Area of Focus**

**Family Care: Dane County & GSR 1-Northwestern WI**

**Partnership: Dane County**

Each year we choose a project to improve the lives of our members and the care they receive. These projects are approved by the WI Department of Health Services and reviewed by a third-party external quality organization. Results are reported to the State of Wisconsin. This PIP will run for 2 years; 2020-2021.