



2022 Non-Clinical Performance Improvement Plan Reducing Caregiver Strain – Year 1 Results

Each year MCW coordinates 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 project runs for 2 years; 2022-2023.

Year 1 Goals:

Increase the number of caregivers assessed for caregiver strain using the Caregiver Self-Assessment Questionnaire (CSAQ).

Increase care team staff confidence and ability in assessing caregivers for caregiver strain and burnout.

Year 1 Accomplishments:

- ★ Increase in CSAQ completion for both programs – both programs significantly exceeded the projected targets!
- ★ Increase in positive responses on staff survey measuring care team staff confidence and ability in assessing caregiver strain.
- ★ Development and implementation of staff training regarding caregiver strain.
- ★ Valuable staff feedback was received from surveys to aid in Year 2 of the project.

Year 1 Results:

CSAQs Completed		
Program	Increase?	Goal Met?
Family Care	✓	✓
Partnership	✓	✓

Staff Confidence and Ability		
Program	Increase?	Goal Met?
Family Care	✓	✓
Partnership	✓	✗

