

Each year, the Quality Department develops a work plan with goals and outcomes for My Choice Wisconsin's Family Care & Partnership programs 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 Met

- ✓ The Provider Quality team worked diligently to increase timely documentation and improve provider satisfaction.
- ✓ More Family Care and Partnership members received direct monthly contact from their care team staff than in 2021.
- ✓ More care team staff received quality training and evaluation to deliver high quality care management.
- ✓ More vulnerable, high-risk members experienced timely face-to-face visits from their care team staff than in 2021.
- ✓ 91% of Family Care members with a hypertension diagnosis had a blood pressure recorded timely in 2022.
- ✓ Pneumococcal (flu) vaccination rates for Family Care and Partnership members met 2022 targets.

## Accomplishments

- ✓ MCW provided education on member wellness through vaccination over 2022 through social media postings and community outreach.
- ✓ MCW provided education and resources to care team staff focused on ensuring member satisfaction.

