

2021 Quality Plan Results

Goals Met

- 98% of Family Care members had a direct contact monthly from their care team; this goal was met every month in 2021.
- 97% of Partnership member Critical Incidents were closed timely.
- 90% of Family Care members with a hypertension diagnosis had a blood pressure recorded timely.
- The number of Family Care and Partnership members working jobs in Competitive Integrated Employment increased every quarter in 2021.

Each year, the Quality Department develops a work plan with goals and specific planned outcomes for the My Choice Wisconsin 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.



Accomplishments

- Improved instructions for obtaining member and legal representative signatures on care plans using technology.
- Improved process of monitoring member incidents related to health and safety.
- Developed and enhanced resources for better consistency across the member record.
- Gather care team staff input through a new quarterly 'Quality Corner'.