

2023 Non-Clinical Performance Improvement Plan

Reducing Caregiver Strain – Year 2 Plan

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 2 Goals:

Increase the percentage of members who receive caregiver strain education.

Decrease the percentage of members with at least one caregiver assessed as being “At Risk for Caregiver Distress”.

Year 2 Plan:

★ Continued care team staff training including:

- Further information regarding how to assess for caregiver strain
- The importance of preventing caregiver strain
- Tactics and strategies for educating members regarding caregiver strain
- Resources, interventions, and support available to address caregiver strain

★ Development of resources focused on preventing and addressing caregiver strain including:

- Handouts for members and caregivers
- Resource spreadsheet listing on-line caregiver strain resources and support groups for easy reference by caregivers, members, and care team staff

