

2023 Quality Plan Results



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 than 90% of Family Care and Partnership members received direct contact from their care team staff every month.

★ 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 2022.

★ Over 90% of Family Care members with a hypertension diagnosis had a blood pressure recorded timely in 2023.

★ Pneumococcal (pneumonia) and influenza (flu) vaccination rates for Family Care and Partnership members exceeded the prior year's statewide average.

Accomplishments

★ Creation of a new "Cultural Considerations" section within all Clinical Practice Guidelines.

★ FCP positive responses on the annual Member Satisfaction Survey Results increased across all survey questions.

★ New Critical Incident Dashboard monitoring tool developed.

★ MCOs across the state collaborated to create a Community Connections training curriculum.

★ MCW provided education on member wellness through social media postings and community outreach, including MCW vaccination billboards posted throughout various Wisconsin communities.

*For input into the Quality Program, contact:
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