

2023 Quality Plan



Goals:

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.

- 1 Timely reporting of member incidents.
- 2 Accurate, complete, and timely documentation in the member's record.
- 3 Appropriate and timely completion of face-to-face visits and Caregiver Self-Assessment Questionnaires for Vulnerable High-Risk members.
- 4 Promotion of member health and well-being through vaccination.
- 5 Monitoring of members with hypertension & diabetes to promote their best possible health outcomes.
- 6 Increasing member participation in Competitive Integrated Employment and Community Connections.
- 7 Increasing member satisfaction with MCW and the services they receive.
- 8 Provider Quality improvement through credentialing, caregiver background checks, and provider surveys.
- 9 Care Teams receive training and evaluation to deliver high quality care management.

For input into the Quality Program, contact:
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