

# 2024 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 situations that endanger the health and safety of any member.
- 2 Members receive high quality care management, support and services.
- 3 Vulnerable high-risk members receive appropriate monitoring and support.
- 4 Care team staff provide support for preventative care as recommended.
- 5 Members receive high quality care to promote the best possible health outcomes.
- 6 Members are satisfied with My Choice Wisconsin and the services they receive.
- 7 Members receive high quality care from contracted providers.
- 8 Care team staff receive training and evaluation to deliver high quality care management.
- 9 NEW! Members are connected to their communities.

For input into the Quality Program, contact: [Quality.Program@mychoicewi.org](mailto:Quality.Program@mychoicewi.org)

