

Quality Management Updates

Goals Exceeded

- 14 of 15 members who participated in the hypertension initiative reached at least one of their self-identified health improvement goals. (Goal: 10 of 15)
- 99.19 percent of member care plans reviewed by an external auditor include information on the coordination of acute and primary care. (Goal: 95 percent)
- 100 percent of providers who scored low on member satisfaction surveys submitted improvement plans and are in the process of completing their plan.
- 99.79 percent of qualifying members received depression screenings. (Goal: 95 percent)
- The rate of falls, with or without injury, decreased by 0.85 percent from last year.

Each year, our Quality Department develops a work plan with goals and specific planned outcomes for MCFC to work towards. The goals are chosen based on the results of the previous year's plan evaluation, internal and external audits, feedback from members, caregivers, and 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 towards reaching our goals.

Accomplishments

- Developed and initiated an improved caregiver screening and onboarding process for members using self-directed supports. The process is set up to better address and identify situations that might place members at risk.
- Integrated the use of the National Task Group Early Detection Screening for Dementia.
- Targeted efforts throughout the year resulted in an increase of more than 11 percent in the rate of timely check-in phone calls made to members after they have left the hospital.
- Increased monitoring of the care provided to members who have a limited number of caregivers, complex medical situations, or cannot speak or make decisions for themselves.

