

Advancing Choice and Control: Further Improvements to Self-Directed Supports for My Choice Family Care Members

Each year we choose a project to improve the lives of our members and the care they receive. Past topics include managing hypertension, cognitive screening, behavioral support planning, and empowering members to navigate advance care planning. These projects are approved by the State of Wisconsin and evaluated by a third-party external quality organization, MetaStar.

Project Aims

Our project focuses on three self-directed support (SDS) improvements that will directly benefit members. We aim to meet these goals by the end of 2018 and expand them beyond the project's end.

1. Increase the number of members who choose to self-direct some or all of their services.
 - Train Care Teams on new & improved SDS materials and expanded fiscal agent provider services.
2. Increase the number of members self-directing through fiscal agent providers.
 - Survey members/caregivers and Care Teams on satisfaction with fiscal agent services.
 - Enhance the quality of fiscal agent services by identifying gaps or barriers to use.
3. Reduce the rate of falls in members who are self-directing.
 - Identify trends in the causes of falls.
 - Develop tools for falls prevention.
 - Evaluate the effectiveness of falls prevention tools.

Self-Directed Supports

Commonly abbreviated “SDS”, this refers to members actively directing the supports and services they receive.

Members can choose how involved they want to be with SDS and how much they want their Care Team to assist with the process. SDS may be simply choosing who members want as their paid caregiver or more involved, such as controlling a budget and interviewing & supervising employees. Most members choose to self-direct in their home but SDS can also be used outside of the home for services such as transportation and supported employment.

My Choice decided to continue its 2017 project topic of SDS into 2018 as the rationale and needs are still relevant. SDS services improved in 2017 and want to make a larger impact in 2018.

