

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.

New Goals Added

- 90 percent of all services are followed and evaluated by the Care Team to ensure effectiveness.
- 90 percent of members surveyed report they participate in making decisions about their Care Plan.
- The Member Advisory Committee meets quarterly.
- Falls rate for members utilizing self-directed supports will decrease.
- Follow-up surveys of member satisfaction of supported independent living provider services will be administered.

Efforts Planned

- Initiative to improve customer service skills for dedicated screeners.
- Develop new trainings for care teams and expand the use of technology to improve accessibility and convenience for staff to complete them.
- Increase member outreach phone calls to improve satisfaction.
- Expand the role of My Choice hospital liaison to increase assistance with safe and appropriate discharges while identifying needs and addressing barriers.
- Create a provider recognition announcement to highlight and encourage providers with high rates of satisfaction.

