

2018 Quality Plan Results

Goals Met

- 100% of Care Plans reviewed had coordination of acute and primary care.
- 95% of all service types in reviewed records were coordinated by the Care Teams in less than 2 weeks.
- 94% of all authorized services received follow-up by Care Teams for member satisfaction
- 100% of qualifying members received depression screenings.
- The rate of falls with or without injury decreased by 6% from last year.
- 100% of dedicated screeners were trained to complete cognitive screenings.

Each year, our Quality Department develops a work plan with goals and specific planned outcomes for MCFC 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.

Accomplishments

- Increased the number of members self-directing some, or all, of their services.
- Partnered with our local university's School of Nursing to assist My Choice members in meeting their monthly fitness goals using wearable technology.
- Increased member satisfaction with Supportive Independent Living providers.
- Developed 20 new/improved trainings for Care Team staff.
- Created a Provider Recognition Tool.
- Promoted awareness of community resources for vaccination.

