

Each year, the MCFC Quality Department develops a work plan with goals and outcomes 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.



Goals

The 2019 Quality Management Work Plan has 6 goals -- 5 goals which carried forward from 2018, and a new goal added this year:

1. Members receive high quality care management, support and services.
2. Care Teams receive training and evaluation to deliver high quality care management.
3. Members receive high quality care to promote the best possible health outcomes.
4. My Choice completes an annual Performance Improvement Project to promote the health and safety of members.
5. Members receive high quality care from contracted providers.
6. *NEW* - Members receive high quality LTCFS to ensure accurate eligibility determination and reimbursement.