

## 2019 Quality Plan Results

### Goals Met

- 100% of Care Plans reviewed had coordination of acute and primary care.
- 97% of all service types in reviewed records were coordinated by the Care Teams in less than 2 weeks.
- Annual Care Management Review overall results for both Family Care and Partnership met the State's 90% expectation.
- 93% of all authorized services received follow-up by Care Teams for member satisfaction.
- 100% of Personal Care providers reviewed had completed caregiver background checks.

Each year, the 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 Quality Management Work Plan serves as a roadmap for needed performance improvement and remediation. It also serves as a tracking tool for Quality Department staff to monitor progress toward reaching our goals.

### Accomplishments

- New peer mentoring program for Care Team staff to learn how to provide the best care to members.
- Participated in a statewide initiative to promote health and flu shots and promoted awareness of community resources for vaccination.
- Risk Performance Improvement Project aided in the identification and awareness of member risk related to mental and behavioral health allowing further exploration in risk reduction.
- New remote monitoring technology was used to help members stay healthy while living independently in their home.
- Internal quality monitoring was enhanced through further development of the Quality dashboard.
- Worked with members to write a survey of member satisfaction with their transportation services.

