



Performance Improvement Project (PIP)

Validating Member Record Consistency:

A Critical Step in Accurate Assessment & Care Coordination

for Family Care and Family Care Partnership Programs

Benefits of Consistency

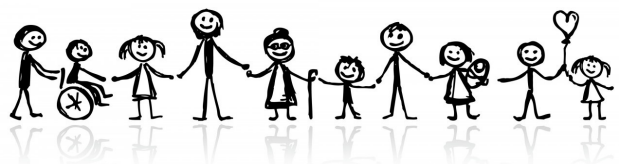
Consistency across documentation benefits everyone! Our members benefit from record consistency by having the appropriate services coordinated and authorized by their care teams. Consistency also promotes greater accuracy in understanding member needs and identifying and addressing risk. This ensures our members receive the right support, in the right amount, at the right time!

As an organization, many different staff support our members. Care teams, functional screeners, residential placement team, dieticians, finance and others all benefit from having accurate and consistent information. *Improving consistency means improving member care.* Accurate and timely documentation is key!



Targeted areas of Consistency:

- ✓ Member Centered Plan
- ✓ CM Worksheets/RN Assessments
- ✓ Long Term Care Functional Screen (determines member eligibility)



Each year we choose a project to improve the lives of our members and the care they receive. These projects are approved by the WI Department of Health Services and reviewed by a third-party external quality organization. Results are reported to the State of Wisconsin. This PIP will run for 2 years; 2020-2021.