

### Goals Met

- 90% (96.7%) of member care plans reviewed have members' needs addressed.
- 90% (100%) of member care plans reviewed were updated timely—within one month of a significant change.
- 95% (99.64%) of qualifying members received depression screenings.
- 75% (76.26%) of qualifying diabetic members have blood pressure lower than the national standard ( $\leq 140/90$ , *American Diabetes Association*).
- 95% (99.19%) of member care plans reviewed by an external auditor include information on the coordination of acute and primary care.
- 95% (95%) of members report they would “definitely” or “probably” recommend MCFC to a friend.

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/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.

### Accomplishments

- Initiated new method of identifying Vulnerable High Risk Members, developed educational materials and trained all IDT staff on how to identify, monitor and help these members.
- Recruited and hired an additional Human Resources position to focus on improved training of newly hired staff.
- Developed a process to track the progress and risk of documented chronic wounds by incorporating the *Braden Scale for Predicting Pressure Ulcer Risk* into the Nursing Assessment and enhancing the electronic member record program to monitor this data.
- Distributed a new survey tool to measure member satisfaction of the services they receive from contracted providers. Data will be used to enhance provider performance.

