

2018 Quality Work Plan Summary

The Quality Department continually gathers feedback on all initiatives to ensure project effectiveness as well as compliance with existing contracts.

Prevention and Wellness

- **Preventative Care Promotion:** An effective way to avoid complications with chronic conditions is through preventative care and proper management of health conditions. The focus of 2018 will continue to be influenza and pneumonia vaccinations and colorectal screenings.

DHS & CMS Mandatory Projects

- **Dementia Awareness and Screening:** The Quality Department has implemented virtual dementia training to help Care Management staff fully understand the importance of Dementia awareness and regular screening.
- **Reducing Medication for Dementia:** It is important to review all approaches to dementia to make sure they are appropriate. For this project, interventions that don't include medications for members with dementia are explored.
- **Increasing Colorectal Cancer Screenings:** Recognizing that colorectal cancer is one of the most treatable forms of cancer with early detection, this project is focused on promoting available screening methods for members at risk for this disease.

Monitoring and Reporting

- **Appeals and Grievances:** When members are not satisfied with a decision made by the Care Management Team they can contact a full-time, specialized, Member Rights Specialist to help them resolve the matter while they continue to receive their services. Quality staff regularly monitor appeals and grievances to identify any trends or areas of concern.
- **Care Management Review:** Internal and external audits - including our Internal File Reviews and training tools - are provided to staff to ensure proper documentation of Care Management efforts. Through discussions with care management staff, the Quality Department staff identify opportunities to strengthen the documentation of the services provided.
- **Member Satisfaction:** Members are sent surveys to gather their thoughts and experiences with Community Care. Each survey is carefully considered to ensure we are meeting our member satisfaction goals.
- **Incident Management:** When a member experiences an incident, the Quality Department works with the team to understand why the incident happened and how we can work together to prevent reoccurrence.
- **Training:** DHS approved training initiatives are available to staff.