

2019 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 2019 will continue to be influenza and pneumonia vaccinations and dementia screenings. Additionally for CCHP members there will be efforts to improve access to dental care and reduction of the use of antipsychotic medications.

DHS & CMS Mandatory Project

- **Improvement of organizational processes in Advance Care planning:** Ensuring valid advance directives are in place prior to time of need is imperative to ensure all wishes are followed. The scope of this project spans Community Care's PACE, Partnership and Family Care programs. There are three main goals of this formal project. Goal #1: Increase advance directive completion rates of newly enrolled members. Goal #2: Improve organizational practices in advance directive documentation and accuracy of the medical record. Goal #3: Implementation of a new referral process to internal Advance Care Planning Specialists (ACPS) for newly enrolled members.

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.