

## 2017 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 2017 will be influenza and pneumonia vaccinations and colorectal screens.

### DHS & CMS Mandatory Projects

- **Dementia Awareness and Screening: (PIP)** The Quality Department has implemented a virtual dementia training to help Care Management staff fully understand the importance of Dementia awareness and regular screening.
- **Reducing Medication for Dementia: (QIP)** 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.
- **Blood Pressure and Cholesterol Management: (CCIP)** In an effort to promote and manage good heart health, this project will be evaluating medication use for members at risk for heart 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.
- **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.
- **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 an incident occurs for our Members, 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.