

MCDFC's 2013 Annual Quality Review (AQR) Audit - Summary

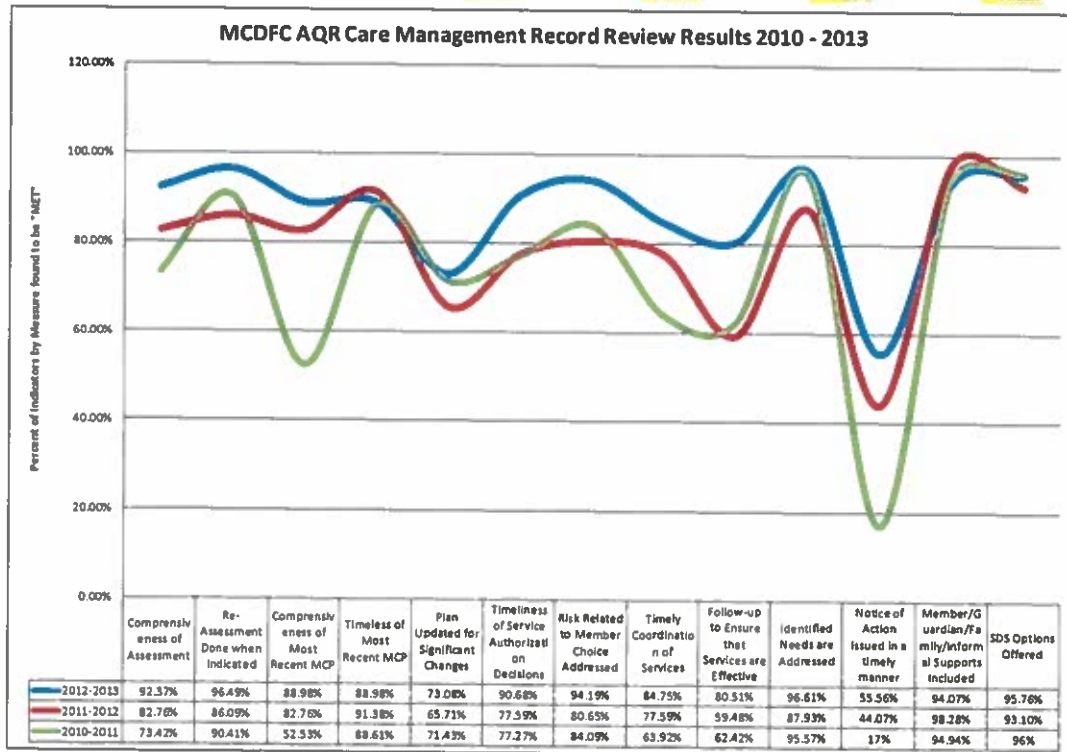
Every year the Wisconsin Department of Health Services (DHS) commissions an external Quality Audit of MCDFC's Family Care program. The quality audit includes a review of member records, called the Care Management Record Review (CMR).

The following was true of MCDFC's 2013 CMR results:

- 87% (11 of the 13) of the Quality Indicators demonstrated improvement.
- 54% (7 of the 13) of the Quality Indicators had an overall "Met" average* of 90% or greater.
- The overall weighted* average climbed from 81% in 2011-2012 to 90% for 2012-2013.

Comparison of Results from CMR 2010 - 2013

Measure	Met	Not Met	2012-2013 Met	Not Met	2011-2012 Met	Not Met	2010-2011 Met	Not Met	2009-2010
1-A Comprehensiveness of Assessment	109	9	92.37%	96	20	82.76%	116	42	73.42%
1-B Re-Assessment Done when Indicated	110	4	96.49%	99	16	86.09%	132	14	90.41%
2-A Comprehensiveness of Most Recent MCP	105	13	88.98%	96	20	82.76%	83	75	52.53%
2-B Timeless of Most Recent MCP	105	13	88.98%	106	10	91.38%	140	18	88.61%
2-C Plan Updated for Significant Changes	19	7	73.08%	23	12	65.71%	30	12	71.43%
2-D Timeliness of Service Authorization Decisions	107	11	90.68%	90	26	77.59%	119	35	77.27%
2-E Risk Related to Member Choice Addressed	81	5	94.19%	50	12	80.65%	74	14	84.09%
3-A Timely Coordination of Services	100	18	84.75%	90	26	77.59%	101	57	63.92%
3-B Follow-up to Ensure that Services are Effective	95	23	80.51%	69	47	59.48%	98	59	62.42%
3-C Identified Needs are Addressed	114	4	96.61%	102	14	87.93%	151	7	95.57%
4-A Notice of Action Issued in a timely manner	20	16	55.56%	26	33	44.07%	11	54	17%
4-B Member/Guardian/Family/Informal Supports Included	111	7	94.07%	114	2	98.28%	150	8	94.94%
4-C SDS Options Offered	113	5	95.76%	108	8	93.10%	152	6	96%
Total/Average	1189	135	89.80%	1069	246	81.29%	1357	401	77%



*The average % "met" was calculated by dividing the number of "mets" into the total number of possible "met"s. The number of possible "met"s varied by indicator from a low of 26 for measure 2-C to a high of 118 for nine of the thirteen quality indicators.

The following is from our MetaStar results follow-up Memo from DHS:

(Dated 9/25/2013)

"We are pleased to see that even with strong findings in in your Annual Quality Review (AQR) MCDFC demonstrates a structured and integrative approach to quality. The improvements to your audit process have resulted in a system focused on improvement and consistency in the quality of member care. (...) We appreciate the effort and time that the MCDFC's Quality Department has made in order to identify areas that have impact, and significance, on the work that you do to support your members."

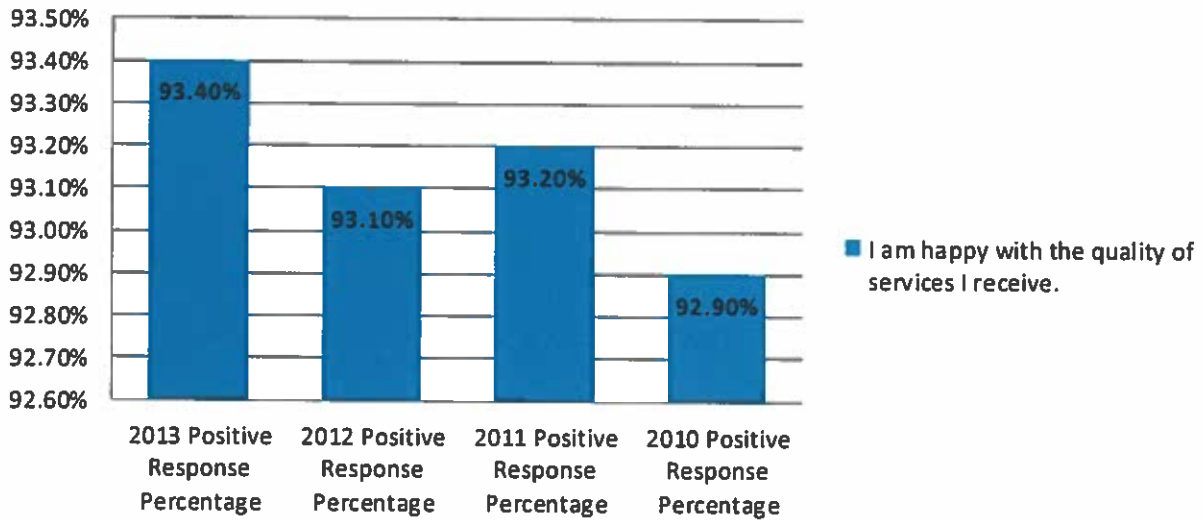
MCDFC's 2013 Member Satisfaction Survey Data

Every year the MCO surveys a random sample of members about their experience within our Family Care program. The results from the 2013 Satisfaction Survey continue to demonstrate that our members are exceptionally satisfied with the services they receive. In 13 out of 15 measures of satisfaction, 90% or more of our members reported they are satisfied "Always" or "Most of the Time" (The other two measures were 87% and 88%)

Here are some additional highlights:

- 94% of our Members reported they are happy with the work their team does for them
- 91% of our Members would recommend the program to a friend
- 94% of our Members report they are satisfied with the people that help them with their personal cares
- We have shown a steady increase in satisfaction with the quality and the timeliness of the delivery of supports and services (see graphs on the next page)

% of MCDFC Members who Reported "I am happy with the quality of services I receive"



% of MCDFC Members Surveyed who Reported "I am happy with the timeliness of the services I receive"

