

MCO Performance Improvement Projects

2024 Managed Care Organization (MCO) Performance Improvement Project (PIP) Topics and Aims

This table is posted to comply with 42 CFR 438.340(b)(3)(ii), which requires States to provide a description of the PIPs* being implemented annually in accordance with its quality assessment and performance improvement program.

Interested parties can contact the MCOs for more information about these projects. Contact information can be found in the General Information section on the Family Care, Family Care Partnership, and PACE: Program Operations for Managed Care Organizations page at <https://www.dhs.wisconsin.gov/familycare/mcos/index.htm>.

MCO	PIP Topic	PIP Aim
Community Care, Inc. (CCI)	Diabetic Eye Exams	Can targeted education by interdisciplinary team staff on the importance of annual eye exams with members diagnosed with Type 1 or Type 2 diabetes in all pilot regions increase the compliance of eye exams from 23% to 43% from 04/01/2024 through 11/30/2024?
	Member Advisory Committee Expansion	<p>During 4/1/24 through 11/30/24, can an educational campaign targeting Program of All-Inclusive Care for the Elderly (PACE) members enrolled at Trinity Woods Convent allow CCI to sustain a new quarterly in-person Member Advisory Committee with 18% of the PACE members at the facility with 95% confidence?</p> <p>During 4/1/24 through 11/30/24 can an educational campaign targeting Spanish speaking members enrolled in the Family Care (FC) and Family Care Partnership (FCP) programs allow CCI to sustain a new quarterly virtual Member Advisory Committee of 5% of the Spanish speaking membership with 95% confidence?</p>
Independent Care Health Plan (iCare)	Diabetes Management	Through the nurse practitioner's efforts and the interdisciplinary team's participation in a diabetes management learning, the documentation of hemoglobin (Hb) A1c laboratory testing within the last 12-months will increase from 29.03% as of January 17th, 2024 (Baseline) to 40% by November 1, 2024 (Repeat) for enrolled members with diagnosis of diabetes.
	Establishing Caregiver Strain Scores	Through implementation of the modified caregiver strain index assessment and standardized documentation for scoring, the project aims to increase the percentage of caregiver strain scores obtained from 0% on 02/01/2024 to 60% by 11/15/2024 for eligible iCare FCP members with a Dementia/Alzheimer's disease diagnosis and/or vulnerable high-risk member, resides at home (non-residential facility) alone/ with family/spouse/partner/friend, per Long Term Care Functional Screen (LTCFS) and has as a family, friend, or partner as the caregiver.
Inclusa	Diabetes Management	Through the nurse care manager's participation in an evidence-based diabetes management learning, will the comprehensiveness of the member assessment be improved, as evidenced by the documentation of a received HbA1c laboratory test within the last 12 month time period, from 78% as of February 14, 2024 (Baseline) to 90% by November 1, 2024 (Repeat) for enrolled members with

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		a diagnosis of diabetes and a comprehensive member assessment review due in June, July, or August 2024?
	Long Term Care Functional Screen Tool Use as Foundation of Comprehensive Assessment	Will a detailed instructional training program on the use of the LTCFS Quality Review communication tool for interdisciplinary teams and their managers improve the use of the LTCFS as a foundation for a comprehensive member assessment, as evidenced by an increased closure rate of the LTCFS Quality Reviews for enrolled members from 68% (baseline) of those due in August and September of 2023 to 90% or greater (repeat) of those due in August and September of the 2024 project year (repeat)?
Lakeland Care, Inc.	Blood Pressure Monitoring: Improving Member Participation	Does providing education and member resources to registered nurse care managers (RNCMs) about blood pressure monitoring (intervention) increase the number of Target Group 1 members with a blood pressure obtained by the RNCM and documented in the member record from 26.4% (implementation projection contains 6-month timeframe of July – December 2023) to 31.4% from May 1, 2024, to October 31, 2024?
	Supporting Member Choice and Preferences with Advanced Directives	Does providing education and resources to care managers about advance directives and the importance of maintaining current copies in the member record (project intervention) increase the number of Target Group 1 members' activated powers of attorney for health care scanned into the member record from 15.0% (implementation projection measured as of December 2023) to 20.0% from May 1, 2024 to October 31, 2024 (final project data to be measured October 31, 2024)?
My Choice Wisconsin (MCW)	Improve Self-management Behaviors of Members with Diabetes	Following the care management training on comprehensive diabetic care with targeted blood sugar testing focus and new diabetic care member resource(s), will the percentage of MCW FC and FCP members with diabetes who receive education on targeted comprehensive diabetic care increase from 0% (Baseline measurement period (MP) 5/1/2023 - 5/31/2023) to 85% (Outcome MP 5/1/2024 - 5/31/2024)? Will comprehensive diabetic care education with targeted blood sugar testing focus and diabetic care member resource(s) with MCW FC and FCP members with diabetes increase the percentage of members that report testing their blood sugar from 66.7% (Baseline MP 5/1/2023 - 11/30/2023) to 71.9% (Outcome MP 5/1/2024 - 11/30/2024)?
	Increasing Advance Directive Completion for Hispanic My Choice Wisconsin Family Care and Partnership Members	Through implementation of advance directive and healthcare power of attorney (HCPOA) staff training and availability of updated and additional HCPOA resources, the project aims to increase the percentage of FC and FCP members (without a legal guardian, self-reported of Hispanic ethnicity, and continuously enrolled 5/1/2024-10/31/2024) recorded as having completed HCPOA paperwork from 44.4% (5/1/2023-10/31/2023) to 49.5% (5/1/2024-10/31/2024).

*MCO PIP proposals do not include details about the interventions being implemented beyond a general description included in the PIP aim statement. DHS intends to request information about proposed interventions in future years.