RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for Oct. – Dec. 2022

GOAL: SATISFACTION: Stakeholder Satisfaction Surveys – Threshold of 85% met.

RESULT: 33 positive marks received; 20 neutral scores; and 3 negative marks from Stakeholders surveyed regarding services at RMS.

GOAL: EFFECTIVENESS/EFFICIENCY: To track/review discharges for comparison, as LOCUS/CALOCUS scores relate to planned and unplanned discharges.

RESULT: 59% of members discharged during the quarter had planned discharges; 41% had unplanned discharges. Members with planned discharges showed more improved LOCUS/CALOCUS scores than those with unplanned discharges.

GOAL: EFFECTIVENESS/EFFICIENCY: To ensure members receive all approved services, and RMS collects approved revenue.

RESULT: Qtr. #4 statistics showed improvement, as compared to previous quarters during 2022.

GOAL: QUALITY: Improve overall safety for members and RMS Staff by reviewing Incident Reports for the quarter.

RESULT: There was one less Incident Report during the current quarter as compared to the previous quarter. Covid cases tracked decreased by a large margin during Qtr. #4, however communicable disease continues to be the most prevalent of tracked incidents.

GOAL: QUALITY: Expected frequency of service delivery was tracked to ensure appropriate utilization of services, specifically frequency.

RESULT: An average of 86% of members received services with the expected frequency, which met the threshold of 70%.

If you would like us to report about other things that we do or measure, you can call Roxanne McGraw, CCO, at 337-437-4014.