RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for July. – Sept. 2022

GOAL: SATISFACTION: Child/Adolescent Satisfaction Surveys – Threshold – 85% of positive responses from Children and Adolescents surveyed regarding services at RMS.

RESULT: Of the 77 Children and Adolescents surveyed, 87% had positive responses regarding their services at RMS. Threshold exceeded by 2%.

GOAL: EFFECTIVENESS/EFFICIENCY: To reduce the number of hospitalizations and Emergency Dept. visits for RMS members.

RESULT: Agency-wide, there were 8 less hospitalizations of RMS members than the previous quarter #2.

GOAL: EFFECTIVENESS/EFFICIENCY: To increase number of planned discharges for RMS members over unplanned discharges

RESULT: During Qtr. #3, planned discharges increased by 23% over last Qtr. #2 which helps the member to have better suited referrals to appropriate agencies than if unplanned.

GOAL: QUALITY: RMS will monitor data from AEGIS Labs which is an Evidence-based Practice that has the potential to improve Medication Management for members.

RESULT: Medication Regimen Adherence for members continues to improve each quarter.

GOAL: QUALITY: Review of 10 open and closed member records from each office each quarter to measure quality of agency and Clinical Practice Guidelines utilized in service delivery.

RESULT: The expectation of 85% was exceeded within each of the three RMS offices.

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.