RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for Apr. – June 2022

GOAL: QUALITY: At least 95% of members/guardians verified that services were delivered consistently.

RESULT: 100% of members polled said that they received services consistently, which exceeded the threshold by 5%.

GOAL: ACCESSIBILITY: At least 90% of RMS Members will receive services in a timely manner. (Measured timeframe between Authorization (Initial Intake and 1st date of service.)

RESULT: Agency-wide, an average of 92% met the threshold of 90%.

GOAL: RISK MANAGEMENT: Reduce risks identified by RMS and ensure resolutions or improvement to identified risk factors are addressed.

RESULT: 19 Incident Reports were completed during Qtr. #2, as opposed to Qtr. #1 with 62 Incident Reports filed, most of which involved COVID-19 incidents. During Qtr. #2 RMS tracked 51 less incidents of COVID-19 than in the 1st Qtr.

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.

GOAL: ACCESSIBILITY: Ensure new hires (workers) are working the designated number of hours required which will improve service delivery consistency for members.

RESULT: New hires during the 2nd Qtr. of 2022 were found to be progressing as expected regarding hours worked.

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.