RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for Oct-Dec 2019

GOAL: At least 95% of new members will begin receiving services within ten days after approval.

RESULT: This quarter, we looked at 169 people who entered services. 98.2% of those members received services within ten days after approval. Goal exceeded.

GOAL: At least 70% of members receive services at least every other week.

RESULT: 79% of members received services with the expected frequency, which exceeded the goal of 70%. Several staff left and new staff were hired; new staff need time to develop a schedule and relationship with members in order to meet with them consistently.

GOAL: At least 90% of members/guardians who are contacted will confirm the frequency of services. A sample of members/guardians are called and asked about how often services are provided.

RESULT 99% of members/guardians confirmed that services are being delivered consistently. Goal exceeded.

Some other information for the quarter:

From October-December, an average of 203 members were enrolled in MHR services, including CPST and PSR. 49 members chose to be enrolled only in Medication Management Services with one of RMS’ Physician Assistants.

Beginning January 1, 2020 RMS began tracking additional information such as Hospitalizations, Discharges, Crisis Intervention Services, Re-admissions, Psychotherapy, and Telehealth to improve accessibility, effectiveness and efficiency of member services.

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