RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for July-September 2019

GOAL: At least 80% of members who complete a survey will say that they are satisfied with services and staff.

RESULT: 98% of those who answered the survey said they were satisfied or very satisfied with services and the staff. This was much greater than the goal.

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

RESULT: This quarter, we looked at 101 people who entered services. 94% of those members received services within ten days after approval.

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

RESULT: 78% of members received services at least every other week, which exceeded the goal. 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: 100% of members/guardians confirmed that services are being provided as often as they should. This was greater than the goal.

These numbers are shown in the graph below.

Some other information for the quarter:

From July-September, an average of 200 members were enrolled in MHR services, including CPST and PSR. An average of 95members chose to be enrolled in only medication management services with one of RMS’ Physician Assistants.

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.