

# Wyoming Provider Scorecard Talking Points

## General Advice

- When looking at your scorecard, have the Scorecard Manual v.4 Sept 2019 handy.
  - New baselines established for 12 month Rolling measures. *These are the same as the measure June 2019 (July 2018-June 2019).*
    - Average LOS, Engagement, Implementation, Successful Graduation
  - New CME baseline for completed WFI-EZ Surveys June 2019 Annual Fidelity
  - Goals for each measure are still the same
- Measures based on discharges are the last 12 months (“rolling 12 months”).
- Measures not based on discharges are only from the previous quarter.

## Measure Advice

**Contacts per Family** – Eight providers met 100%! Yes, it is possible! We are improving in our face to face contacts! Remember all face to face time with the family and youth is billable. *Ask your team: How can we document 100% face to face contacts?*

**HFWA Average Length of Stay (ALOS)** – Look at the duration of time in wraparound to best meet the needs of this family and this youth. *Ask your team: Are we completing goals for transition?*

**Engagement and Implementation** –We are steady with engagement, and a little below our past year average on implementation. *Ask your team: For families in implementation, what is working that we can do with other families?*

**Fidelity Response** – We dipped this quarter after exceeding our goal for the past year. We know our goal is possible! *Ask your team: How can we get to the goal last year? What can we do again?*

**Complete Authorization Documentation** – Six providers met 100% yet we continue a downward trend. *Ask your team: What might be contributing to this measure? What should we look into?*

**Improved Functioning** – Youth in implementation have the most improvement. New youth have newly identified needs. Youth who discharge after 180+ days in HFWA do the best! Look for patterns that match the youth at your agency. *Remind your staff that youth can have high needs and do well in HFWA!*

**Successful Graduation from HFWA** – This is our big goal – for youth to graduate successfully. We dipped below our new baseline. *Discharge plans of care need to say “Youth has successfully met their goals” – which includes if the family has chosen to finish formal wraparound because they are confident in their skill to meet their continuing needs.*