

Wyoming Provider Scorecard Talking Points

General Advice

- During the COVID-19 crisis, measures on the scorecard are the same and will be monitored for any impact.
- When looking at your scorecard, have the Scorecard Manual v.5 Dec 2019 handy.
- Measures based on discharges are the last 12 months (“rolling 12 months”).
- Measures not based on discharges are only from the previous quarter.
- Focus on what you are doing well, what you are improving, and how you can reach the next level up in the target – from red to yellow, and from yellow to green!

Measure Advice

Contacts per Family – Nine providers met 100%! Thank you for your creative ideas to keep families engaged with telehealth! Remember **that during COVID-19 providers will not offer in-person services**. *Ask your team: How can we keep the family engaged during COVID-19?*

Engagement and Implementation – We are holding steady with improved engagement and implementation! *Ask your team: Are we asking open ended questions, taking the time to really hear, affirming family and youth strengths, using reflective listening skills?*

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: What can the family or team supports take over from the FCC to help improve their functioning? Are we completing goals for transition?*

Fidelity Response – We made it to 74%! We again made it over 70% through a final push in the last quarter. *Ask your team: What can we do to keep momentum?*

Complete Authorization Documentation – We acknowledge the positive impact of COVID related suspension of non-authorizations to the Provider Scorecard. *Ask your team: How can we maintain the CFT schedule and submit all documentation in a timely manner to prevent any issue with reauthorization in the future?*

Improved Functioning – How are we using the CANS to support the plan of care and celebrate success? *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 are just above our results from last year. Are we identifying family response that goals are met? *Ask your team: Remember discharge plans of care say “Youth has successfully met their goals” when the family has chosen to finish formal wraparound because they are confident in their skill to meet their continuing needs.*