

Wyoming Provider Scorecard Talking Points

General Advice

- With the new Electronic Health Record (EHR), we have had to wait two quarters for measures to be available for the scorecard. With that in mind, the “quarterly” and rolling 12-month measures cover data entered January to June 2021 in FidelityEHR.
- Some measures are still in development due to the system change.
- Keep handy the new Scorecard Manual v.6 June 2021 when looking at measure definitions.
- We look forward to using your feedback on a set of measures from FidelityEHR to demonstrate your work and the resulting youth and family outcomes!

Measure Advice

Minimum Contact – This changed measure reflects better flexibility in HFWA as well as better results. **Our goal is 100% as this is minimum contact per family!** *Ask your team: What leads to more frequent contact with families and how can we maintain fidelity?*

Engagement and Implementation – These continued measures are both improved! *Ask your team: What has been the impact of telehealth on engagement and implementation?*

HFWA Average Length of Stay (ALOS) – This continued measure has been quite steady for the past two and a half years. *Ask your team: How are we completing goals for transition?*

Fidelity Response – This measure is now within FidelityEHR and, as a family response, includes caregivers and youth age 18 and up. We made it to 44% with our new process. This is in your control. Are the flags working for you? What works getting responses? *Ask your team: What will it take to get these completed?*

Complete Authorization Documentation – This measure is in development! *Ask your team: What barriers prevent maintaining the CFT schedule and submitting all documentation in a timely manner for prior authorization?*

Improved Functioning – This measure is in development! For the WY CME, we have measured the quarter over quarter and have seen a dip to 32% improved as well as an increase to 35% same score as previous. *Ask your staff: Are we updating the CANS with progress and newly identified needs? If everything scores the same as before, is there a change needed in the Plan of Care?*

Successful Graduation from HFWA – This is our big goal – for youth to graduate successfully! We made it to our highest measure ever at 50%! Continue to identify family response that goals are met! *Remind your team: The FCC needs to document in the Discharge Plan of Care “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.*