

Wyoming Provider Scorecard Talking Points

General Advice

- Remember when looking at your scorecard to have the Scorecard Manual v. 7 June 2022 available for reference.
- Ask questions and provide feedback to the Wyoming Care Management Entity team on the measures.

Measure Advice

Minimum Contact – Results are at 99% for this time period for the Scorecard. Great work and way to stay focused on meeting this important goal. Keep up the consistency for this important connection with our youth and their families. Let's move this up to 100%!! *Ask your team: What makes this contact so crucial for our families? How do you make sure you are meeting this important target? What are the steps that need to be taken to go beyond the minimum and ensuring that you are meeting fidelity to the program?*

Engagement and Implementation – Both measures continue to show improvement over last quarter's results. Nicely done and your hard work with our families is reflected in the ongoing improvement of these measures. *Ask your team: What can we do to help our families to stay focused and engaged in their High Fidelity Wraparound program? How are we developing positive relationships with our youth and families.*

High Fidelity Wraparound Average Length of Stay (ALOS) – Overall numbers are remaining steady over the last few quarters. . *Ask your team: How are we completing goals for transition? Are we starting to plan for discharge at intake and keeping discharge planning in mind throughout the High Fidelity Wraparound process?*

Fidelity Response –Our result for this period increased to 89%- a 4% increase from last quarter! The continued upward trend in this result reflects your continued dedication to this process. *Ask your team: How can we keep our forward momentum for WIFI EZ completion? What is working well to achieve completion?*

Complete Authorization Documentation – Results for this period increased to 98%. Well done and this result is steadily climbing back up. While documentation can be a challenge at times, your persistence in completion of this important task is demonstrated by the good results. *Ask your team: What do we need to do to get our requests for authorization in timely and with all required information? Are there questions for what documentation is needed? Any barriers to completion?*

Improved Functioning –An increase from last quarter to 52% for this item. *Ask your staff: Are we using the CANS to help our families reflect on their strengths and stay consistent on building upon those strengths? What are ways that we can effectively use the CANS in our work with our families?*

Successful Graduation from High Fidelity Wraparound – A decrease to 47% from last quarter at 50%. This is our ultimate goal – for youth to graduate successfully! Continue to identify family response that goals are met. *Remind your team: The Family Care Coordinator 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. Are there barriers here? Are there questions about what a successful graduation might look like? Can the Care Management Entity clinical team answer any questions for you?*