

Wyoming Provider Scorecard

Talking Points

3rd Quarter SFY 2023

General Advice

- Scorecard Manual v. 7 June 2022 available for reference.
- Questions and feedback on the measures are welcome.

Measure Advice

Minimum Contact – Scorecard results are 99% for this time period. Keep up the consistency for this important connection with our youth and their families. *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? Make it a priority to ensure that all contact notes are in the youth's record as soon as possible after the contact.*

Engagement and Implementation The results for not engaged increased for this quarter to 14% (our goal is 10%) and implementation decreased to 66% from 67% from the previous quarter. Reach out to the Care Management Entity if you are experiencing barriers with engagement and implementation or if you have successful strategies to share. *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. Are there best practices that can be shared for achieving consistent engagement with the families and youths?*

High Fidelity Wraparound Average Length of Stay (ALOS) – Average length of stay remains overall consistent. *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 was 70%, decrease from last time period (86%) but at our baseline of 70%. *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 were 99%. Documentation can be a challenge but your dedication to this important task is demonstrated by the superior 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? Are there best practices that your team can adopt to ensure that documentation is complete.*

Improved Functioning –Results increased to 55% above the baseline of 50%. Remind your team to use the CANS results as guided by the family to develop the Plans of Care for the youth and their families.

Goals and tasks should be reflective of results of the completed CANS. *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 – An increase here to 57% from last quarter at 53%. This is our ultimate goal – for youth to graduate successfully! Remember to continue to identify family response that goals are met when applicable in the Fidelity Electronic Health Record. *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? Are there best practices that you have structured into your work with the youth and families that you can share?*