

RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for Jan. – Mar. 2023

- GOAL:** EFFECTIVENESS/EFFICIENCY: LOCUS/CALOCUS scores at Discharge – Threshold of 70% only short by 1%.
- RESULT:** 69% of Discharges were planned in Qtr. #1, which is an improvement by 10% over last quarter. 46% of Planned D/C had improved LOCUS/CALOCUS scores; 7% of Unplanned D/C had improved LOCUS/CALOCUS scores.
- GOAL:** QUALITY: Improve overall safety for members and RMS Staff. Threshold met.
- RESULT:** 12 Incident Reports were completed during Qtr. #1, which decreased by 6 over last quarter.
- GOAL:** QUALITY: To ensure appropriate utilization of services, specifically frequency. Threshold met.
- RESULT:** Agency-wide, an average of 79% of members received services with the expected frequency, which met the expected frequency of 70%.
- GOAL:** QUALITY: To increase community tenure and revenue for RMS.
- RESULT:** Both SWLA and St. Landry offices found that community tenure for members increased over last quarter.
- GOAL:** ACCESSIBILITY: Members will receive services in a timely manner. Measured timeframe between Initial Packet going from Clerical Staff to the MCO (Insurance Company).
- RESULT:** Threshold of 0 days not met, however results have improved over previous quarters. Timeframe measured showed an average of 1.6 days overall timeframe between Clerical and MCO.

If you would like us to report about other things that we do or measure, you can call Roxanne McGraw, CCO, at 337-437-4014.