2010 QA/QI FLOW CHART
WRAPAROUND MILWAUKEE

Attachment # 2

DHHS CENTRALIZED QA COMMITTEE (REVIEW/AUDIT TEAM/CONTRACT ADMINISTRATION)

*Conducts WPN reviews/audits
*Provides Summary Rpts. & Recommendations to Agencies That Were Reviewed/Audited
*Serves As A Feedback Mechanism For Continuous Quality Assurance & Improvement as it relates to county-wide standards/practices
*Meets Monthly
*Assists with revisions/updates of FFS Agreement/Provider application/policies

CARE COORDINATION AGENCIES

*Provide Care Coordination Services to Wraparound Families
*Attend Bi-monthly Mngmnt. Mtgs., Monthly Care Coord. Inservices, Monthly Provider Mtg. to Share/Receive Info
*Collaborate With Wraparound In Establishing QA/QI & Program Stnds. for Care Coordination Services
*Engage in Continuing Education Activities Offere Through Wraparound
*Engage in submission of data that is used to measure CC agency performance on a semi-annual basis

WRAPAROUND EVALUATION COMPONENT

*Collect, Analyze & Report On Outcome Data Received From Wraparound Families, Care Coordinators, IT System, Courts, MPS School System, Juvenile Justice System

FAMILIES UNITED OF MILW., INC. FAMILY SATISFACTION

*Provides advocacy & support for all Wraparound families & youth
*Provides Feedback to Wraparound Mgmnt. RE:Family Satisfaction with Wrap. Srvs. and Identifies QA/QI Issues For Wraparound to Address
*Partners with the QA Dept. with regards to the distribution of the Family Satisfaction Surveys and other QA activities.

SYNTHESIS - IT SYSTEM

*Addresses Cost of Care and Service Utilization
*Addresses Outliers/Trends in Service Delivery System
* Produces numerous reports to track/measure outcomes & best practice expectations
* Provides mechanism for Providers to Invoice for Services
* Maintains Client records, i.e.- Plan of Care, progress notes, demographic info., etc.

WRAPAROUND PROVIDER NETWORK AGENCIES

*Provide A Variety of Mental/Behavioral Health and Social Services to support Wraparound/FISS
*Attend Bi-Monthly Provider Mtgs. To Share Updated Provider Information and Provider Ideas
*Collaborate With the WPN in Establishing Standards for the Various Types of Services Offered
*Participates as Requested in QA/QI Activities
*Attend Orientations/Trainings as offered
*Cooperate with DHHS/WPN Reviews/Audits
*Complies with "Fee For Service Agreement" & all other Policies and expectations

CRITICAL INCIDENT REVIEW PANEL

*Reviews identified CI's
*Approves implementation of corrective action plans that must be completed by the individual/agency in question
*Meets as needed

QA/QI EXECUTIVE COMMITTEE

*Utilizes Feedback Loop to Address & Monitor QA/QI Concerns & Implement Changes As Needed
*Reviews & approves QA Semi-Annual Reports & yearly QA/QI WorkPlan & associated documents
*Reports as needed to Management Group, Provider Network Group, Partnership Council on QA/QI concerns/information
*Provides feedback/guidance regarding QA/QI related studies, projects, policies, etc
*Meets 4 x's per year

WRAPAROUND MANAGEMENT TEAM

*Establishes, Implements & Monitors the Wraparound Milwaukee program and all Policies & Procedures/Guidelines/Responsibilities/Quality Issues
*Collaborates With Families/Providers/Agencies/State/Community In Providing Services & Quality Care
*Provides Resource Team Assistance to Families/Providers/Care Coordinators As Needed
*Engages in pre-authorization of Inpt., Residential/Grp. Home Care & Day Treatment.
*Provides oversight to the QA/QI Executive Committee

PARTNERSHIP COUNCIL

*Functions As An Advisory Group Composed of Parents/Caregivers and Community People Involved In Service Delivery & Support Systems For Children & Their Families
*Addresses/Provides Feedback Regarding Quality Issues & Concerns
*Meets Every Other Month

PROVIDER NETWORK ENROLLMENT COMMITTEE

*Review and Approve New Provider Applications
*Assesses Service Needs
*Reviews Vendor Eligibility
*Reviews Vendor Qualifications/Credentials
*Reviews Vendor History
*Explores Approaches to preserve

WRAPAROUND CREDENTIALING COMMITTEE

*Subcommittee of the Enrollment Committee
*Review & Approval of MH/AODA Applicants who meet Minimum Participation criteria with Adverse Activity
*Meets as Needed

CULTURAL DIVERSITY COMMITTEE

*Provides education and training to the Community of Care Service Personnel to develop awareness of attitudes, beliefs, knowledge and skills to effectively respond to families
*Promotes respect & sensitivity to cultural differences
*Promotes the empowerment of families & community to make choices & decisions
*Meets bi-monthly
*Committed to keeping the value of cultural competence at the forefront of all Wraparound endeavors

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WRAPAROUND MILWAUKEE