2013 QA/QI FLOWCHART
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, Bi-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 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 (WPN)

*Provide A Variety of Mental/Behavioral Health and Social Services to support Wraparound/FISS/O'YEAH
*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

FAMILY/PROVIDER ADVISORY COMMITTEE

*Provides advice re: provider monitoring , compliance and policy
*Addresses services needs
*Open discussion re: family/provider issues

PROVIDER PERFORMANCE MEASURES COMMITTEE

*Identification of Provider Performance Measures
*Implementation, tracking and reporting of indicators

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 Annual Report/QA/QI WorkPlan
*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

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

MOBILE URGENT TREATMENT TEAM (MUTT)

*Provides community mental health crisis services to Milw. County youth, foster families
*Engages in quality reviews of crisis stabilization services and group home services
*Gatekeeper to Inpatient Psychiatric Services
*Provides mental health assessments/evaluations as requested

WRAPAROUND MILWAUKEE

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