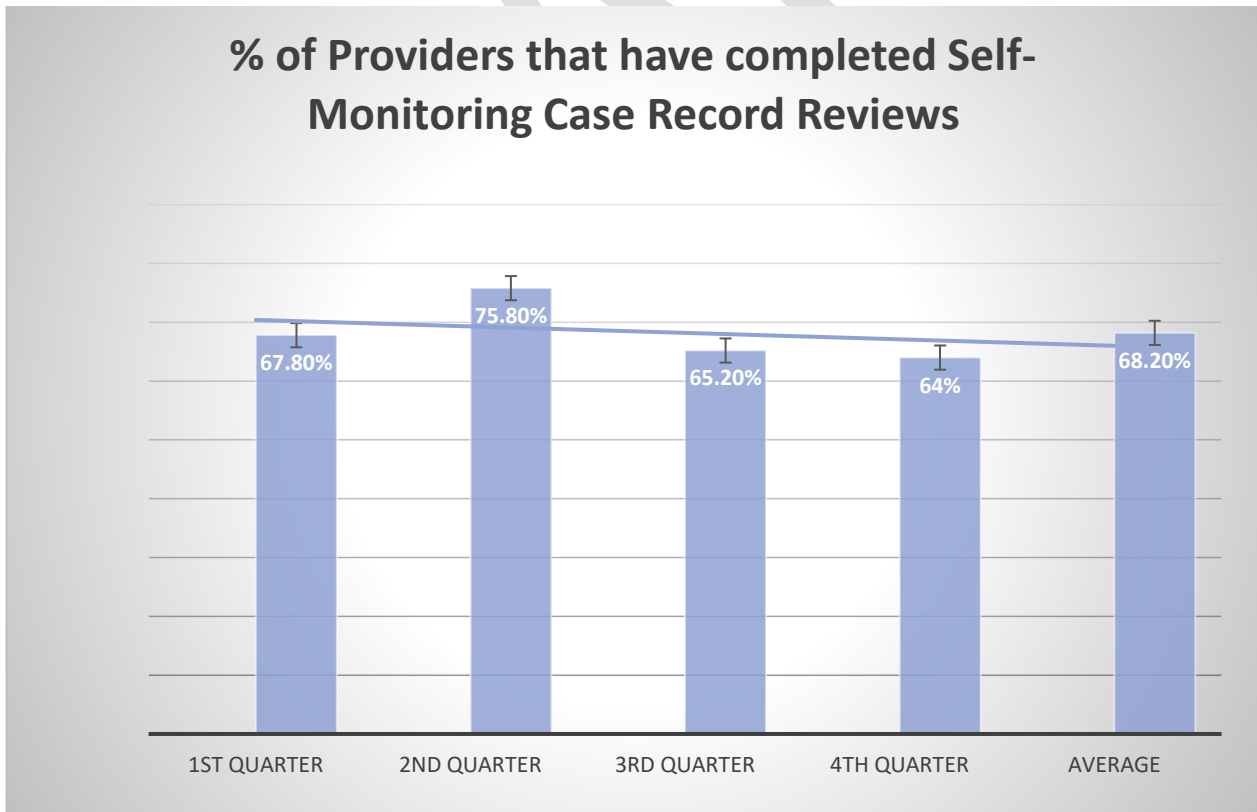


Performance Measurement Validation

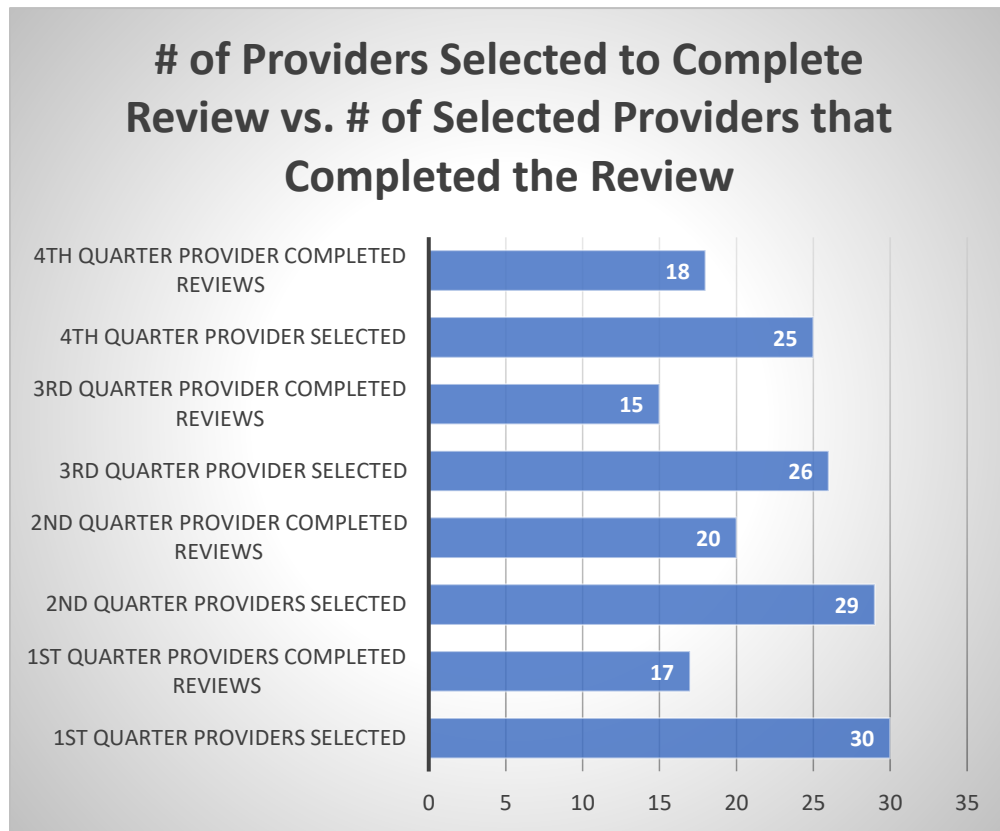
As a component of the Continuous Quality Improvement (CQI) process DWIHN implemented a provider self-monitoring plan to objectively assess the level of consistency and compliance within the Provider network. DWIHN developed and trained on a standardized monitoring tool and created a provider self-monitoring review process using a multilevel approach which begins at the service provider level and cascades up to DWIHN's QI Department and other departments.

Results and Analysis

The chart below represents the percentage of providers that completed the quarterly case record reviews as required for FY 19-20. The results demonstrate an increase in provider participation in Quarters 2 (75.8), 3 (65.2) and 4 (64%). The overall average increased from 61.6 % to 68.2%. This is a significant increase over previous years.

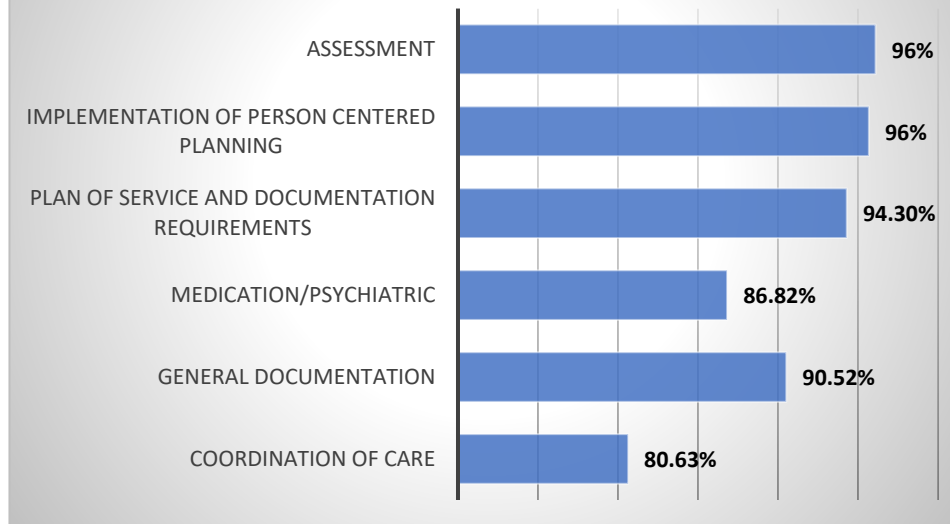


The chart below outlines the number of providers randomly selected to complete self-reviews and the number of reviews completed by quarter.



The chart below represents the average compliance score for the selected areas for FY19-20, and received less than 95% overall on Case Record Reviews. During FY 19-20, compliance scores ranged from 82% to 100%, which is a slight decrease from FY 18-19. For FY19/20 the annual review findings focused on provider performance in the following areas; Person Centered Planning, Plan of Service Documentation, Medication/psychiatric, General Documentation and Coordination of Care.

Self-Monitoring Case Record Review Average Results (1st - 3rd Quarters)



Planned Interventions for FY 2021

Quality Improvement staff will increase monitoring of provider's participation in the self-monitoring as part of the continuous quality improvement process (CQI).

Quality Improvement staff will:

- Review a 10% sample of the providers self-monitoring on a quarterly basis.
- Validate the self/monitoring activity submitted by the providers and identify patterns, trends and outcomes.
- Review the results with the provider, offer any needed technical assistance
- Monitor for improved compliance as needed.
 - Where there is ongoing inconsistencies and lack of improvements QI staff will collaborate between internal units to assist with improving outcomes