

RESOURCE MANAGEMENT SERVICES
HOW DID WE DO?
Report for Apr. – June. 2023

- GOAL:** ACCESSIBILITY: Timeframe between Initial Packet from Clerical to MCO- Threshold of 0 - to help members receive services in a timely manner.
- RESULT:** Average of 1.33 days overall time frame between Clerical and MCO. Improvement by over last quarter’s average which was 1.62.
- GOAL:** SATISFACTION: Satisfaction Surveys provided for members to complete – to provide services deemed satisfactory by Members being served. Threshold 85%.
- RESULT:** Qtr. #2 data indicates 95% Satisfaction Rate which exceeds the threshold.
- GOAL:** QUALITY: Review of random sample of 10 records from each clinic- to improve quality of general and clinical practice guidelines which could potentially help to improve services for all members. Threshold 85%.
- RESULT:** 95% overall score which exceeds threshold.
- GOAL:** QUALITY: Participation in Value-based Programs - 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:** QUALITY: Identify risks that could potentially be incurred by RMS- to reduce risks identified and ensure resolutions or improvement to identified risk factors are addressed.
- RESULT:** Tracking indicates number of Covid-19 cases only up by 3 for the entire quarter. Historically Hurricane Season can have a negative impact on RMS. Hurricane Preparedness information can be found at noaa.gov National Hurricane Website. This information is made available to staff and members in handbooks and on the RMS Website. No new risks identified.

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.