



PLAN OF ACTION PROGRESS REPORT

APRIL 2021

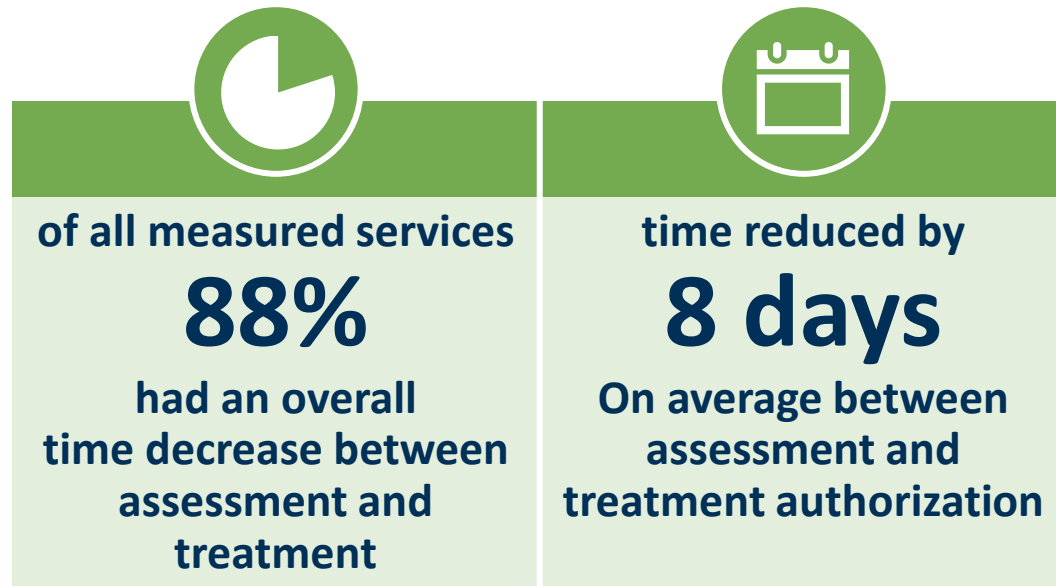


OUR MISSION

To improve the health and wellness of our members and their families.

ACCESS TO CARE

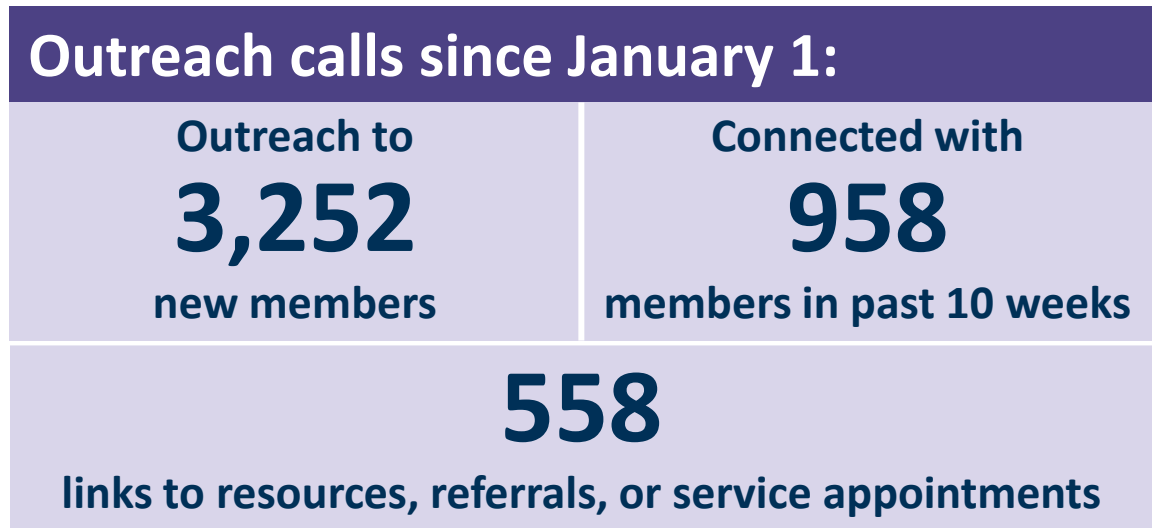
Members **are receiving services faster** through targeted efforts to reduce the amount of time between the completion of a comprehensive clinical assessment and the submission of a treatment authorization. We have also **identified three new providers to complete high quality assessments** across all 20 counties.



Source: QM Provider Initiative

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To raise awareness of available services, we have **expanded our efforts to reach new members**, and have implemented an outreach program that continues to grow each month.



CARING FOR CHILDREN AND FAMILIES

14

DSS liaisons aligned
across our 20 counties



145

Children
assisted by
DSS site
liaisons in
March

Expanding **two
child welfare
services**
across several
counties



No program can succeed without measurements of success. When we designed this program with families, we decided on certain metrics for assessing our progress. Our Quality Management Department monitors and reports on the results of these metrics. They share this information with the entire Cardinal Innovations team and with community stakeholders.

While we're tracking the program in many ways, we're prioritizing the following metrics.

Better Access to Services: We're measuring the success of our program by how quickly and easily kids can access services. We do this by recording:

- **Number of Children:** We want to increase the baseline **number** and **percentage** of children who receive community-based services. This baseline is sometimes called the **community-based services penetration rate**.
- **Wait Times:** We want to decrease how long children wait for services after they become eligible. We're tracking wait times to ensure children receive services more quickly.
- **Percentage of Positive Experiences:** Our goal is to increase the percentage of families having positive experiences. This includes when they receive care and when they engage with the system. We measure these experiences through interviews with the child/teen, parent, caregiver, DSS worker, and their providers.

EMERGENCY DEPARTMENT UTILIZATION

LAUNCH AND EXPANSION OF EMERGENCY DEPARTMENT (ED) CARE PROGRAM

We have **expanded our emergency department care initiative** to the six hospitals with the most member volume: Atrium Behavioral Health Charlotte • Novant Presbyterian Charlotte • Novant Rowan Medical Center • Novant Forsyth Medical Center • UNC Medical Center Chapel Hill • Wake Forest Baptist



We have **assigned acute transition nurses and community care coordinators to each hospital and member** to aid with discharge planning, appointment setting, resource referrals and more



We have **expanded our hospital discharge plan** to include peer support referrals



We have **launched a member incentive program** to encourage the completion of follow-up visits



We are now **automatically assigning a care coordinator** to any member who has experienced two or more emergency department visits within 30 days



THANK YOU
