2017 Wraparound Milwaukee Quality Assurance / Quality Improvement Department

Wraparound Management Team
- Establishes and implements the Wraparound System of Care, policies and procedures and performance standards and monitors for program integrity/fidelity
- Collaborates with families, providers, agencies, the State, community partners, and system of care partners
- Provides resource team assistance to families/ providers/CC's as needed
- Engages in pre-authorization of inpatient, residential, group home, day treatment services and independent living
- Provides oversight to the QA/QI Executive Committee
- Meets 2x's month

QA/QI Executive Committee
- Utilizes feedback to address and monitor QA/QI concerns and implement change as needed
- Reviews and approves QA Annual Report and QA/QI Annual Workplan
- Reports to the Management Team, Wraparound Provider Network (WPN) and Partnership Council, as needed, regarding QA/QI concerns and information
- Provides feedback and guidance regarding QA/QI related studies, projects, policies, etc.
- Meets 4 - 5x's per year

Mobile Urgent Treatment Team (MUTT)
- Provides community mental health crisis services to Milwaukee County youth and 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/needed
- Monitors service recipient satisfaction levels and engages in QI efforts as needed

Wraparound Performance Measures Team
- Teams Identify performance measures/indicators reflective of each program area under the Wrparound system of care
- Implements, tracks and reports on outcomes
- Assess outcomes to QI opportunities idenity

Wraparound Provider Network (WPN)/BHD Contract Mangement
- Provides a variety of mental health, behavioral and social services to support the Wraparound system of care
- Holds in bi-monthly Provider Forum meetings to share information and ideas, provide Network /Wraparound Milwaukee updates
- Establishes standards and policies for the various types of services offered
- Participates, as requested, in QA/QI activities
- Conducts New Provider Orientation and various trainings throughout the year
- Implements Fee-for-Service Agreement and other policies and expectations
- Approves/credentials network staff
- Audits network agencies
- Processes out of network request and exceptional services requests

Family/Provider Advisory Committee (on hiatus at this time)
- Provides guidance regarding provider monitoring, compliance and policy expectations
- Address service needs
- Open discussion regarding family/ provider issues
- Meets 6x's year

Provider Network Enrollment Panel
- Reviews and approves new provider applications
- Accesses service needs
- Reviews vendor eligibility
- Reviews vendor qualifications/ credentials
- Reviews vendor history
- Meets as needed

Partnership Council
- Functions as an advisory group, composed of parents/caregivers system and community partners involved in service delivery, which supports systems for youth and their families
- Addresses/Provides feedback regarding QA/QI issues and concerns
- Meets quarterly

Care Coordination Agencies
- Provides Care Coordination (CC) services to Wraparound families
- Attends bi-monthly management meetings, monthly CC in-services, bi-monthly Provider Forum meetings and other identified mandated trainings
- Collaborates with Wraparound in establishing QA/QI and program standards for CC services
- Engage in submission of data that is used to measure CC agency performance on a semi-annual basis

Wraparound Evaluation Component
- Collect, analyze and report on outcome data received from Wraparound families, CCs, Courts, school system and Juvenile Justice System

Critical Incident Review Panel
- Reviews identified critical incidents
- Approves implementation of corrective action plan that must be completed by the individual/agency in question
- Meets on an as needed basis

Milwaukee County Department of Health & Human Services and Behavioral Health Division
Wraparound QA/QI and/or Adminstrative and/or Lead Representatives are involved in the following QA/QI related BHD/DHHS groups/committees/charters:
- BHD Family Advisory Council
- BHD Patient Rights Committee
- BHD PolicyStat Committee (policy management system)
- BHD Quality Strategic Planning Committee
- BHD Client Experience Charter
- DHHS Strategic Planning Committees (Internal Satisfaction of County Services for Employees, Standardized Employee Policies
- BHD Performance Based Measures Charter
- BHD Compliment, Complaint & Grievance Charter
- BHD Case Management (DHHS) Charter
- BHD Data Request Charter
- BHD Incident Reporting Charter
- BHD Intake/Assessment & Enrollment Charter
- BHD Performance Improvement Charter
- Sentinel Event Committee

Families United of Milwaukee, Inc. (Family Satisfaction)
- Provides advocacy and support for all Wraparound families and youth
- Provides feedback to Wraparound Management regarding family satisfaction with Wraparound services and identifies QA/QI issues for Wraparound to address
- Partners with QA/QI Department with regards to the distribution of the Family Satisfaction Surveys and other QA/QI activities

Synthesis - Wraparound's IT System
- Addresses cost of care and service utilization
- Addresses outliers and trends in service delivery system
- Produces reports to track/ measure outcomes and best practice expectations
- Provides mechanism for providers to invoice for services
- Wraparound's electronic client Medical Record - maintains all client information (i.e.: demographic info, Plan of Care, progress notes, etc.)

Wraparound Credentialing Committee
- Subcommittee of the Enrollment Panel
- Reviews and provides approval of MH/AODA applicants who meet minimum participation criteria with adverse activity
- Meets as needed