

Establish New Quality Management System

Strategy	Implemented	Continues	Not Addressed
Develop & implement use of consumer satisfaction surveys & measures	LTCC MI Choice Waiver NFs	X	
Quality of Life Surveys	MI Choice WA SD DAAA NF QM Project MFP Transitions in MI Choice	X	
Include strong advocacy in new system	MI Choice Person Focused QM Collaboration Commission Quality Workgroup LTCC Consumer Advisory Boards LTCC Consumers on governing boards Include consumers in the review of program design, policy development & quality improvement	X	
Review & analyze current performance measures (both regulatory & non regulatory)	On-going for MI Choice Waiver, NF, LTCCs, PACE, Home Help implemented new quality project with MPHI	X	
Design performance measures that move MI LTCC system toward vision of quality		X	
Invest QM functions in new LTC admin Define & establish broader accountability across LTC	Quality Manager since June Quality staff hired November	X reviewing LTCC performance data, discussions with LTCCs regarding data interpretations, establishing QM plan with timeliness & accuracy QIs	