

Date: Tuesday, October 8 2019 02:32 PM
Subject: RE: Individual Member Focus Improvement - Members you'd recommend for a pilot?
From: [REDACTED]
To: [REDACTED] unos.org>;

Stone cold data. [REDACTED]

[REDACTED]
Safety Analyst

[REDACTED] unos.org
[REDACTED]

From: [REDACTED] unos.org>
Sent: Tuesday, October 8, 2019 2:31 PM
To: [REDACTED] <[REDACTED] unos.org>; [REDACTED] unos.org>
Subject: RE: Individual Member Focus Improvement - Members you'd recommend for a pilot?

By number of cases reported to Incident Handling that are *not* coded in REDCap as "non-issue/reported in error" here are the most frequent flyers since 2016:

1. TXSB (n = 18)
2. TNDS (n = 16)
3. TXGC (n = 16)
4. NCCM (n = 13)
5. FLMP (n = 11)
6. CAOP (n = 10)
7. CASD (OPO) (n = 10)

I will say FLMP has seen extensive MPSC interactions (multiple peer visits, interviews, etc.), so they may not be the best choice.

I would also get the COA's input, because while these are the largest numbers, these may not be the members that the MPSC most often cites – for example, TNDS is usually not cited by the MPSC due to large volumes.

Let me know if you have any other questions.

From: [REDACTED] <[REDACTED] unos.org>
Sent: Tuesday, October 8, 2019 1:43 PM
To: [REDACTED] unos.org> [REDACTED] unos.org>
Subject: Individual Member Focus Improvement - Members you'd recommend for a pilot?

[REDACTED] and [REDACTED]

I am working on the project for Individual Member Focused Improvement (IMFI) contract task. MQ is focusing on individual members to help improve their performance through customized engagements for them and their specific issue(s). The desired goal is moving beyond solely monitoring a member, to working and partnering with them to help them improve.

I'm asking each functional area for names of 5 members your team recommends we start with, or members who may be 'frequent flyers' with issues. We know NCCM. Who else would you recommend?
These may also be members who may most benefit from, who want this assistance, or who need this type of directed attention.

I appreciate your help,

[REDACTED] [REDACTED]

Performance Improvement Specialist, Member Quality

[REDACTED]unos.org
[REDACTED]