

THE IMPORTANCE OF CONSISTENT SERVICE OFFERINGS

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MEALS . WHEELS AMERICA

2018 MEALS ON WHEELS ANNUAL CONFERENCE & EXPO

THE IMPORTANCE OF CONSISTENT SERVICE OFFERINGS



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PARTNERING WITH HEALTHCARE IN PENNSYLVANIA: A READINESS INITIATIVE

WHY?

*Let consumers, families and insurers know what they can expect

*Establish a "consistent Service Offering"

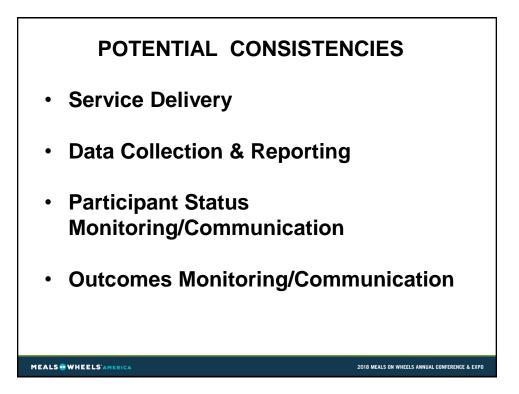
*Differentiate MOW from the competition

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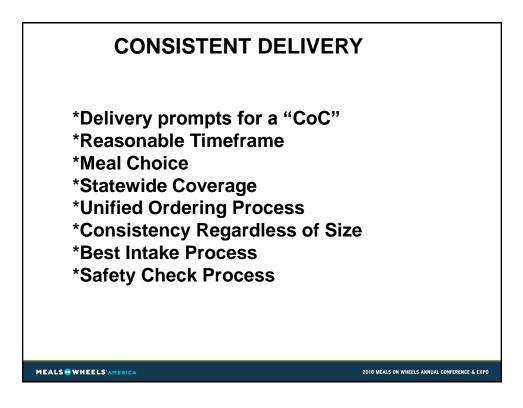


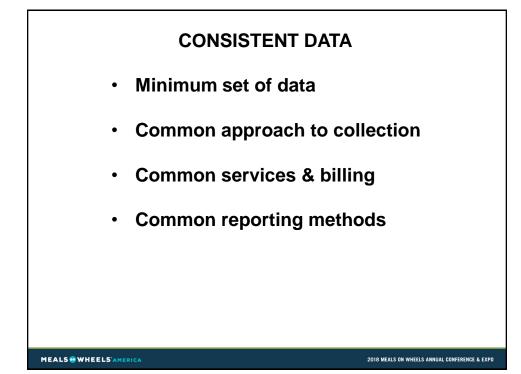


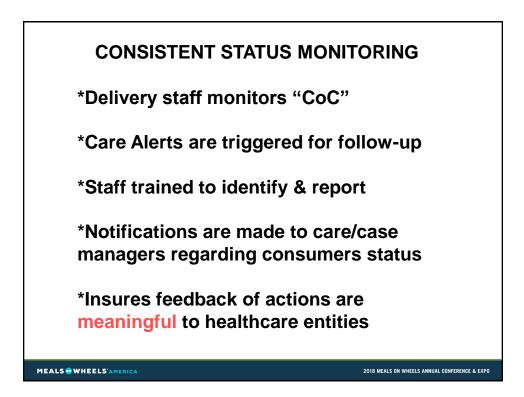




- Staff/Volunteer Management & Training
- Policy & Procedure Development
- Contract Administration & Compliance
- Membership & Governance









CONSISTENT CONTRACT COMPLIANCE

Link MOW to Healthcare Outcomes

Adhere to policies/contracts as required by healthcare entities

Engage consumers/stakeholders in satisfaction of delivered services

Complies with state/national association policies/membership

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