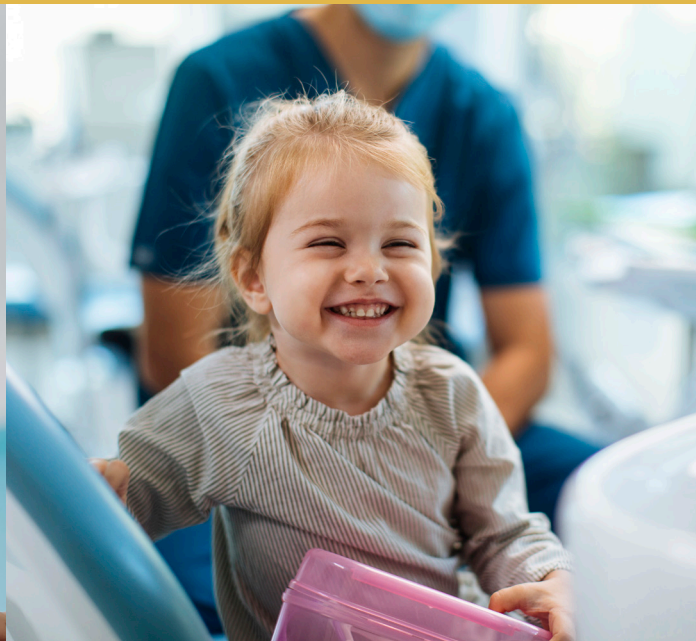


# 2025 Impact Report



A Holistic Approach for Healthcare Transformation

At MetaStar, our mission is rooted in one simple but profound principle: guiding change for healthier lives. For over 50 years, we have partnered with communities, healthcare organizations, payers, and policymakers to successfully advance our mission of effecting positive change in health and healthcare.

Improving healthcare requires a holistic approach. That's why we support change through validated measurement, accountability, and sustainable improvement, using data to guide action and evaluate progress. These key pillars also help us evaluate our own efficacy. To reach our vision of optimal health for all, we monitor progress toward our "ends," or the benefits we exist to achieve. These include:

- Accountable and transparent systems
- Reliable and trusted healthcare data
- Collaborative impact
- System-wide transformation and improvement

This report demonstrates the impact we've had in improving quality, equity, and value in healthcare, as measured against those ends. We're proud of our accomplishments in 2025 and grateful to all our clients, funders, and partners for entrusting us to help build healthier, safer communities.

Thank you,

**Jesi Wang**  
President and Chief Executive Officer, MetaStar, Inc.



**Our Mission**  
To effect positive change  
in health and healthcare

# Our Impact by the Numbers

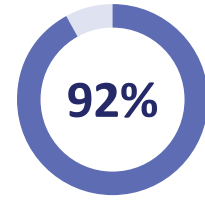


Each of these measures reflects the tangible results of our work in 2025—demonstrating how MetaStar advances accountability, data integrity, collaboration, and transformation in healthcare.

## Accountable and Transparent Systems

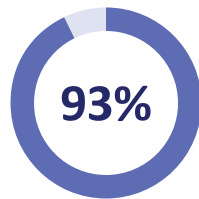


of risks addressed to ensure Medicaid member health and safety

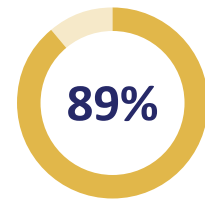


of Wisconsin Medicaid members have access to adequate provider networks

## Reliable and Trusted Healthcare Data



of validated audits reflect adherence to quality and safety interventions



of projects analyzed data to identify and support populations most in need of health improvement support

## Collaborative Impact



of quality improvement projects incorporated lived-experience perspectives



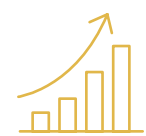
**OVER 67%**

of partners are contributing and expanding engagements in a time of disruption

## System-Wide Transformation and Improvement



of Wisconsin participating organizations being supported with implementing evidence-based practices



of supported organizations demonstrated improvement

## MetaStar Service Successes



### External Quality Review

Our independent assessments analyze and evaluate the quality, timeliness, and access to care that programs provide for Medicaid recipients. When it comes to improving health outcomes for Wisconsin's most vulnerable populations, transparency and accountability are essential.

Working in close collaboration with the Wisconsin Department of Health Services (DHS) and Managed Care Organizations (MCOs), we streamlined the way Performance Improvement Process (PIP) proposals are developed, submitted, and reviewed. The new system includes real-time dashboards, automated alerts, and integrated messaging, reducing administrative burden while improving transparency, consistency, and collaboration.

By combining end-user input with flexible information technology (IT) innovation to develop a centralized, interactive platform, we helped make the PIP process more efficient, equitable, and impactful—ensuring stronger, more focused proposals to drive meaningful improvements in care.

### Performance Measurement

Our auditing services support reliable, validated data—the foundation of meaningful quality improvement. By validating the accuracy and reliability of performance data, we help clients see their true progress and use that knowledge to drive better outcomes year after year.

For one Medicaid health plan serving a vulnerable population, a six-point increase in cervical cancer screening over two years represented far more than a statistic. It meant dozens more women were screened, early warning signs were detected sooner, and lives were potentially saved. In this case, the increase in screening reflected not only stronger workflows, but a deeper commitment to equity, patient engagement, and preventive care.

## Healthcare Transformation

Our team works with health care professionals, communities, and researchers to co-design processes, deliver higher quality, more equitable care, and sustain positive changes. Reducing disparities in care requires more than clinical guidelines—it demands deep community trust and collaboration.

We partnered with Medical College of Wisconsin on the WIN (Wisconsin Now) project to reduce heart disease across six Milwaukee-area counties, especially among populations at high risk for atherosclerotic cardiovascular disease (ASCVD). By facilitating a rigorous community co-design process, we helped ensure interventions are culturally responsive, emotionally resonant, and truly effective. With 100% participation in this first round, these voices are now shaping future interventions.

We also collaborated with several Wisconsin organizations to co-design the Wisconsin Initiative for Long-term Care Quality Advancement and Leadership (WILQAL), a practical, evidence-based quality improvement program for assisted living communities. The initiative enhances resident care, strengthens safety, and supports staff development by aligning solutions with real-world needs.


In support of the Wisconsin DHS's Behavioral Health Connect initiative, we helped behavioral health providers improve their use of information technology for better outcomes. Through security risk assessments (SRAs), technical guidance, and an interactive online community, we made it easier for 38 organizations—many completing their first SRA—to protect electronic health information, navigate interoperability requirements, and collaborate with peers. Participants praised the process as both essential and more enjoyable, reflecting the program's impact in building confidence across the behavioral health sector.

## Information Technology

With a focused approach and a dedicated IT team, we specialize in creating highly customized workflows that align with customer needs, operational processes, and federal requirements. That's how we deliver solutions that work, and how we support impactful, system-wide transformations.

We helped the Medicaid Family Care, Partnership, and Program of All-inclusive Care for the Elderly (PACE) Compliance and Quality Directors replace tedious spreadsheets and file labeling with a simple, streamlined system. The customized File Drop Zone program we developed allows them to now upload quality compliance review documents.

Alicia Stensberg, a project manager on MetaStar's Long-Term Care team, also saw an opportunity to improve the Family Care Management Review software. By automating manual notifications between reviewers and managers, we set a new workflow standard—boosting speed, accuracy, and ease of use across multiple programs.



Learn more about  
how we improve  
outcomes for  
communities and  
individuals.

[MetaStar.com](https://www.metastar.com)