

# Quality Council Meeting

October 20, 2022

**Qlarant** 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

# Presentation Outline

## Person Centered Review (PCR)

- **FY23 Q1 Snapshot**
- **Trends by FY**
  - **My Life Outcomes**
  - **Stability**
  - **Preventative Care**
  - **WSC/CDC+ Record Reviews**

## Provider Discovery Review (PDR)

- **FY23 Q1 Snapshot**
- **Trends by FY**
  - **Staff Q&T (WSCs/Service Providers)**
  - **Service Specific Record Reviews**

# FY23 Q1 Snapshot

## July - September 2022

Region	Waiver Participants	CDC+ Participants
Northwest	16	3
Northeast	40	6
Central	10	3
Suncoast	24	2
Southeast	30	0
Southern	7	0
<b>Total</b>	<b>127</b>	<b>14</b>

### MLI Outcomes

Waiver: 86.7%

CDC+: 93.1%

### MLI Supports

Waiver: 96.2%

CDC+: 97.5%

### Record Reviews

WSC: 89.2%

CDC+ C: 84.4%

CDC+ R: 96.5%

# Person Centered Review Trends

**FY20 Q1-Q3: July 2019 – March 2020 (pre-covid)**

**FY21: July 2020 – June 2021**

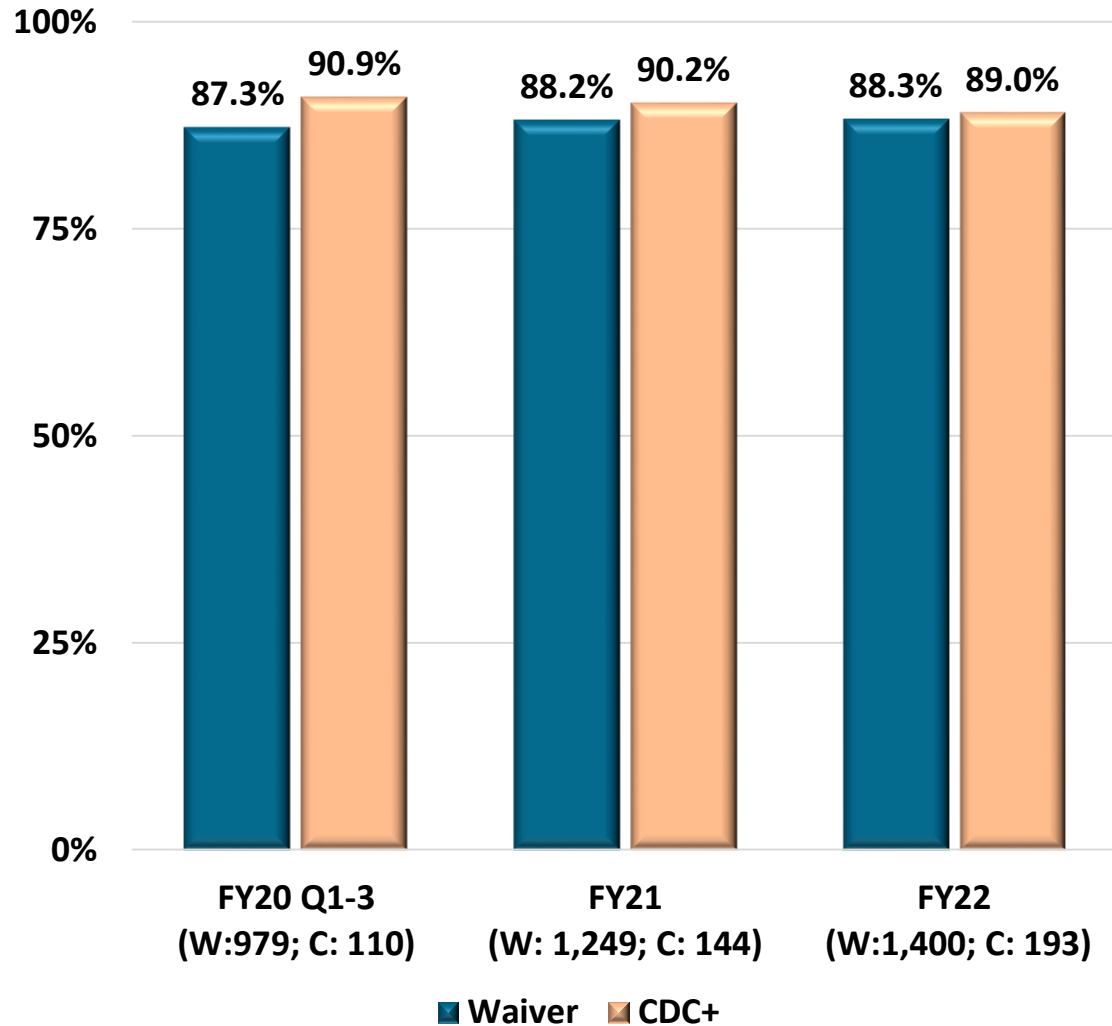
**FY22: July 2021 – June 2022**

# My Life Interview (MLI): Outcomes and Supports

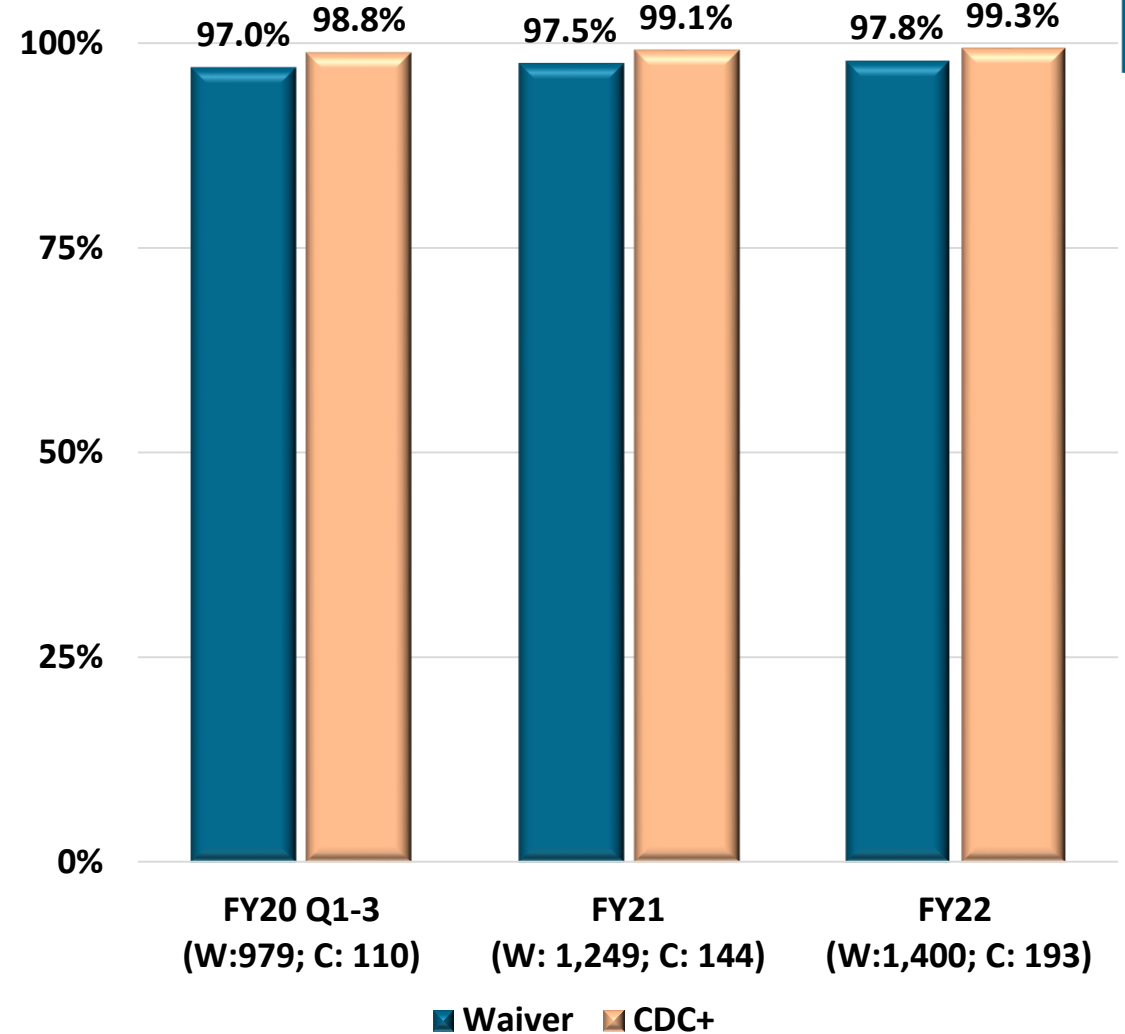


# My Life Interview(MLI): Outcomes and Supports by FY

### Outcomes

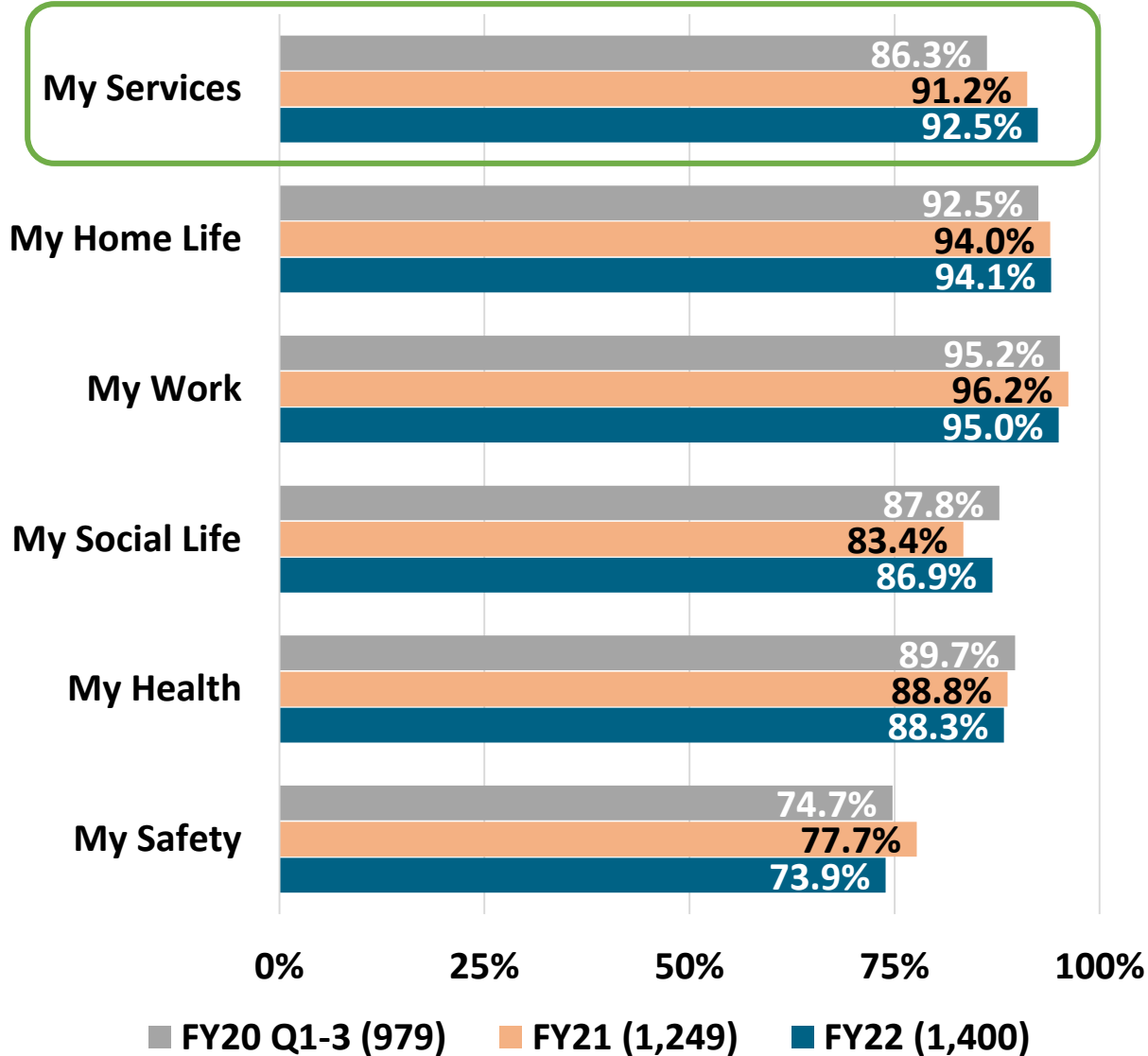


### Supports

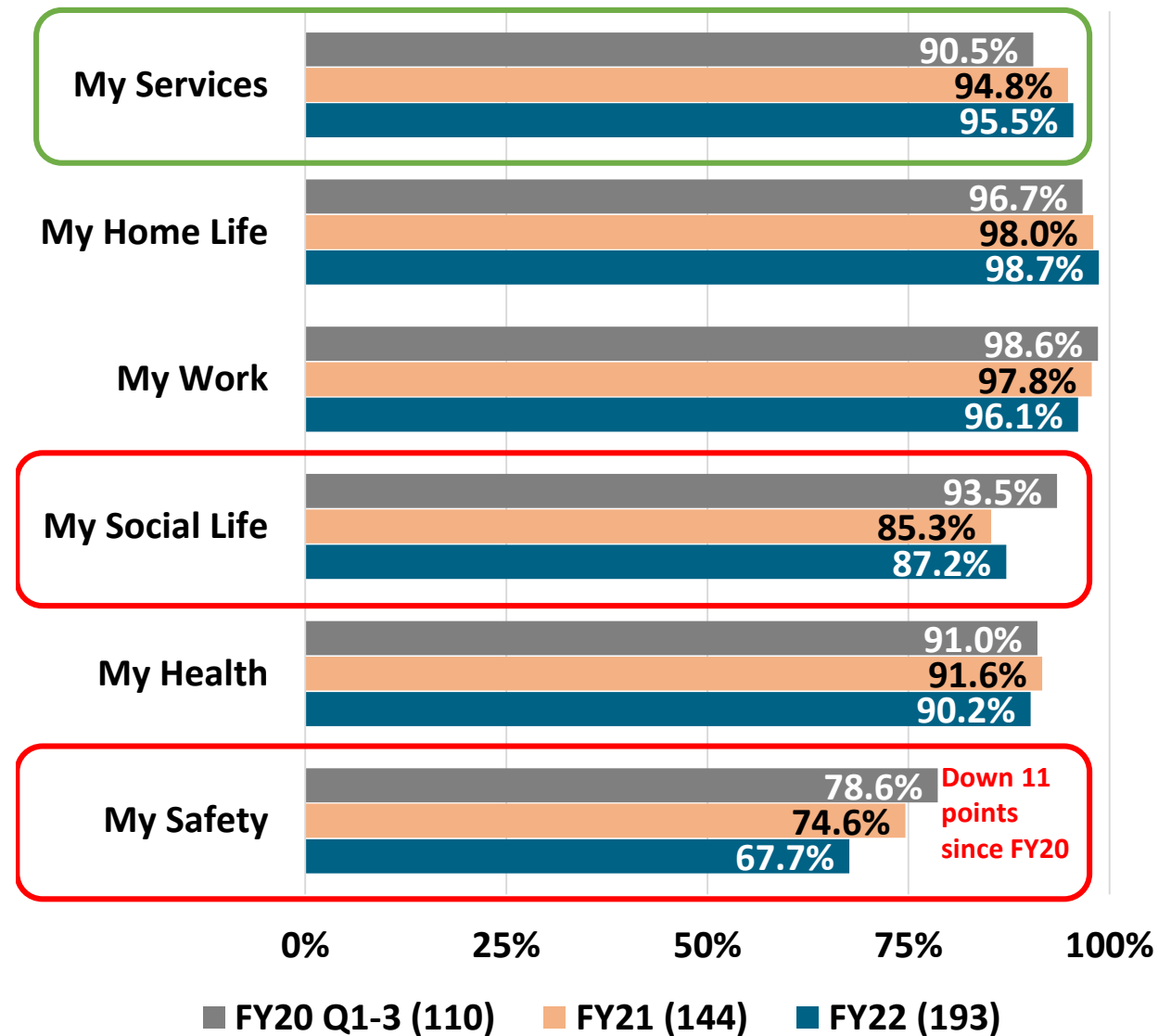


# MLI Outcomes by Life Area: FY20 – FY22

## Waiver

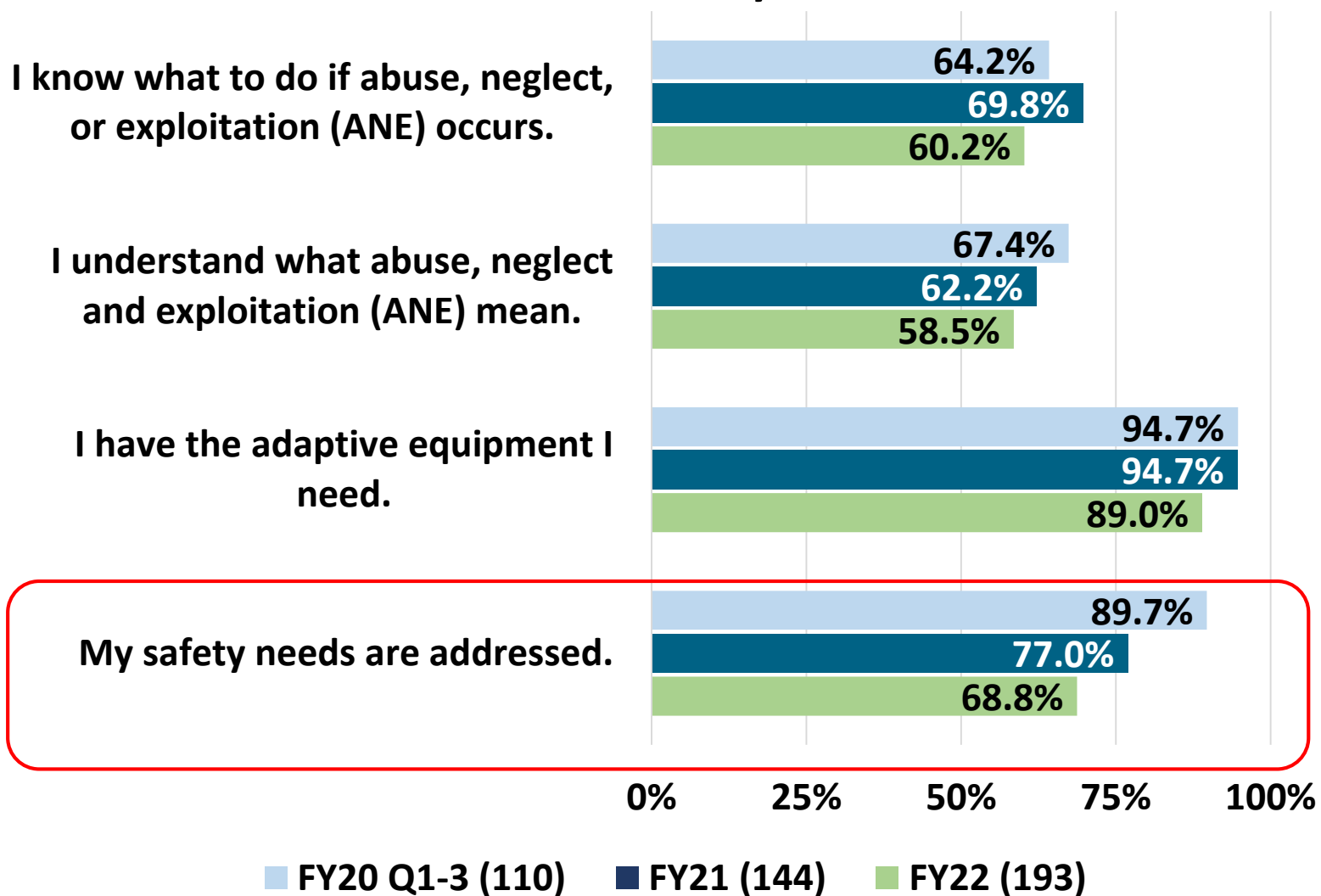


## CDC+



# CDC+: My Safety

Outcomes by FY



Supports	% Met in FY22
I know what to do if abuse, neglect, or exploitation (ANE) occurs.	99.5%
I understand what abuse, neglect and exploitation (ANE) mean.	98.4%
I have the adaptive equipment I need.	97.6%
My safety needs are addressed.	98.4%



# CDC+ Outcome: 'My Safety Needs are Addressed'

## Reasons Not Met by FY

Reasons Not Met	FY20 Q1-3 (107 PCR's; 11 Not Mets)		FY21 (139 PCR's; 32 Not Mets)		FY22 (193 PCR's; 60 Not Mets)	
	# Times Selected	% PCR's	# Times Selected	% PCR's	# Times Selected	% PCR's
I do not know what to do in the event of a weather related emergency.	2	1.9%	5	3.6%	10	5.2%
I do not know what to do in the event of a fire.	6	5.6%	19	13.7%	24	12.5%
I do not know how to keep myself safe when out in my community.	9	8.4%	15	10.8%	25	13.0%
I do not know how or when to call 911.	9	8.4%	25	18.0%	54	28.1%

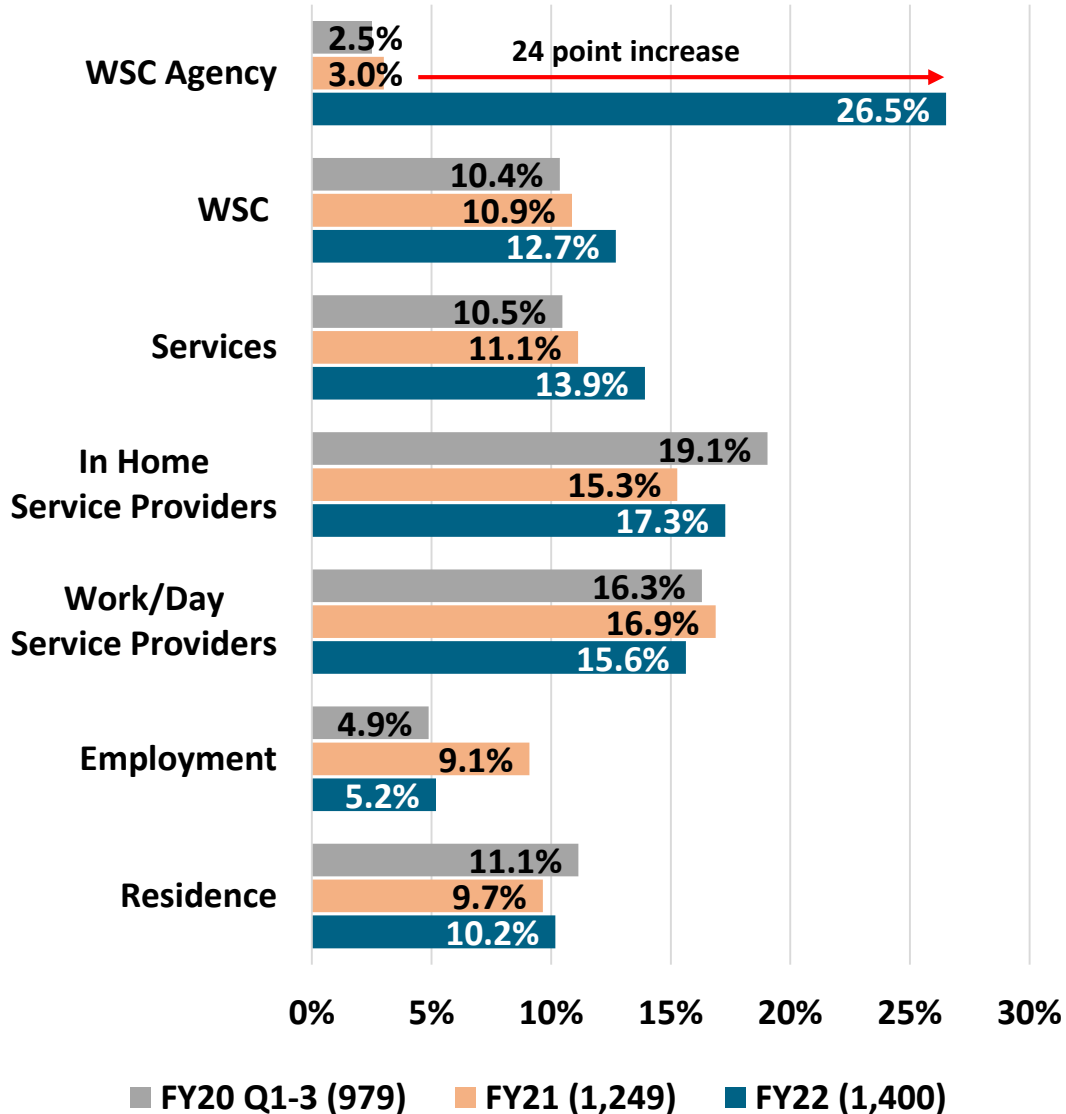
# Stability



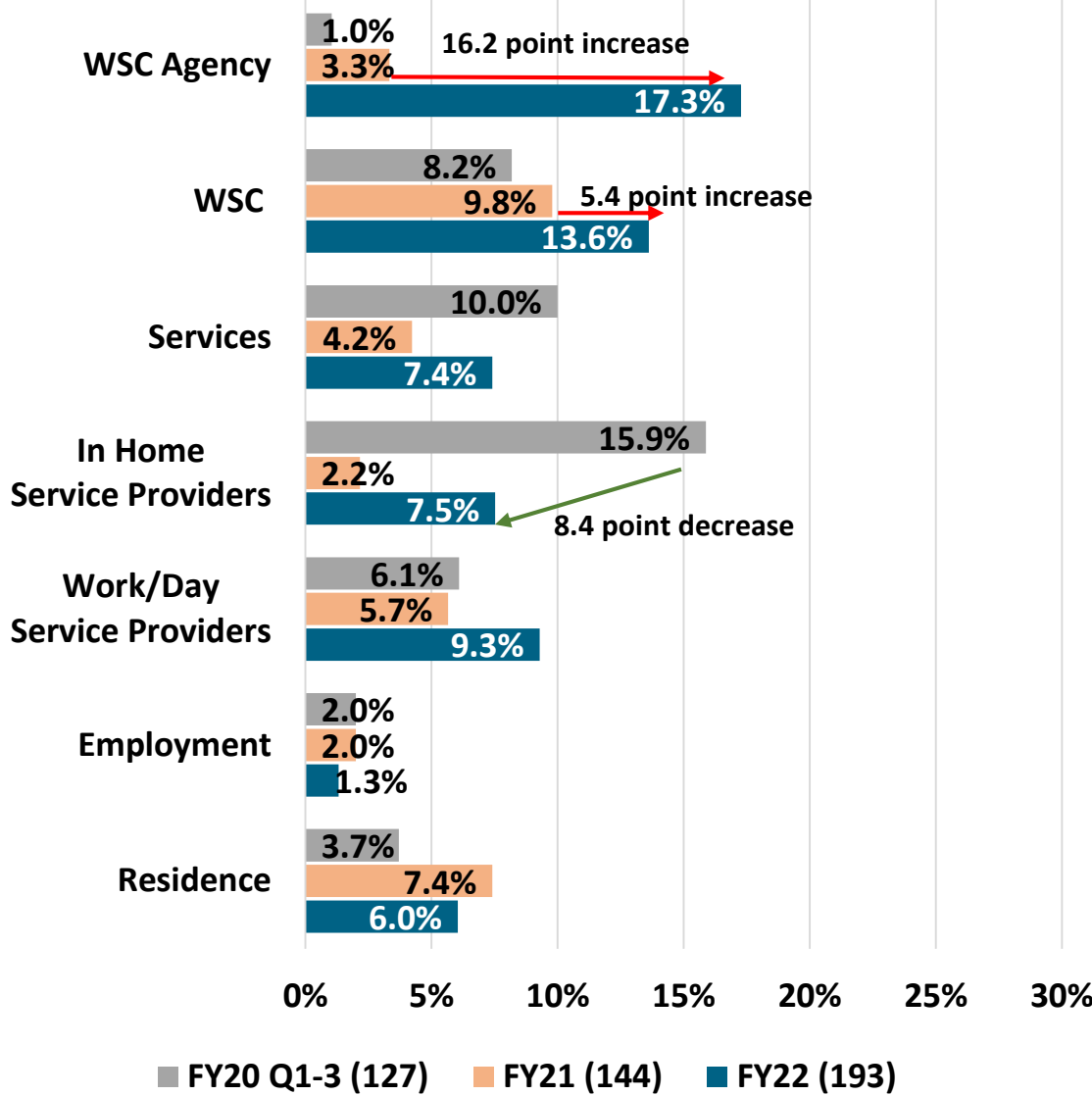
# Stability: Percent with 1 or more changes in past year



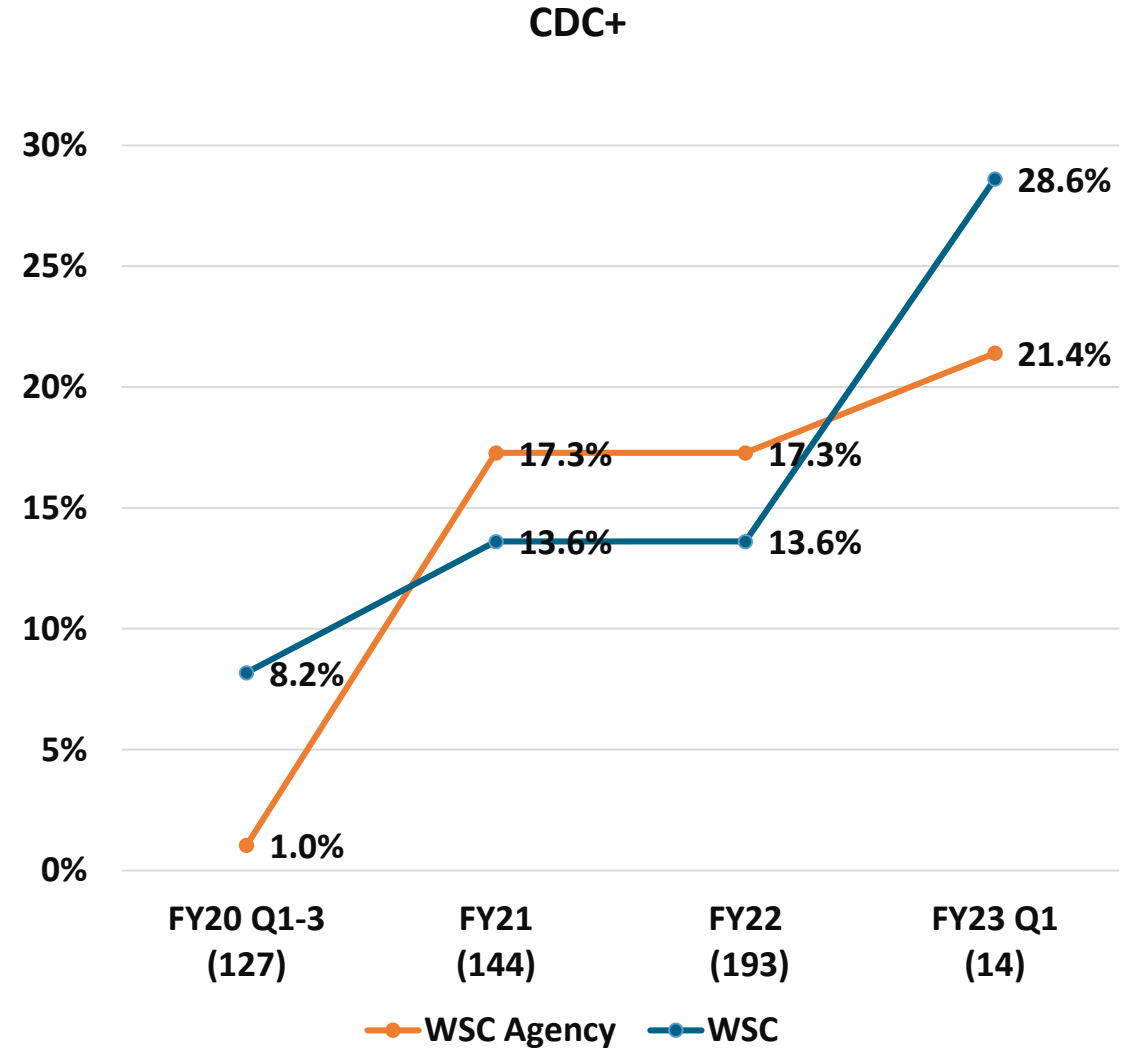
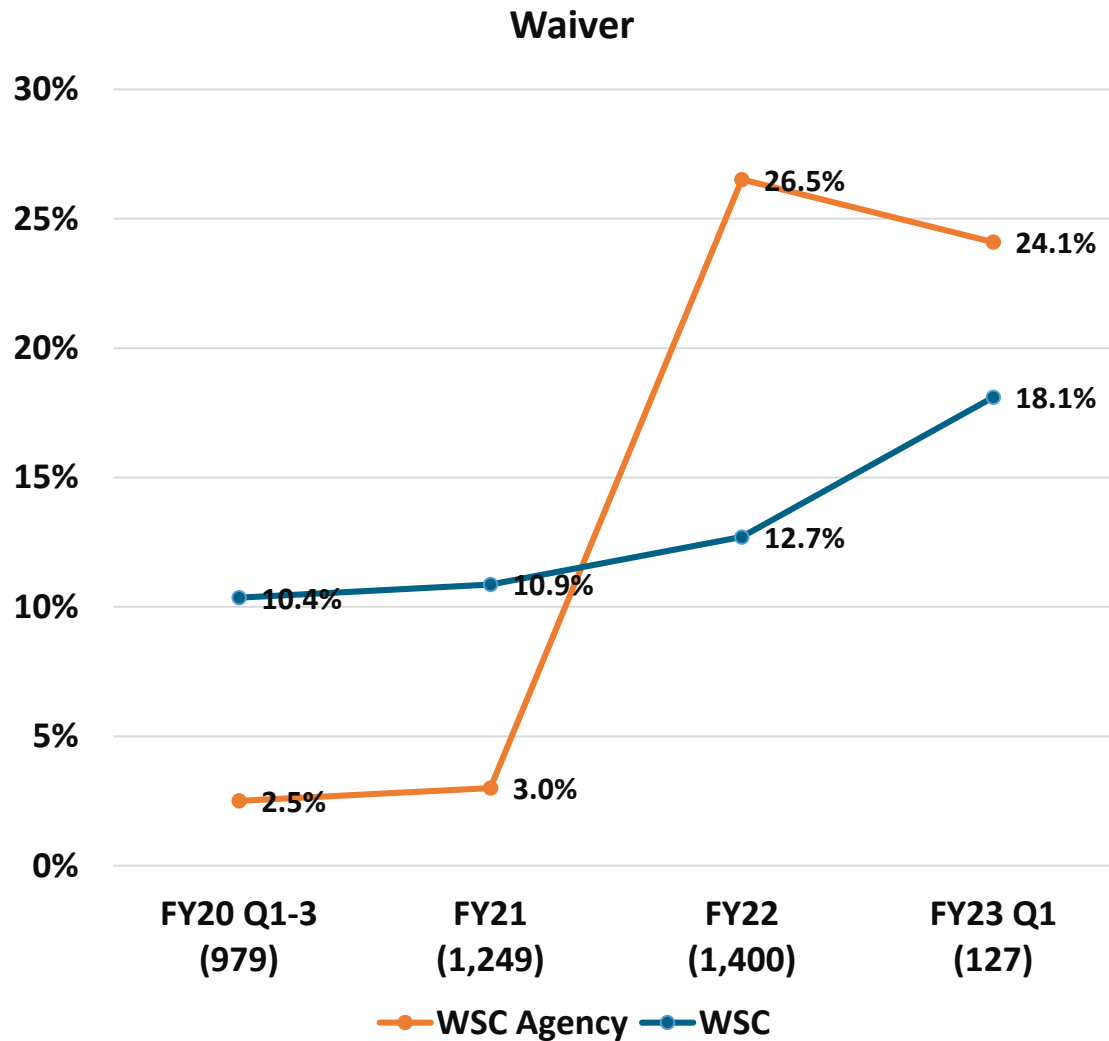
## Waiver



## CDC+



# 1 or more changes in WSC Agency or WSC by FY



# Preventative Health Care



dental

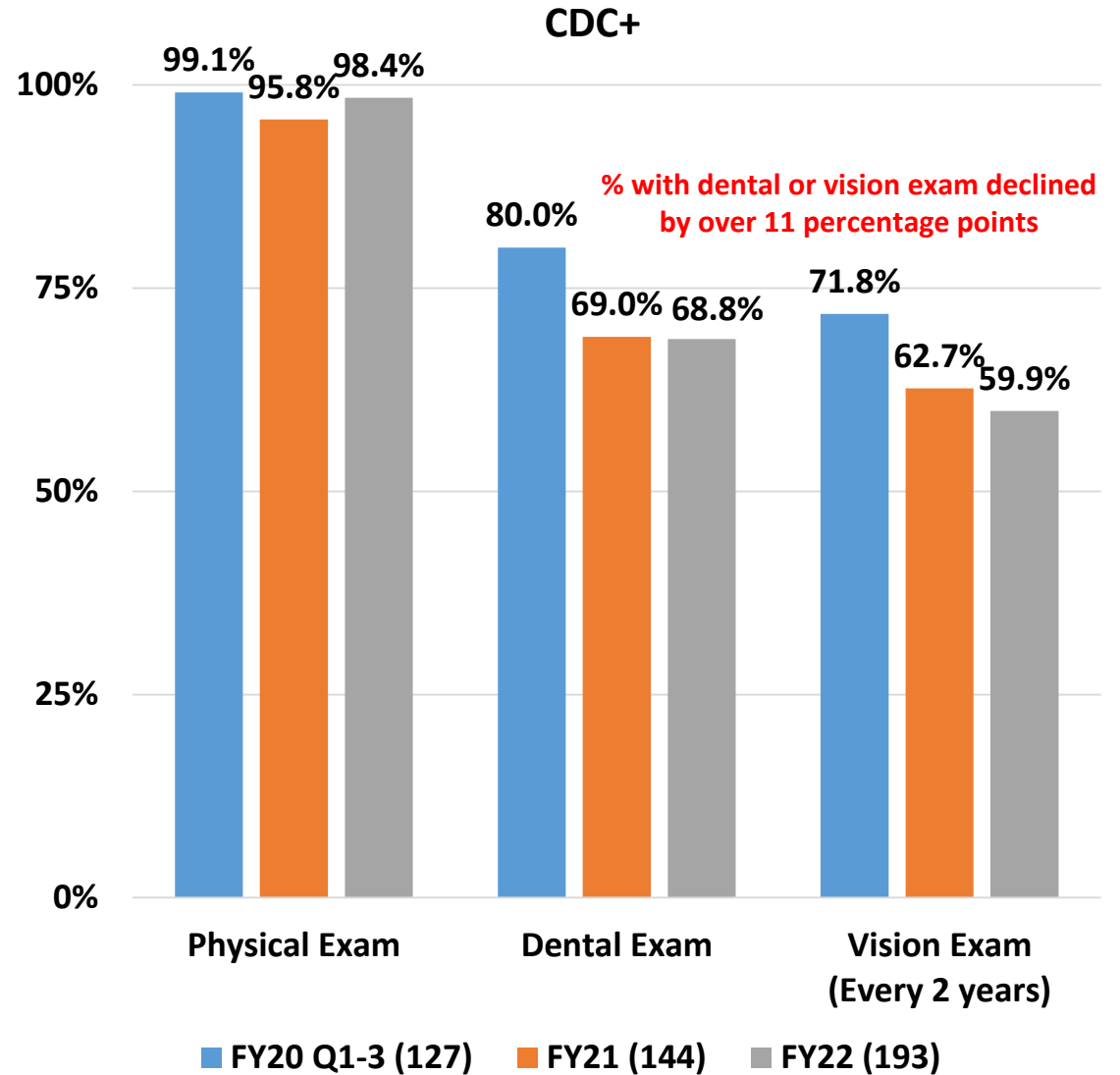
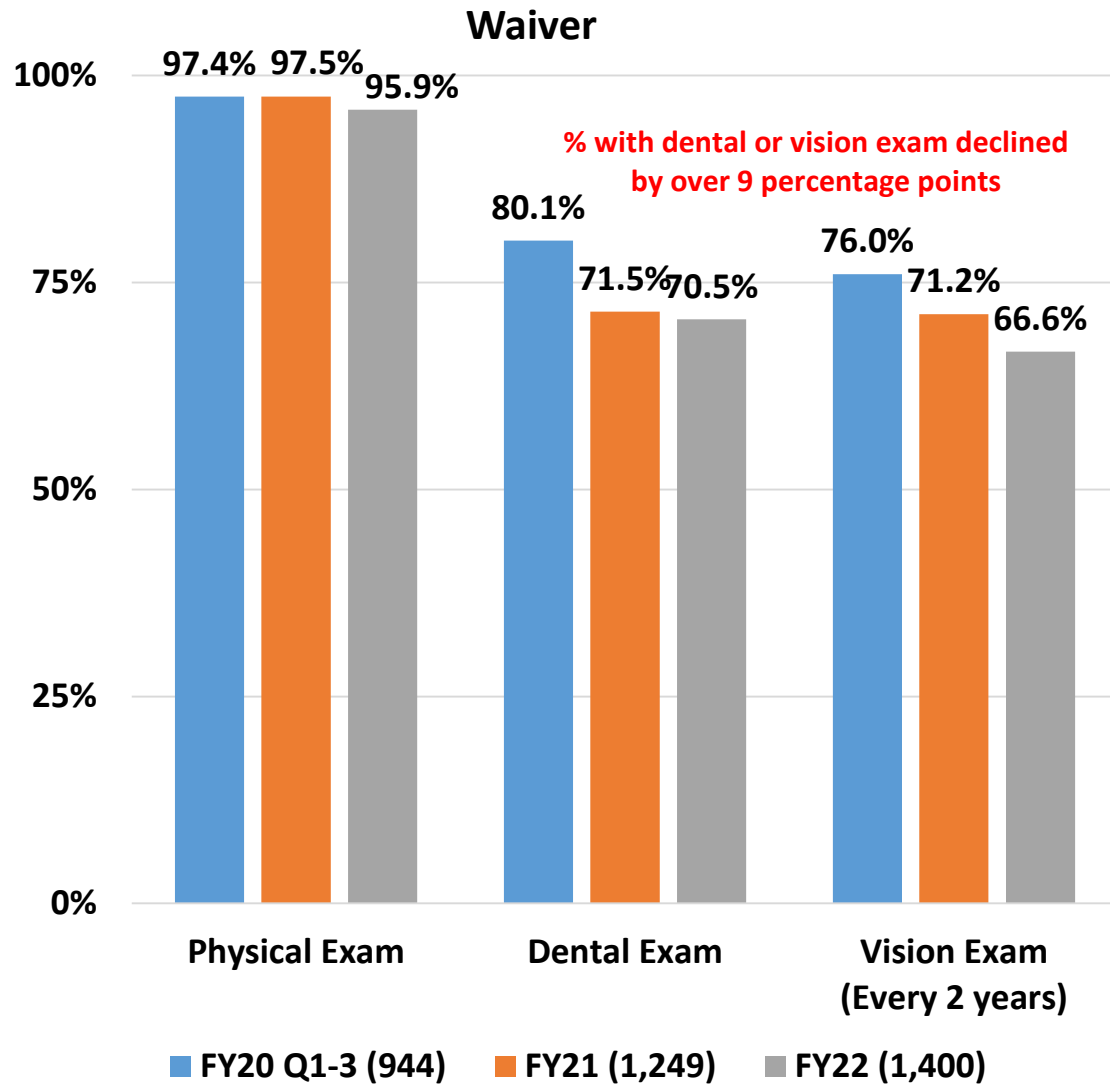


vision



life

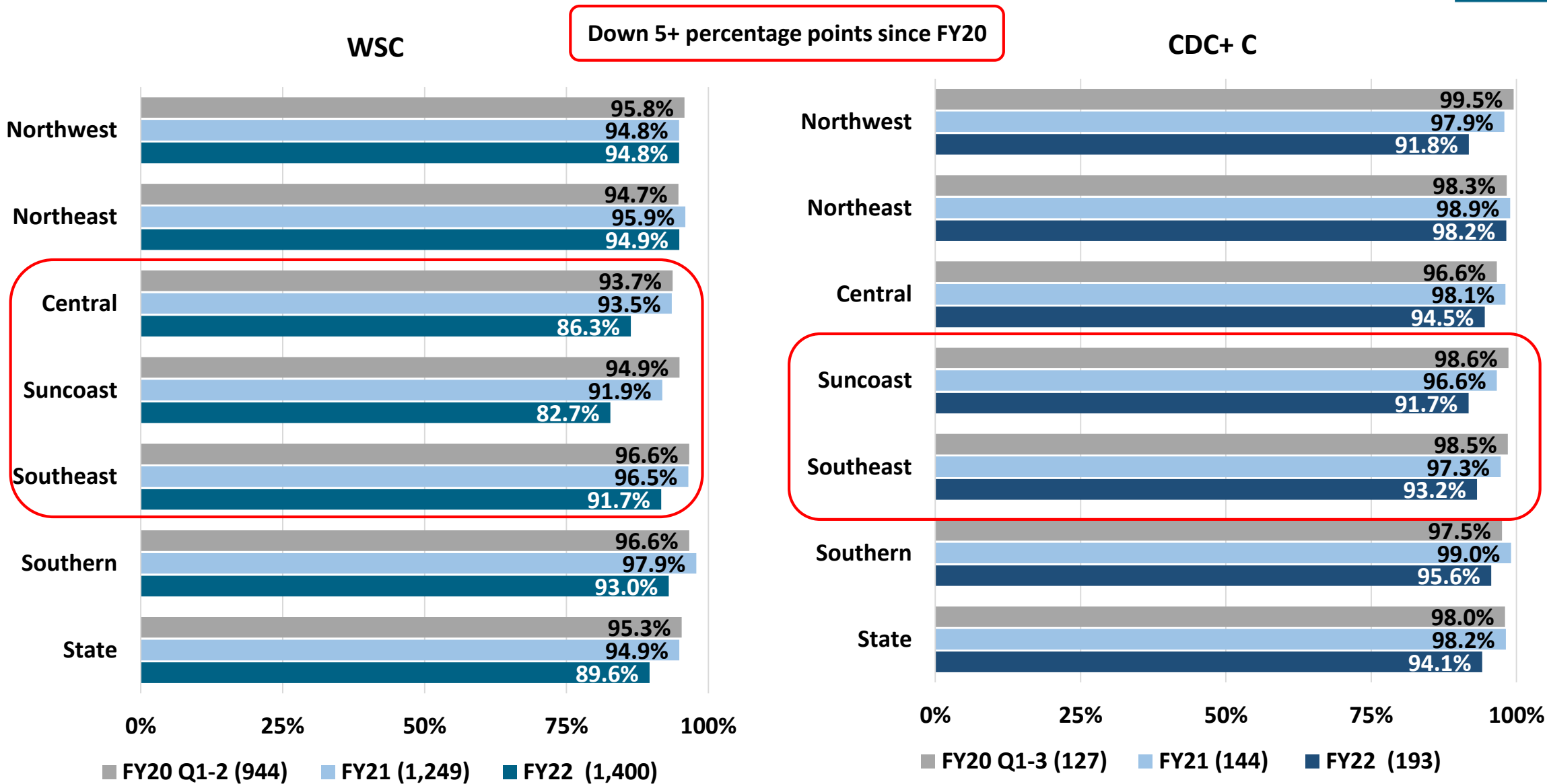
# Percent of people who received preventative care by FY



# WSC/CDC+ Consultant Record Reviews



# WSC/CDC+ Consultant Record Review Scores by Region and FY





# Low Scoring Record Review Indicators: WSCs FY21 vs. FY22

19.3

- The Support Plan reflects support and services necessary to address assessed risks.
- 97.5% (1,188) vs. 78.2% (1,323)

16.3

- Level of care is reevaluated at least every 365 days and contains all required components for billing.
- 96.1% (1,249) vs. 79.8% (1,399)

15.9

- Level of care is reevaluated at least every 365 days and contains all required components for compliance.
- 96.5% (1,245) vs. 80.6% (1,395)

15.9

- Person receiving services is given a choice of waiver services or institutional care at least annually.
- 96.5% (1,249) vs. 80.6% (1,396)

11.1

- Level of care is completed accurately using the correct instrument/form.
- 86.7% (1,207) vs. 75.6% (1,388)

# Low Scoring Record Review Indicators: CDC+ Consultants FY21 vs. FY22

13.8

- The Support Plan reflects support and services necessary to address assessed risks.
- 100% (144) vs. 86.2% (181)

13.6

- Level of care is reevaluated at least every 365 days and contains all required components for billing.
- 98.6% (144) vs. 85.0% (193)

12.1

- Level of care is completed accurately using the correct instrument/form.
- 95.6% (137) vs. 83.5% (188)

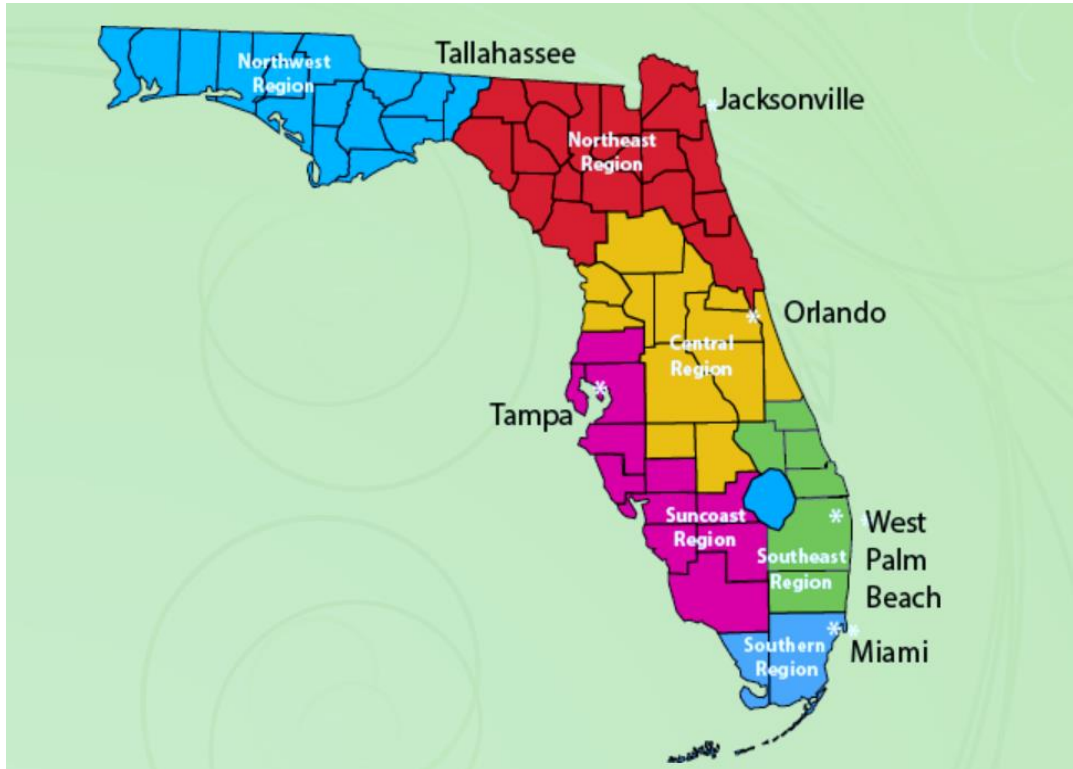
6.2

- The CDC+ Consultant Progress Notes demonstrate pre-Support Plan planning activities were conducted.
- 90.3% (144) vs. 84.1% (182)

## Provider Discovery Reviews:



# FY23 Q1 (July – September 2022)



Region	# of PDRs	
	Service Providers	Qualified Organizations
Northwest	37	2
Northeast	59	2
Central	95	2
Suncoast	116	4
Southeast	94	4
Southern	78	3
<b>State</b>	<b>479</b>	<b>17</b>

# Service Provider PDRs by Region

## July– September 2022

Region (n)	GAR		Q&T (1,281)	SSRR (479)	OBS (386)	
	Agencies (439)	Solo (40)			LRH (345)	ADT (41)
Northwest (37)	98.8%	100.0%	94.5%	94.4%	99.3%	99.2%
Northeast (59)	98.3%	100.0%	93.8%	92.7%	98.9%	99.5%
Central (95)	96.8%	82.4%	93.7%	91.6%	99.7%	100.0%
Suncoast (116)	96.9%	100.0%	91.4%	89.2%	98.0%	99.5%
Southeast (94)	96.8%	100.0%	93.1%	92.5%	99.3%	99.4%
Southern (78)	96.6%	100.0%	94.8%	94.8%	99.2%	N/A
<b>State (479)</b>	<b>97.1%</b>	<b>94.0%</b>	<b>93.2%</b>	<b>91.9%</b>	<b>98.9%</b>	<b>99.5%</b>

# QO PDRs by Region

## July – September 2022

Region (n)	GAR (17)	Q&T (58)
Northwest (2)	100.0%	82.7%
Northeast (2)	100.0%	76.9%
Central (2)	100.0%	97.8%
Suncoast (4)	96.3%	99.5%
Southeast (4)	100.0%	99.4%
Southern (3)	100.0%	94.8%
<b>State (17)</b>	<b>99.1%</b>	<b>94.2%</b>

# Provider Discovery Review Trends

**FY20 Q1-Q3: July 2019 – March 2020 (pre-covid)**

**FY21: July 2020 – June 2021**

**FY22: July 2021 – June 2020**

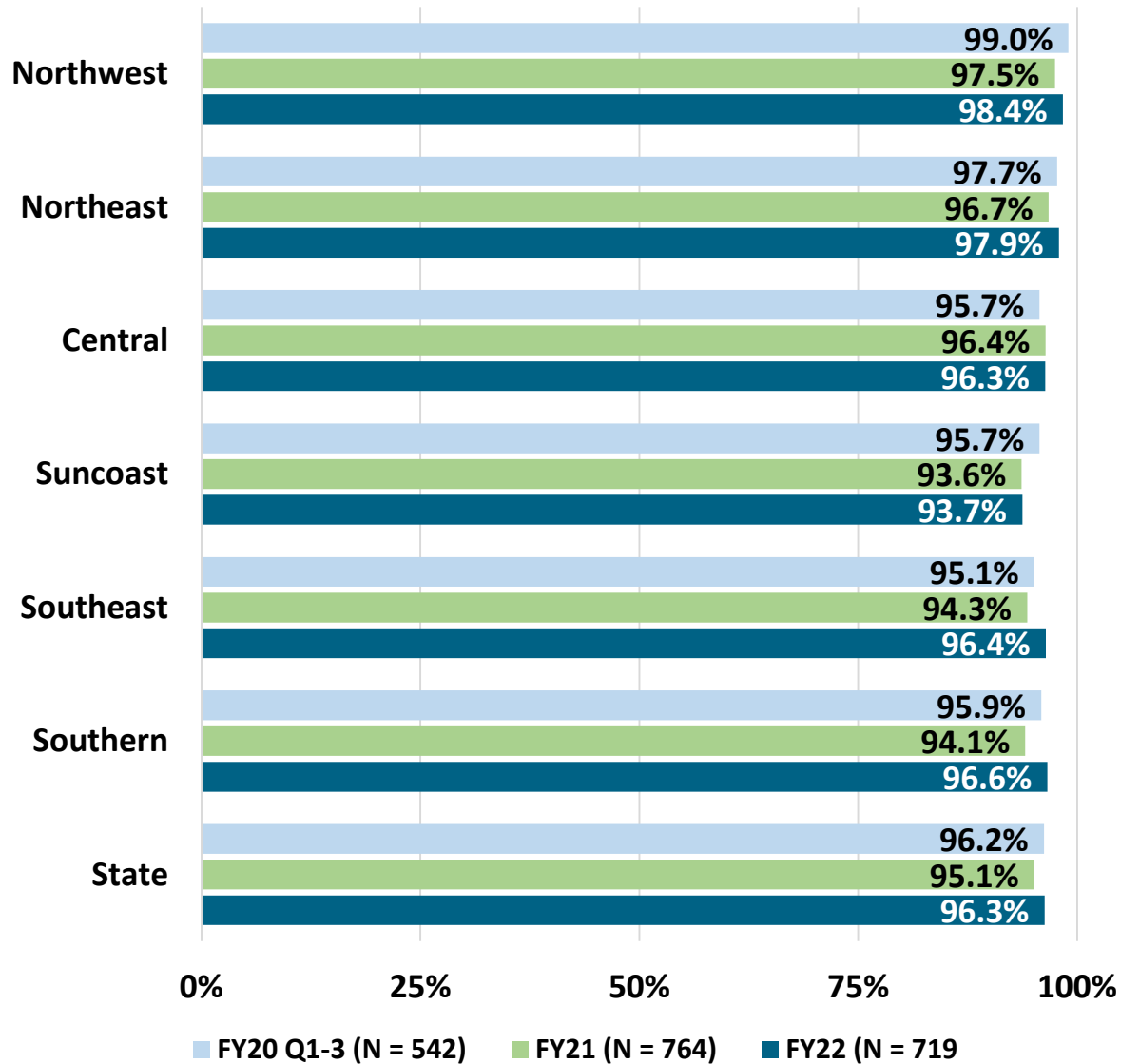
# Staff Qualifications and Training



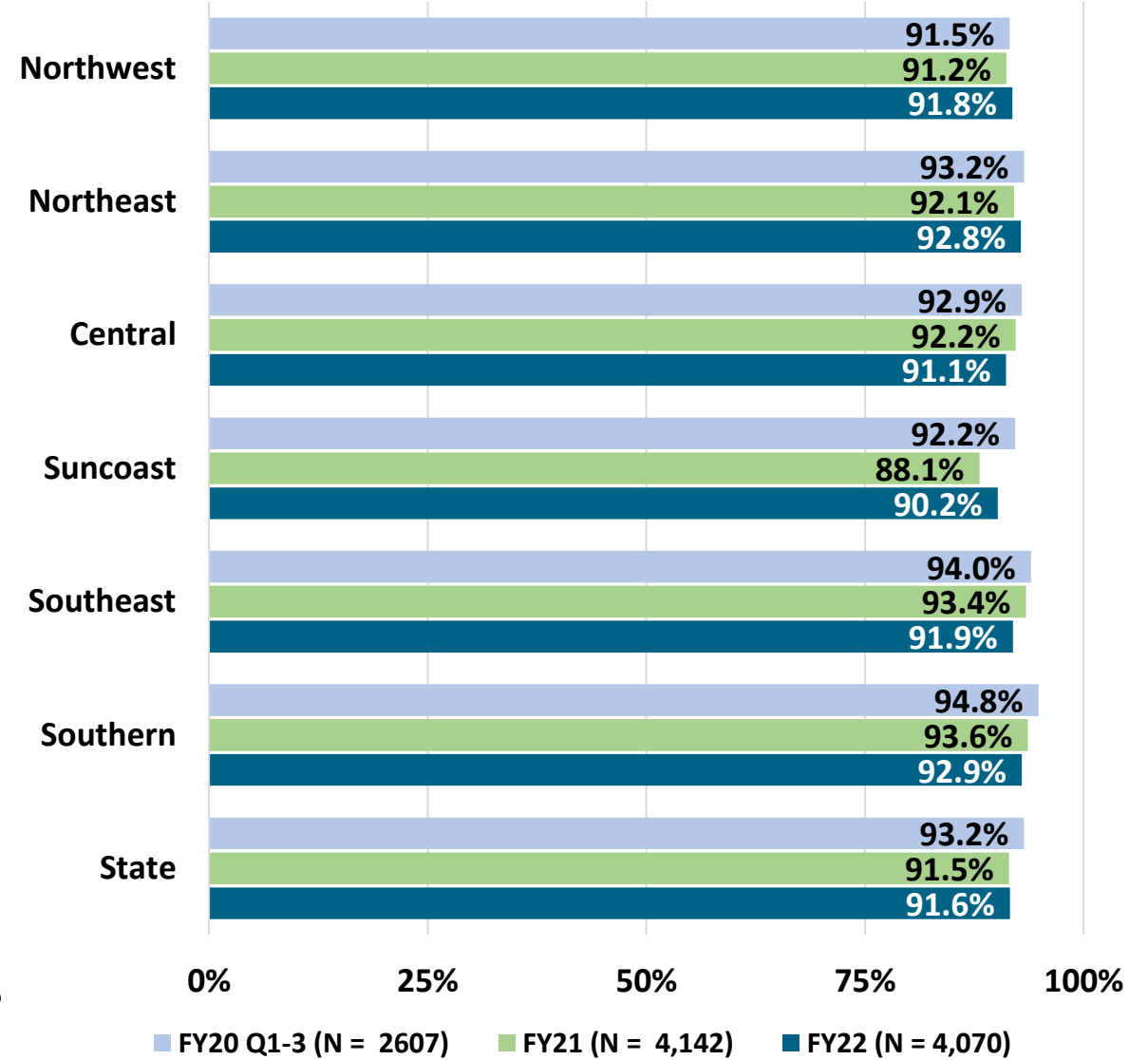


# Qualifications and Training Scores by Region and FY

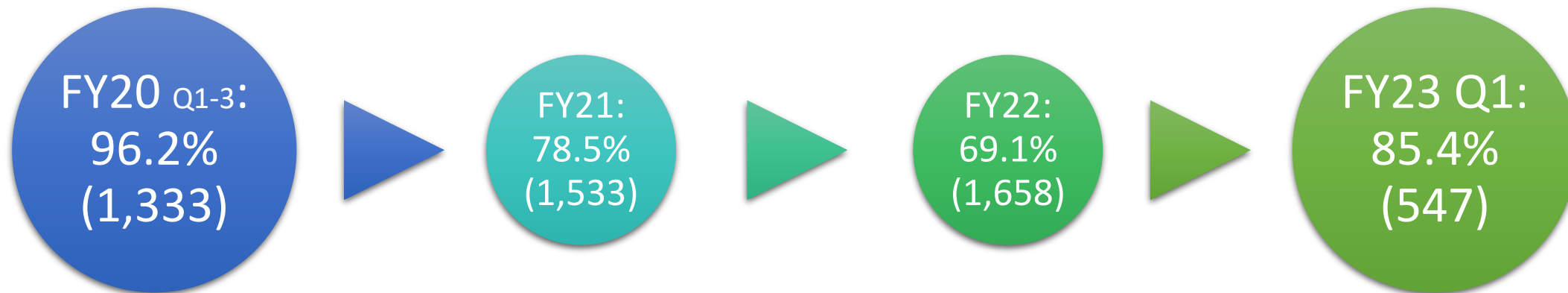
## WSC/CDC+ C



## Service Providers



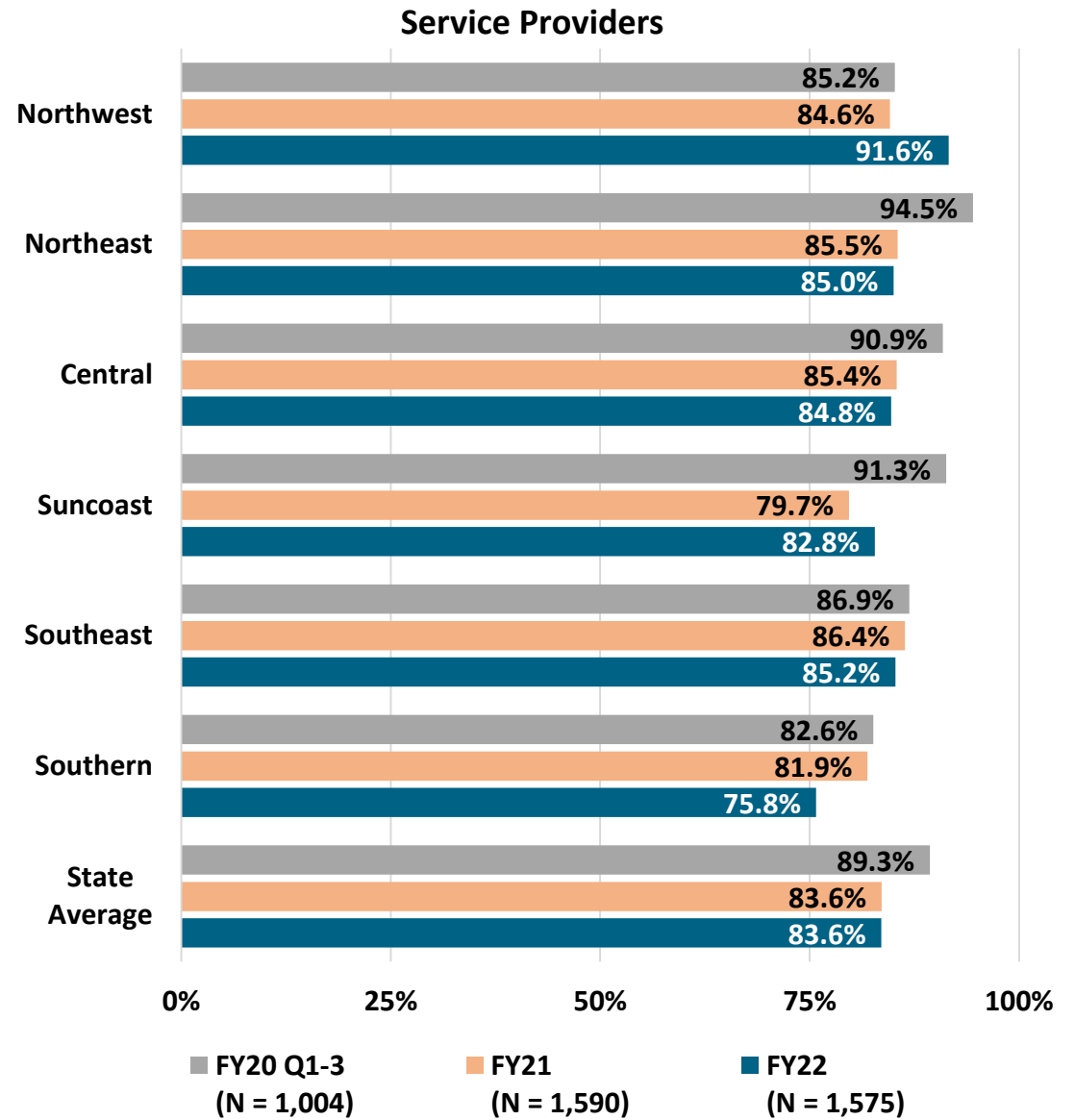
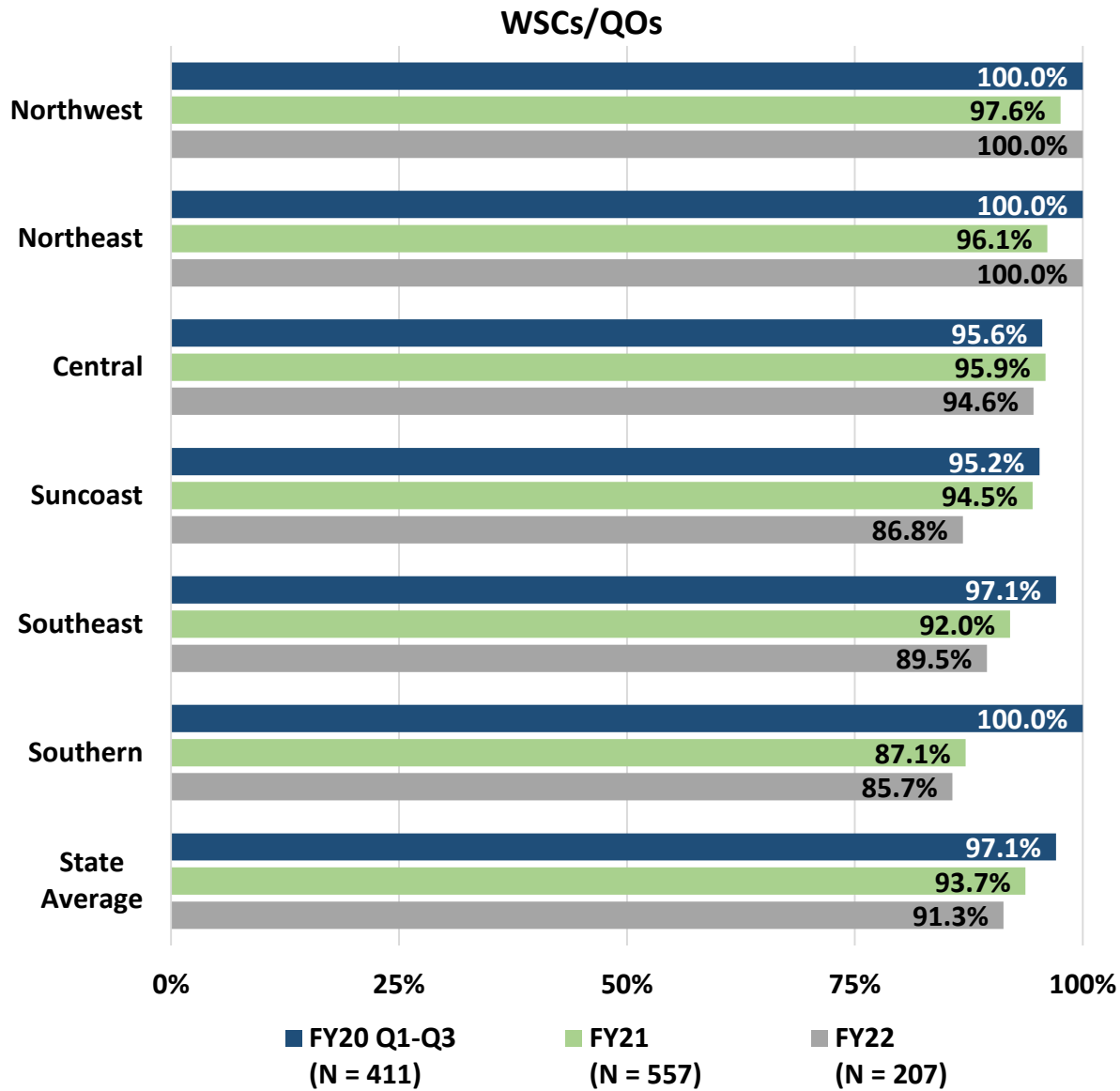
# Basic Medication Administration Validation



In FY22, 513 Basic Medication Administration Validation Certificates were deemed out of compliance, the 3 most common not met reasons include:

- Just over **50%** did not have the Established Primary Route circled,
- Nearly **38%** were either missing or had an incorrect Validation Effective Date,
- And **34%** were either missing or had an incorrect Validation Expiration Date.

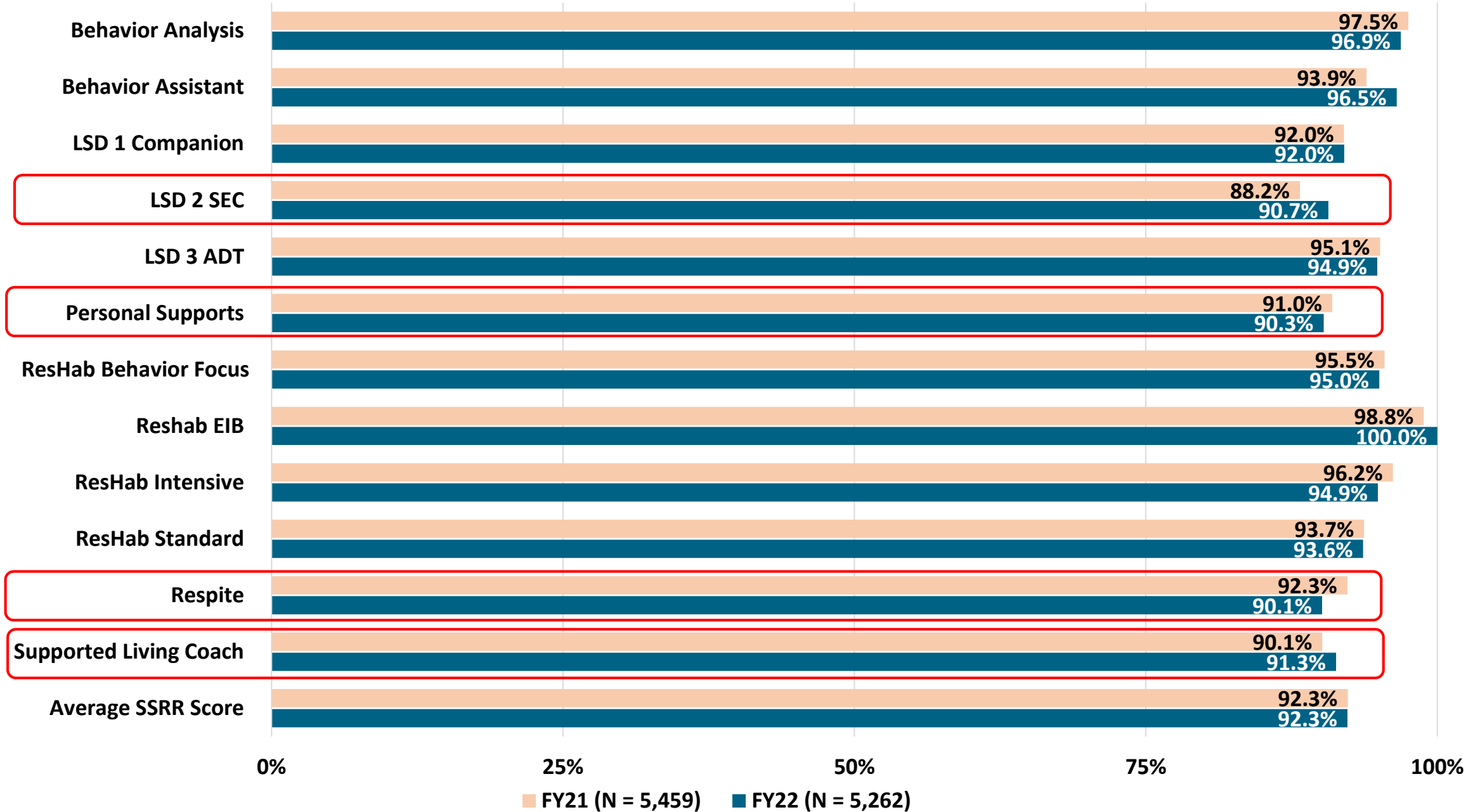
# Percent of WSCs/Service Provider with all Background Screenings Met by FY



# Service Specific Record Reviews



## Service Specific Record Reviews Weighted Percent Met by Service and FY



# Lowest Scoring Indicator for Lowest Scoring Services

## Personal Supports:

- The provider has complete Service Logs covering services provided and billed during the period under review
  - FY21: 77.8% (n = 1,523)
  - FY22: 65.0% (n = 1,510)
    - 12.8 point decline

## Respite:

- The provider has complete Service Logs covering services provided and billed during the period under review
  - FY21: 86.0% (n = 351)
  - FY22: 66.4% (n = 259)
    - 19.6 point decline

## LSD 2 (SEC):

- The current Employment Stability Plan covering services provided and billed during the period under review contains all required components
  - FY21: 54.4% (n = 182)
  - FY22: 55.3% (n = 141)

## Supported Living Coaching:

- The current Implementation Plan covering services provided and billed during the period under review contains all required components
  - FY21: 70.8% (n = 431)
  - FY22: 71.6% (n = 423)

# Alerts by FY

Alert Type	FY20 Q1-3 (348)	FY21 (576)	FY22 (608)	FY23 (149)
Abuse/Neglect/Exploitation	0.6%	0.2%	0%	0.7%
Background Screening	33.9%	30.7%	31.9%	37.6%
Clearing House Roster	27.9%	28.8%	16.8% ↓	13.4% ↓
Driver's License/Insurance	4.3%	5.0%	4.3%	3.4%
Health & Safety	1.1%	0.0%	1.2%	1.3%
Medication Admin/Training	10.6%	33.5%	37.3% ↑	20.8%
Medication Storage	18.1%	0.0%	6.1%	16.8%
Rights	2.9%	0.3%	2.1%	6.0%
Vehicle Insurance	0.6%	1.4%	0.3%	0.0%

# Thank you!

Questions? Comments?

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