



# Florida Statewide Quality Assurance Program

**CDC+ & Quality Assurance: What  
You Need To Know and Are You  
Ready?**

**11/19/2010 - Tallahassee**

**12/1/2010 – Sunrise**

**12/2/ 2010 - Tampa**



## CDC+ and The Person Centered Review Process

- Selection Process: Who gets reviewed and why?
- Who can participate?
- Scheduling
- Where is the interview held?



## Tools used for a Person Centered Review

- National Core Indicator Survey (for adults 18 and over)
  - Individual Interview Instrument
  - Health & Behavioral Questionnaire
- 
- Service Specific Record Reviews
  - CDC+ Representative and Consultant



## Person Centered Reviews

### **National Core Indicators (for adults 18 and over)**

- A process being used by 29 states to gather information about the lives of people with intellectual/developmental disabilities
  - Enables states to compare data – apples to apples
  - Data from NCI are confidential and will only be used at the Area or Statewide level



# National Core Indicator Survey

## Section 1

- Employment / other activities
- Home
- Safety and Health
- Friends and Family
- Satisfaction with Services/Supports
- Self Directed Supports

## Section 2

- Community Inclusion
- Choices
- Rights
- Access to needed services



## Person Centered Reviews

### Individual Interview Instrument (handout #22)

- Capture information from the perspective of the person
- Determine whether services are effectively implemented in accordance with the persons unique needs, expressed preferences & decisions concerning his/her life
- Gather information specific to the individual's desired goals, outcomes and satisfaction with services



## Individual Interview Instrument

### Twelve Elements of Accomplishment/Attainment

1. Choice of services and supports
2. Active participant in life decisions
3. Directing the design of services, identifying needed skills and strategies to accomplish goals



## Individual Interview Instrument

4. Participates in review of services, directs changes desired to assure outcomes/goals
5. Necessary supports in place to meet needs and goals
6. Free from abuse, neglect, and exploitation
7. Safety and ability to take care of self
8. Health





## Individual Interview Instrument

9. Rights education, support to exercise rights, dignity, respect and privacy
10. Achievement of goals, support to show progress made toward accomplishment of goals
11. Satisfaction with supports & services received
12. Development of desired community roles



## Person Centered Reviews

### Health & Behavioral Assessment (handout #23)

- Current physicians/specialists
- Current dentist
- Current medications
- Current therapeutic services
- Behavioral supports
- Changes in health status
- Insurance – Medicare? Private pay?



## Person Centered Reviews

### Health & Behavioral Assessment - Medical Peer Review is used to determine if:

- The person is receiving appropriate physical, dental, behavioral health care
- Services meet professionally recognized standards of healthcare
- Additional follow-up is needed, focused review, referrals to Area Medical Case Manager, Area Behavior Analyst, Medical Director review or Expert Specialist review



## Person Centered Reviews

### Service Specific Record review (SSRR)

- Completed for the CDC+ Representative & the CDC+ Consultant
- Review documentation required for monitoring
- Assess compliance with program requirements, rules, and policy



## Person Centered Review Report

- A copy is mailed to CDC+ Consultant
- If requested a copy is mailed to the Participant and/or their parent/guardian
- Local APD Area Office, APD Central Office and AHCA have access to view reports via a secure website



## Role Play: So what does a Person Centered Review look and sound like?

- CDC+ Participant: Susan Sample
- Quality Assurance Reviewer: Theresa Skidmore



# Any Questions?



## Florida Statewide Quality Assurance Program

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## Please Complete the Training Evaluation

All Review Tools & Procedures are posted to  
Delmarva's Florida website

<http://www.dfmc-florida.org>

Thank You!!!