



statewide quality assurance program



Delmarva Foundation — Florida

Quality Council Meeting October 2017





Overview

- Person Centered Review
- Provider Discovery Review
- Individual Interview Scores

Person Centered Review (PCR)

- Individual and WSC Interview Results
- WSC/CDC+ Record Review



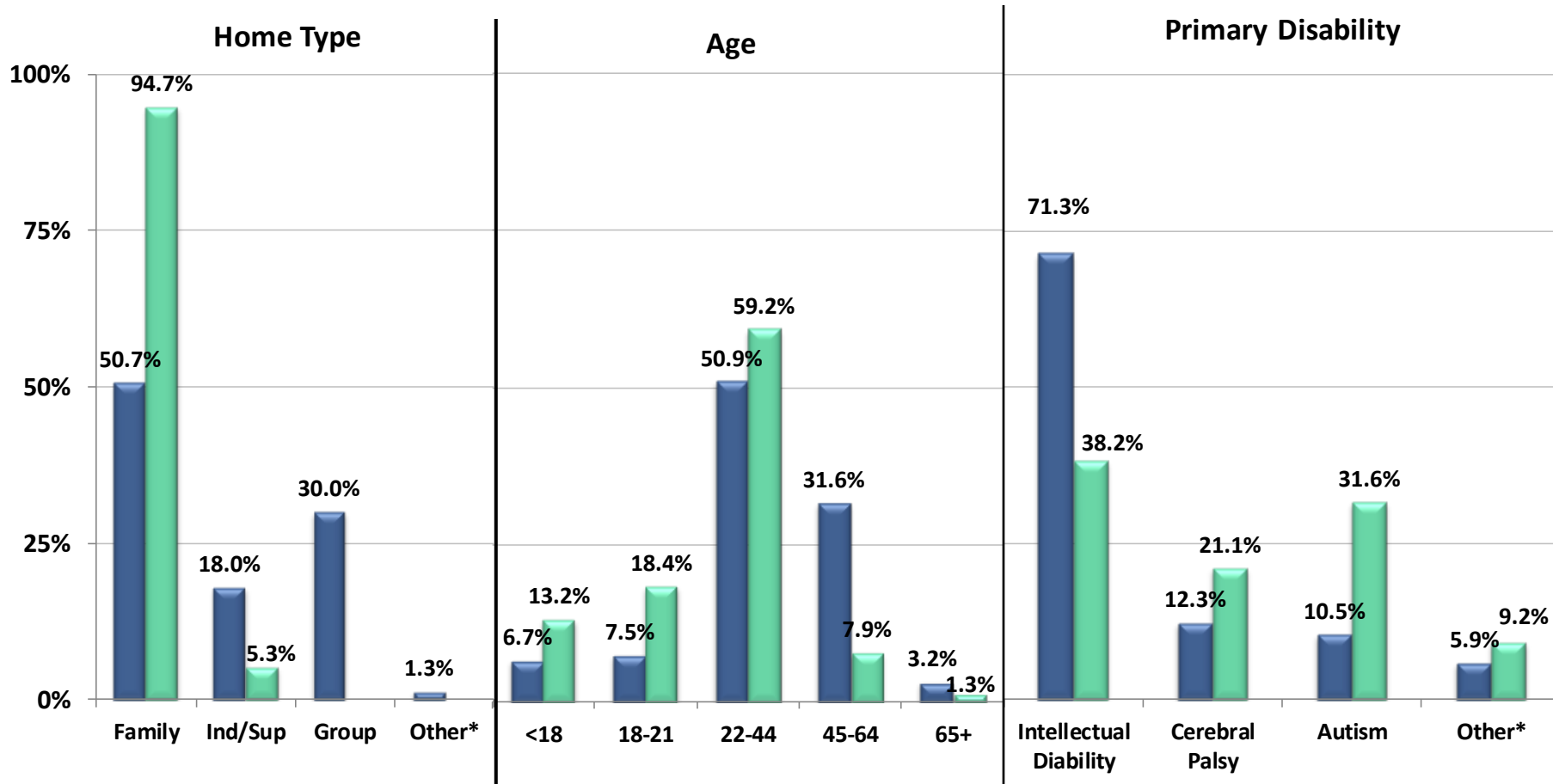


Number of PCRs By Region July – September 2017

Region	Waiver		CDC+	
	N	%	N	%
Northwest	40	10.7%	6	7.9%
Northeast	63	16.9%	23	30.3%
Central	49	13.1%	21	27.6%
Suncoast	80	21.4%	9	11.8%
Southeast	73	19.6%	17	22.4%
Southern	68	18.2%	0	0.0%
State	373	100.0%	76	100.0%



PCR Demographics



*Other Home Types: Assisted Living Facility (n = 4), Foster Home (n = 1)

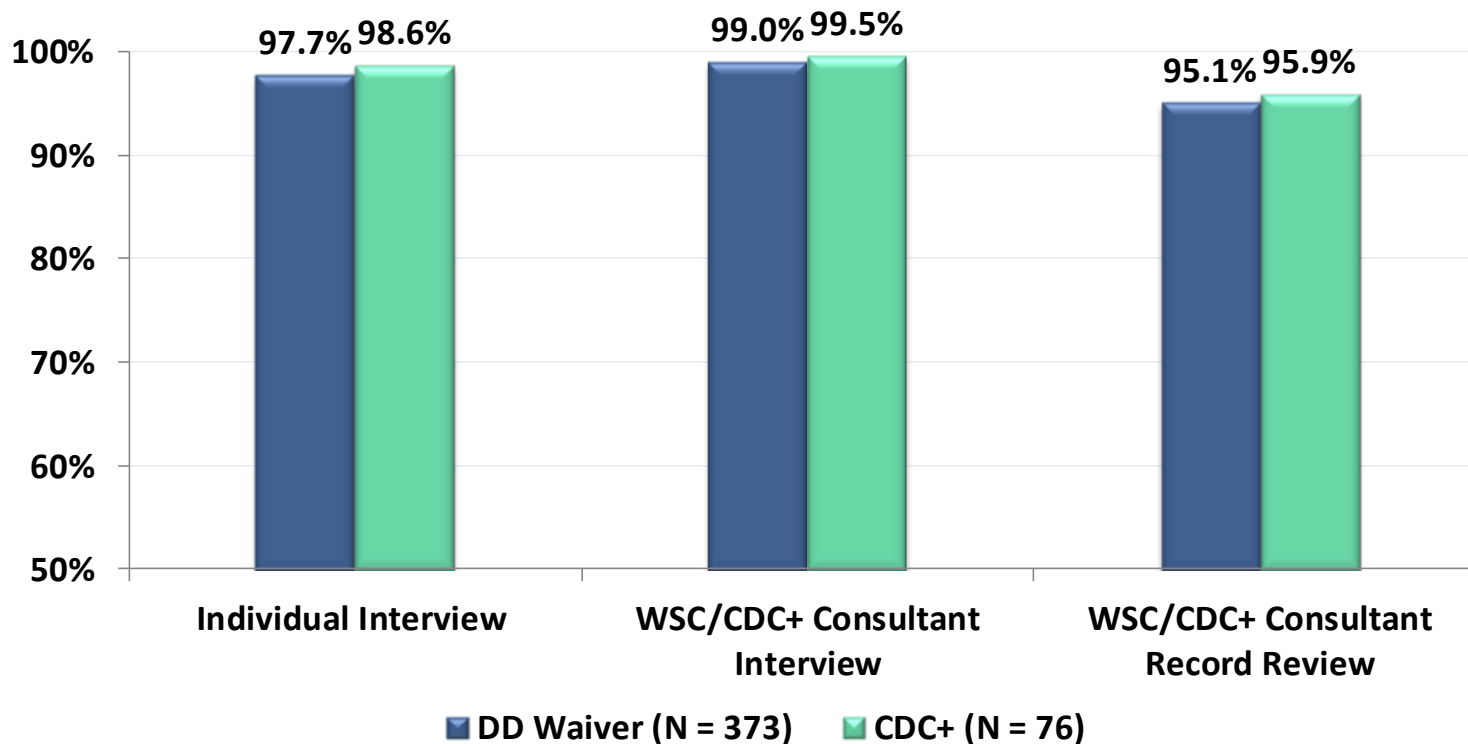
*Other Disability Types: Downs Syndrome (n = 22); Spina Bifida (n = 6)

■ Waiver Participants (N = 373)

■ CDC+ Participants (N = 76)



PCR Scores by Review Component July – September 2017





Provider Discovery Review (PDR)

- Service Provider Scores
- Waiver Support Coordinator (WSC) Scores
- Record Review Scores



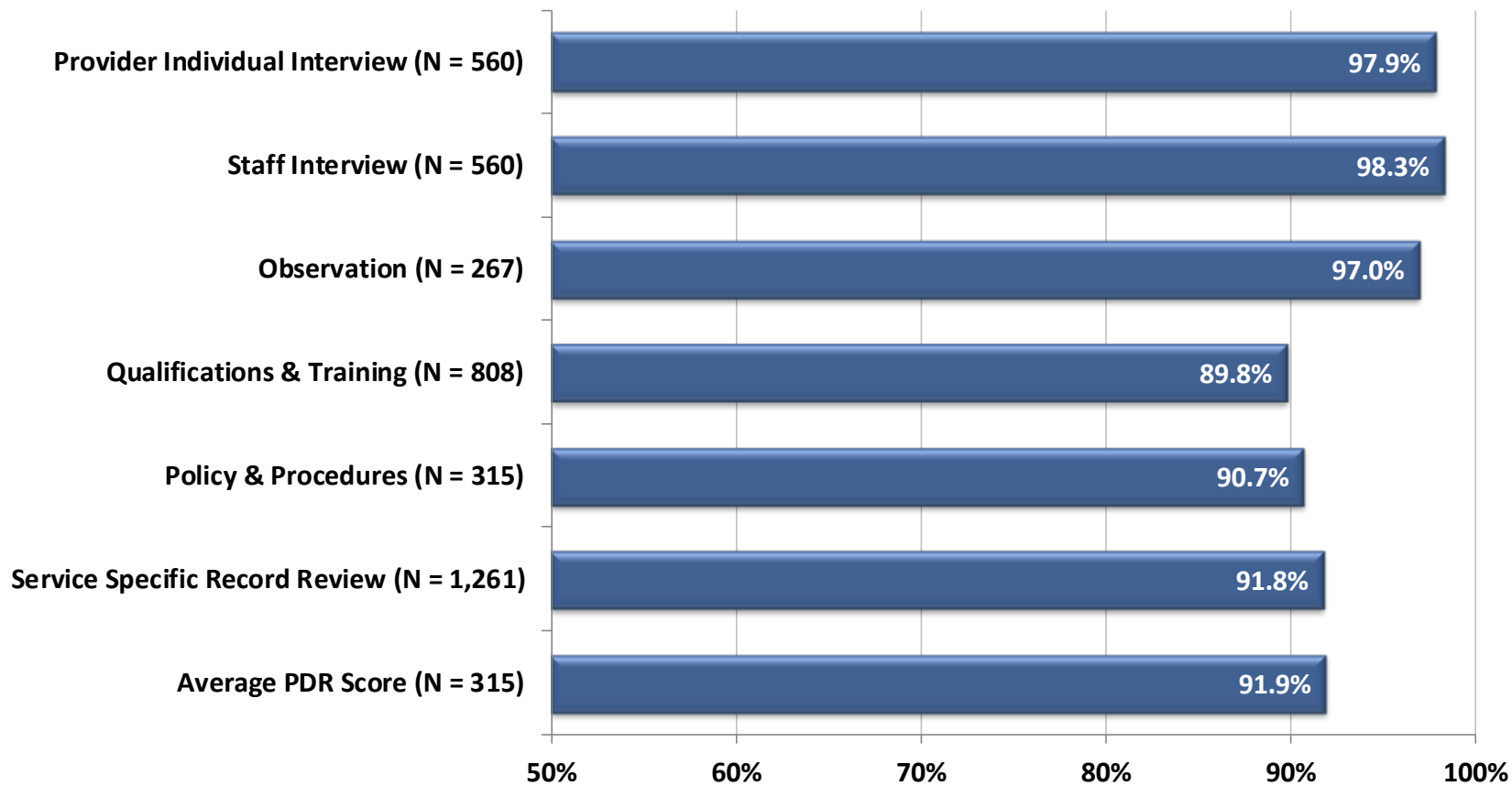


Number of PDRs by Region

Region	Service Providers		Waiver Support Coordinators	
	N	%	N	%
Northwest	25	7.9%	9	8.7%
Northeast	57	18.1%	18	17.5%
Central	59	18.7%	18	17.5%
Suncoast	74	23.5%	21	20.4%
Southeast	53	16.8%	25	24.3%
Southern	47	14.9%	12	11.7%
State	315	100.0%	103	100.0%

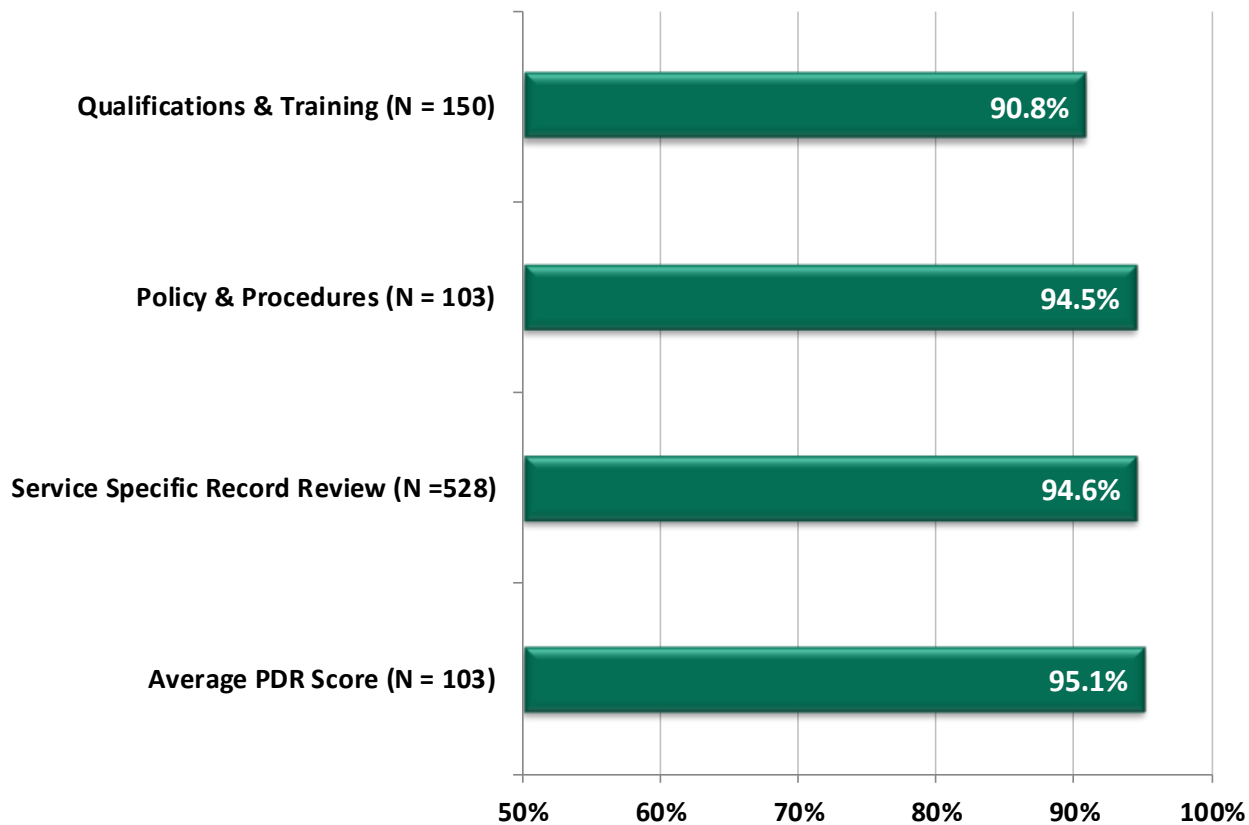


PDR Service Provider Scores by Tool



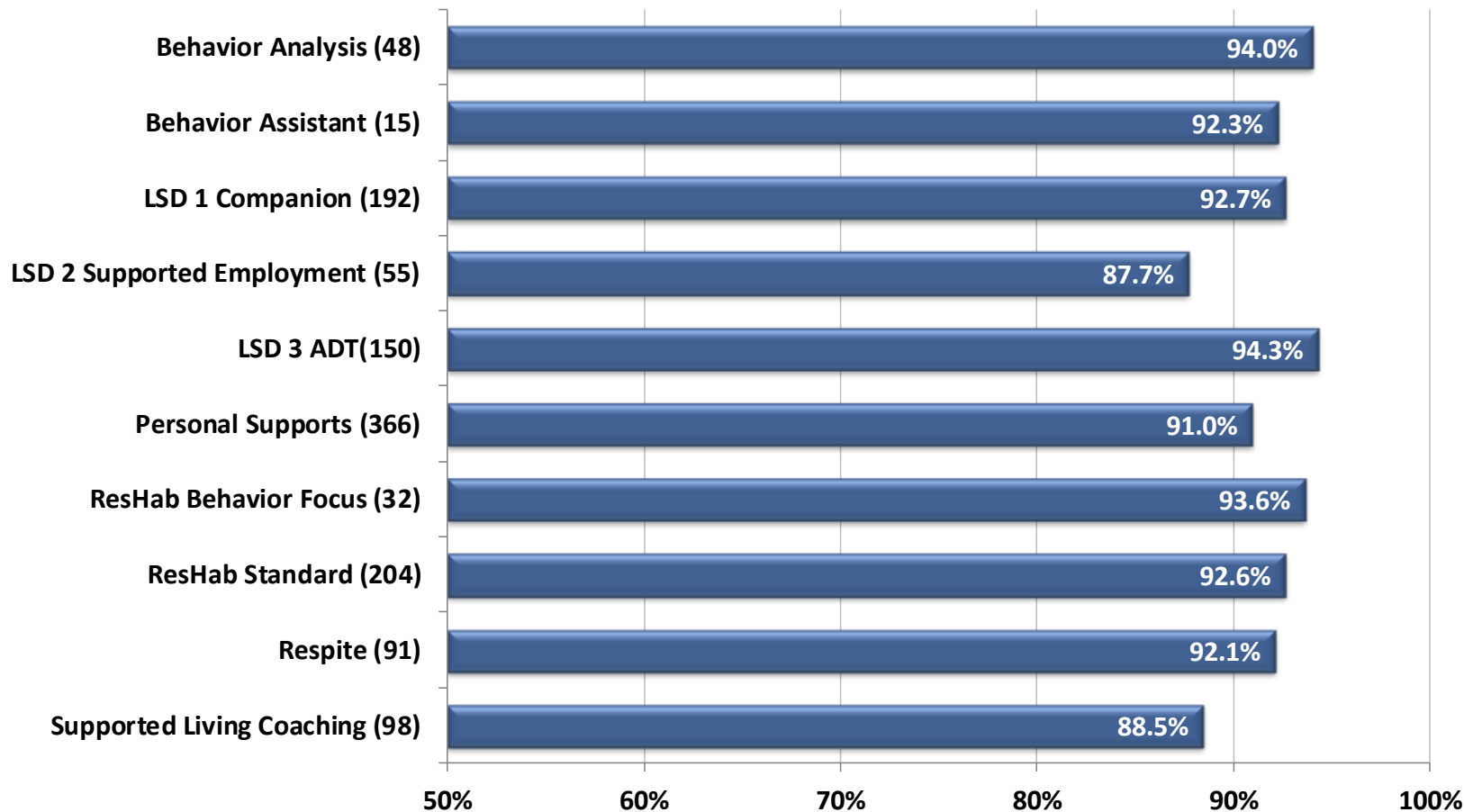


PDR WSC Scores by Tool



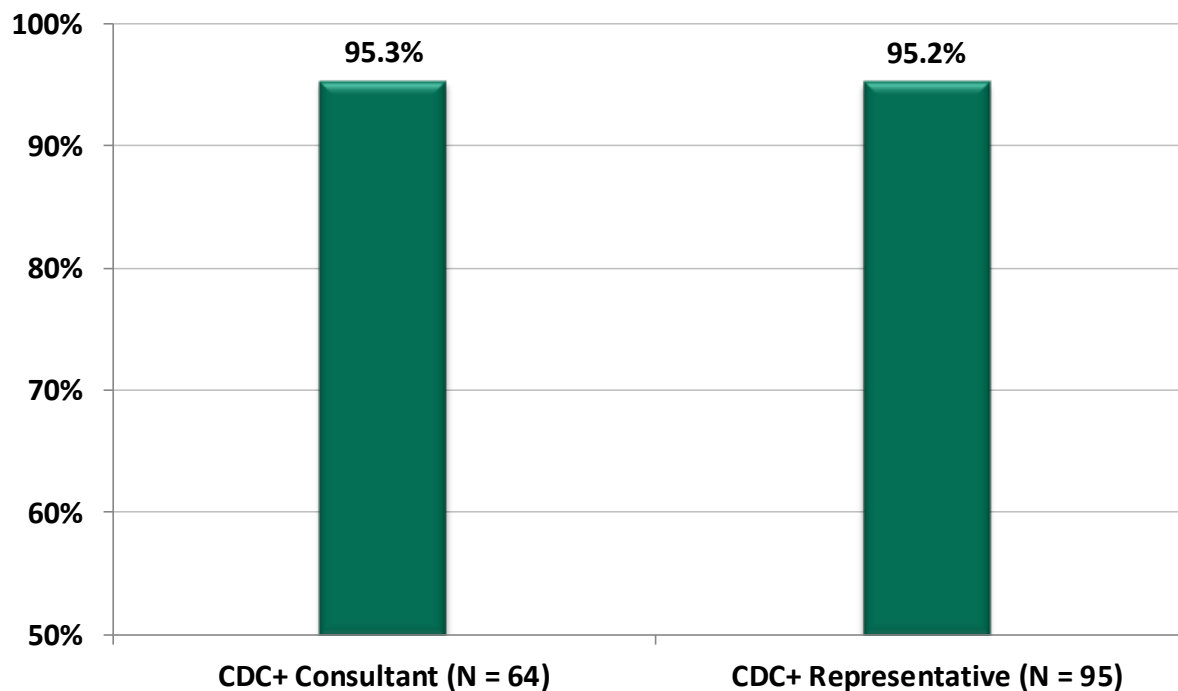


Service Specific Record Review Scores by Service





CDC+ Consultant and Representative Record Reviews

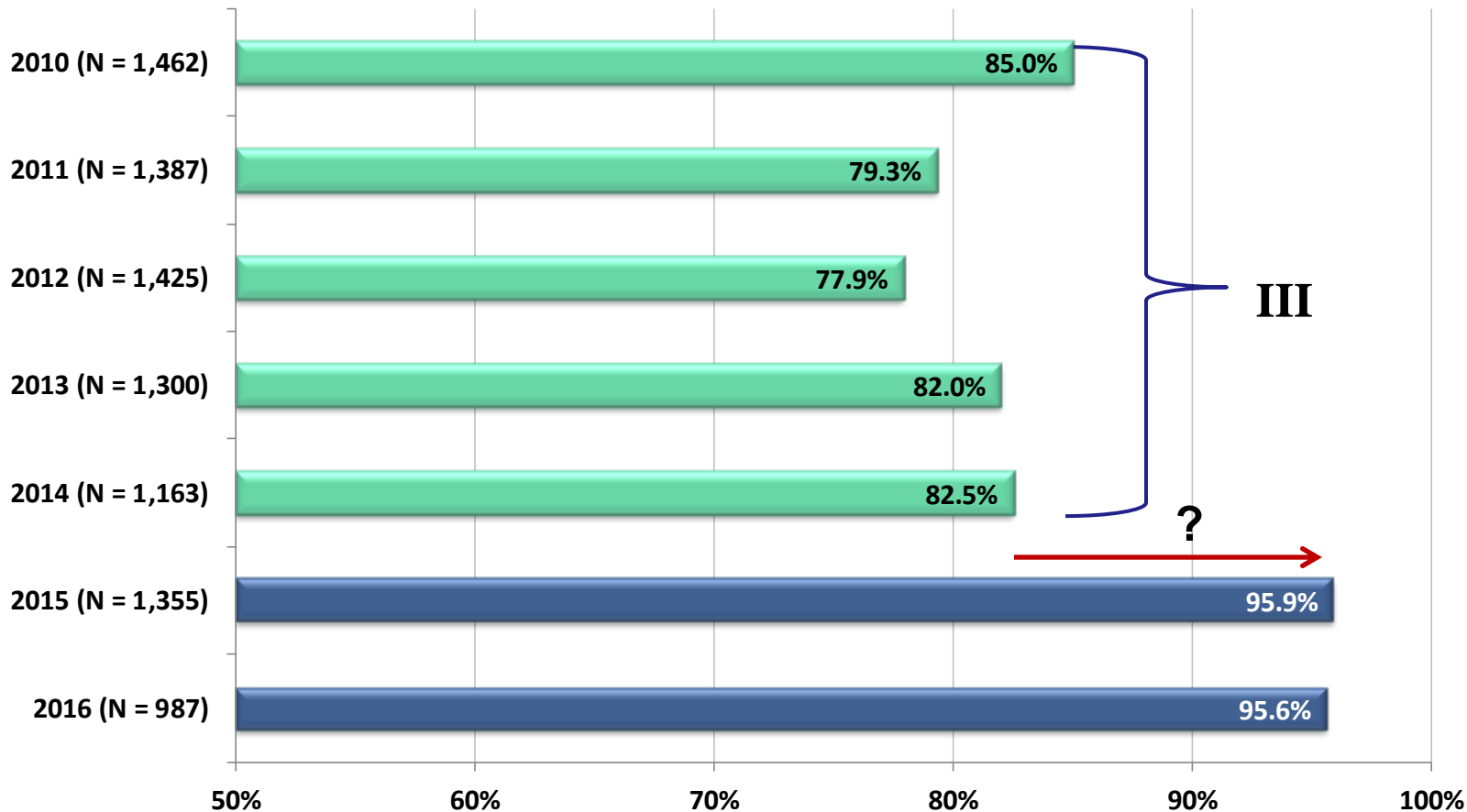


Individual Interview Tool: Measurement and Design





Average Individual Interview Score by Year





Individual Interview Tools

- **2010-2014: Individual Interview Instrument (III)**
 - 12 Standards
 - 5 Focus Areas: Participant-Centered Service Planning and Delivery, Provider Capacity and Capabilities, Participant Safeguards, Participant Rights and Responsibilities, and Participant Outcomes and Satisfaction
 - Not met reasons were used to explain why any given standard was marked “Not Met”
 - **3 Not Mets = 75%**
- **2015 - Present: Individual Interview Tool**
 - 68 Indicators
 - 4 Focus Areas: Person Centered Supports, Community (Residence, Work, Integration, Relationships), Safety, Health
 - **17 Not Mets = 75%**



Measurement: “Simulated Score”

- Instead of including each individual indicator in the score, the “simulated score” treats indicators as “not met reasons” for the focus area. If any indicator is not met, the entire focus area is not met.
- Individual PCR Example:

Focus Area: Individuals are in best possible health.	Met?
Person’s health concerns are addressed by the provider.	No
Person feels health needs are being supported	Yes
Person indicates provider gathers information about health.	No
Person is supported to learn about preventive health care.	Yes
Person is supported to choose physicians and/or dentist.	Yes
Person has been supported to learn about medications taken.	Yes
Person is supported to have a say in directing healthcare.	Yes
Current Scoring Methodology	5/7 = 71.4%
Simulated Score	FOCUS AREA IS NOT MET

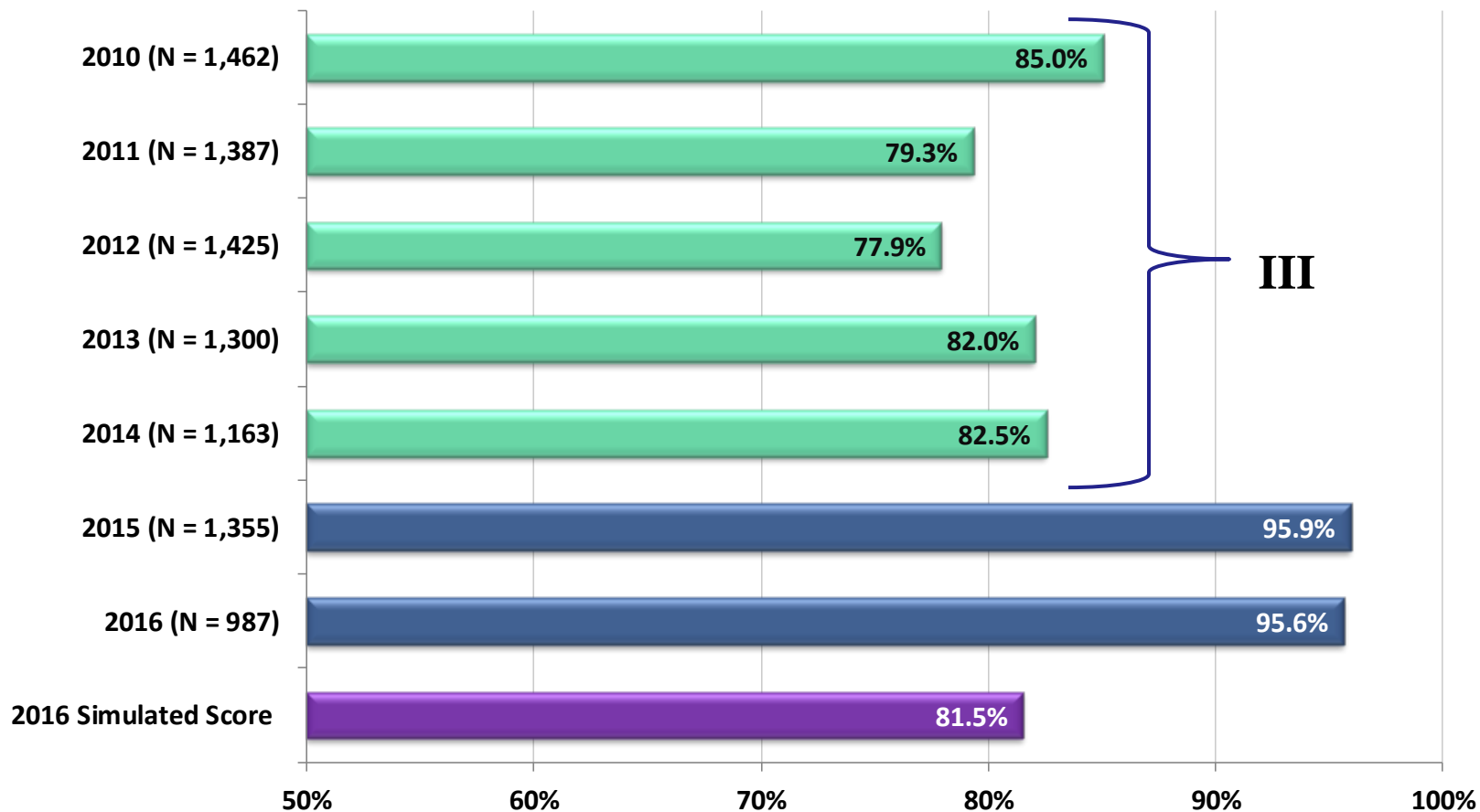


Aggregate Simulated Score Example

Focus Area: Individuals are in best possible health	# Met	Total Scored	% Met
Person health concerns are addressed by the provider.	967	978	98.9%
Person feels health needs are being supported	934	951	98.2%
Person indicates provider gathers information about health.	957	965	99.2%
Person is supported to learn about preventive health care.	933	969	96.3%
Person is supported to choose physicians and/or dentist.	919	959	95.8%
Person has been supported to learn about medications taken.	837	892	93.8%
Person is supported to have a say in directing healthcare.	925	941	98.3%
Current Scoring Methodology	6,472	6,655	97.3%
Simulated Score	850	983	86.5%

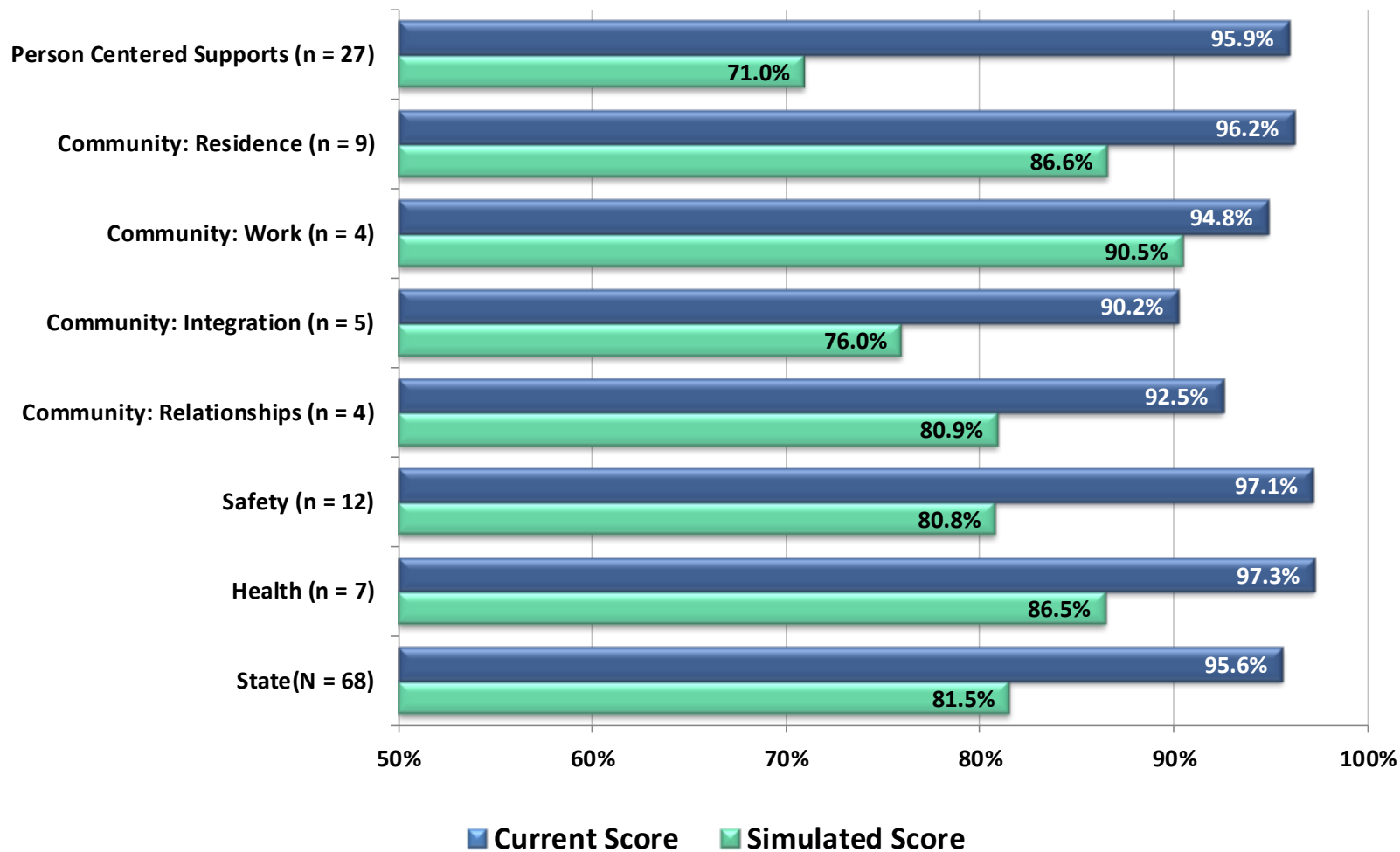


Average Individual Interview Score by Year + Simulated Score





Current vs. Simulated Scores by Focus Area





Individual Interview Tool Discussion

