



Quality Council Meeting March 2017





Overview:

- Person Centered Review
- Health Summary
- Provider Discovery Review
- Alerts

Person Centered Review (PCR)

- Individual Interview (II) Results
 - Disparities by Home Type
- WSC/CDC+ Record Review and Interview Results



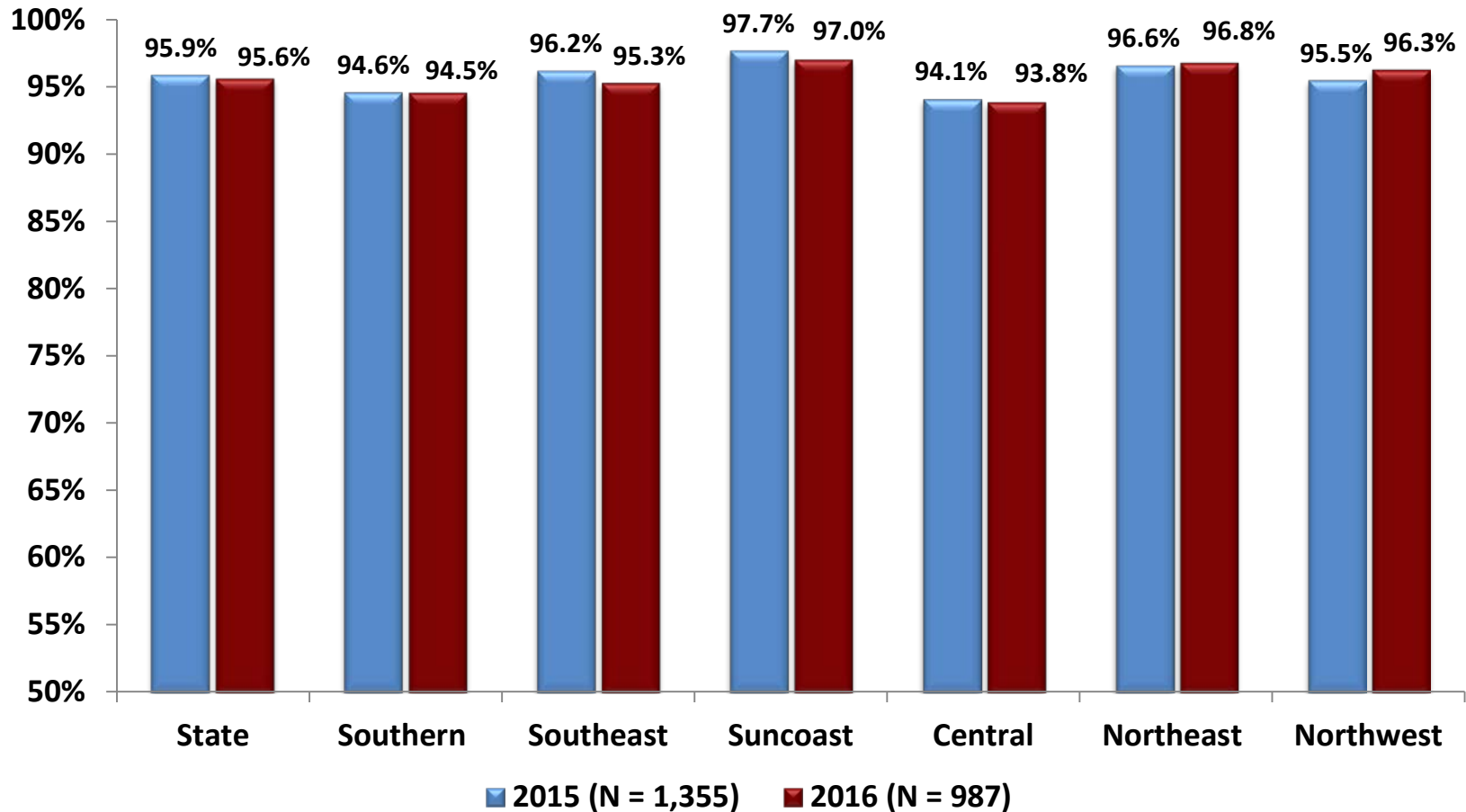


Number of PCRs by Region

Region	Waiver Participants		CDC+ Participants	
	N	%	N	%
Northwest	82	8.3%	28	12.4%
Northeast	161	16.3%	33	14.6%
Central	187	18.9%	55	24.3%
Suncoast	212	21.5%	40	17.7%
Southeast	195	19.8%	38	16.8%
Southern	150	15.2%	32	14.2%
Total	987	100.0%	226	100.0%

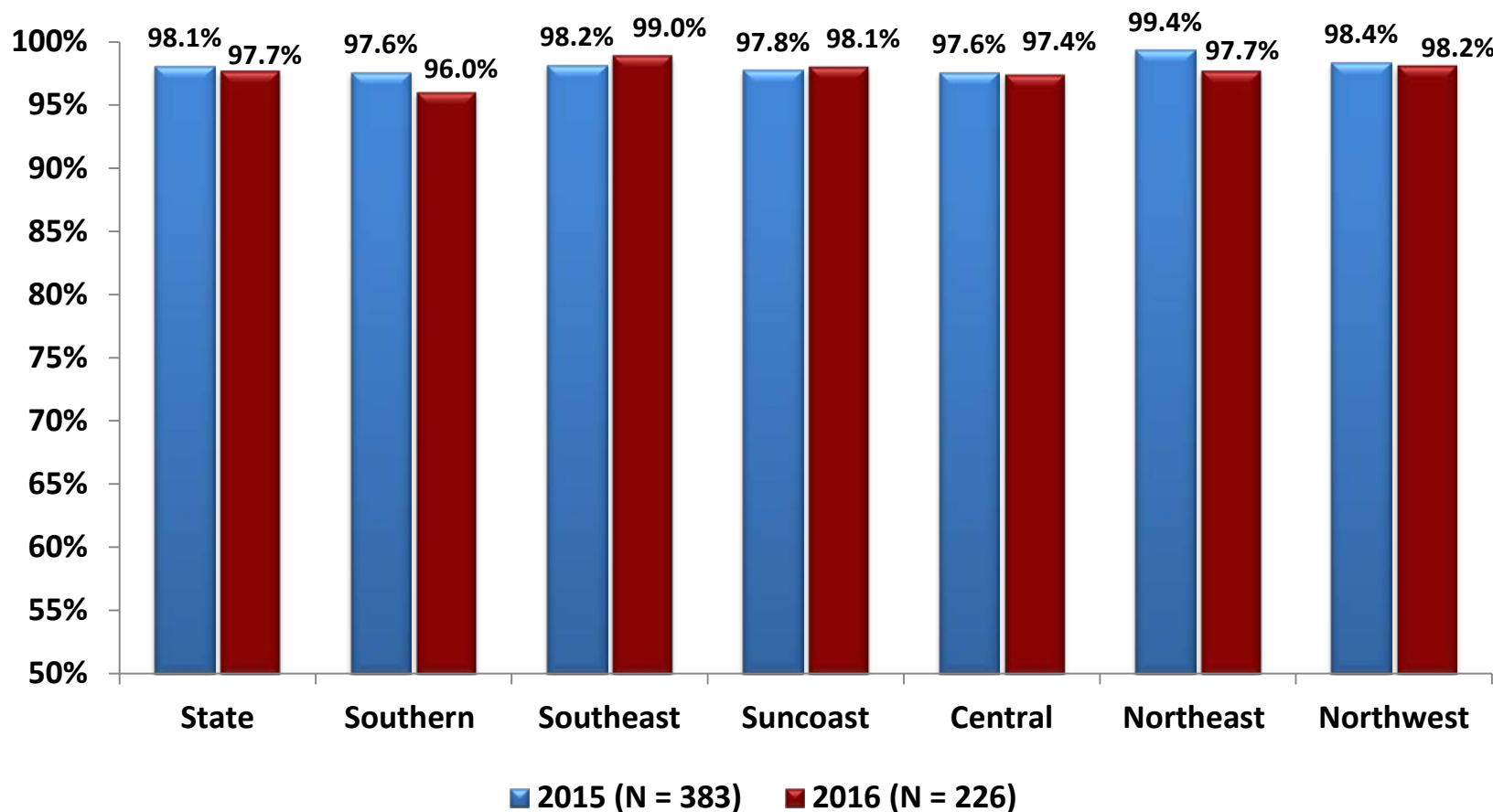


Individual Interview Results by Region for Waiver Participants 2015 v. 2016



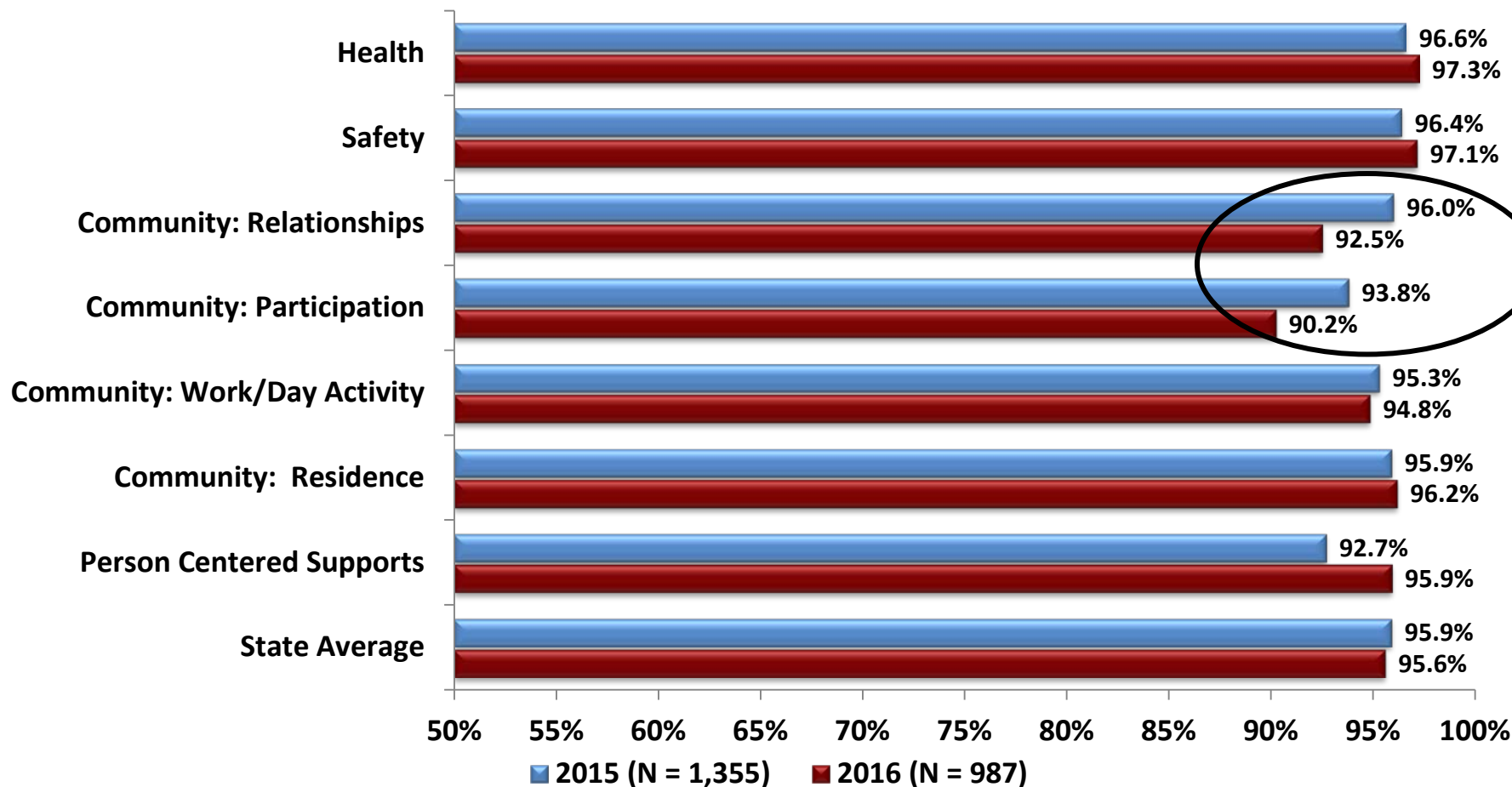


Individual Interview Results by Region for CDC+ Participants 2015 v. 2016



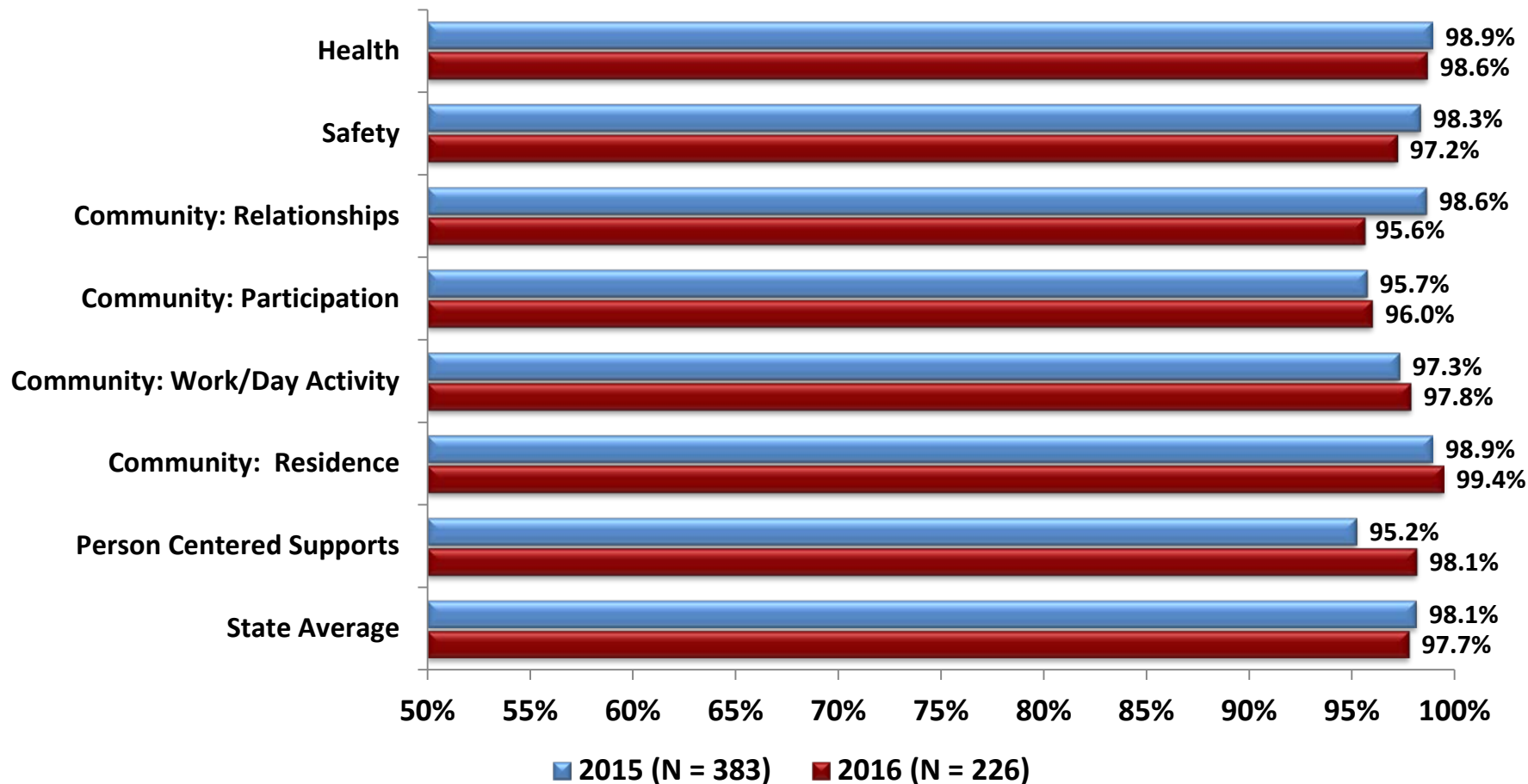


Individual Interview Results by Standard (2015 v. 2016) Waiver Participants





Individual Interview Results by Standard 2015 v. 2016: CDC+ Participants





Lowest Scoring Indicators: Individual Interview

Waiver Participants (N=985):

- Person is provided education/information about social roles in the community. **(81.2%; n=955)**
- Person has opportunities to develop new friendships/relationships. **(86.8%; n=972)**
- Person's preferences concerning social roles in the community are addressed. **(87.5%; n=945)**

CDC+ Participants (N=226):

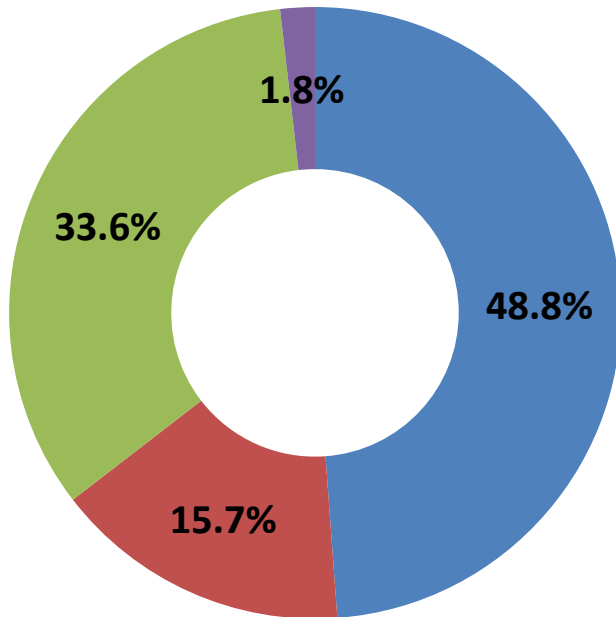
- Person has opportunities to develop new friendships/relationships. **(88.1%; n=219)**

Individual Level Differences by Home Type

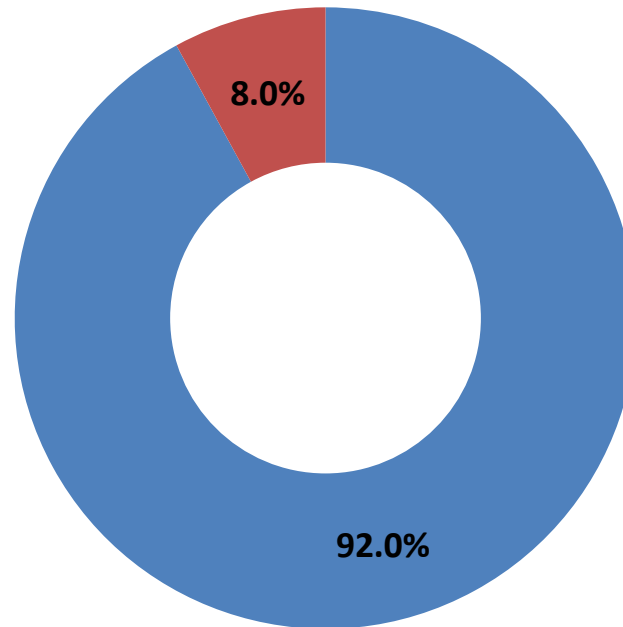


PCRs by Home Type: January – December 2016

**Waiver Participants
(N = 987)**



**CDC+ Participants
(N = 226)**



■ Family
 ■ Independent/Supported Living
 ■ Group
 ■ Other*

* Other home types include: Assisted Living Facility (n = 14); Foster Home (n = 4)



PCR Individual Interview Results by Residential Setting January – December 2016

- **Family Home**
 - DD Waiver: 96.4% (n=492)
 - CDC+ : 97.7% (n=208)
- **Independent/Supported Living**
 - DD Waiver: 96.7% (n=155)
 - CDC+: 98.4% (n=18)
- **Group Home**
 - DD Waiver : 94.0% (n=332)
- **Other***
 - DD Waiver: 94.4% (n=18)

* Other home types include: Assisted Living Facility (n = 14); Foster Home (n = 4)

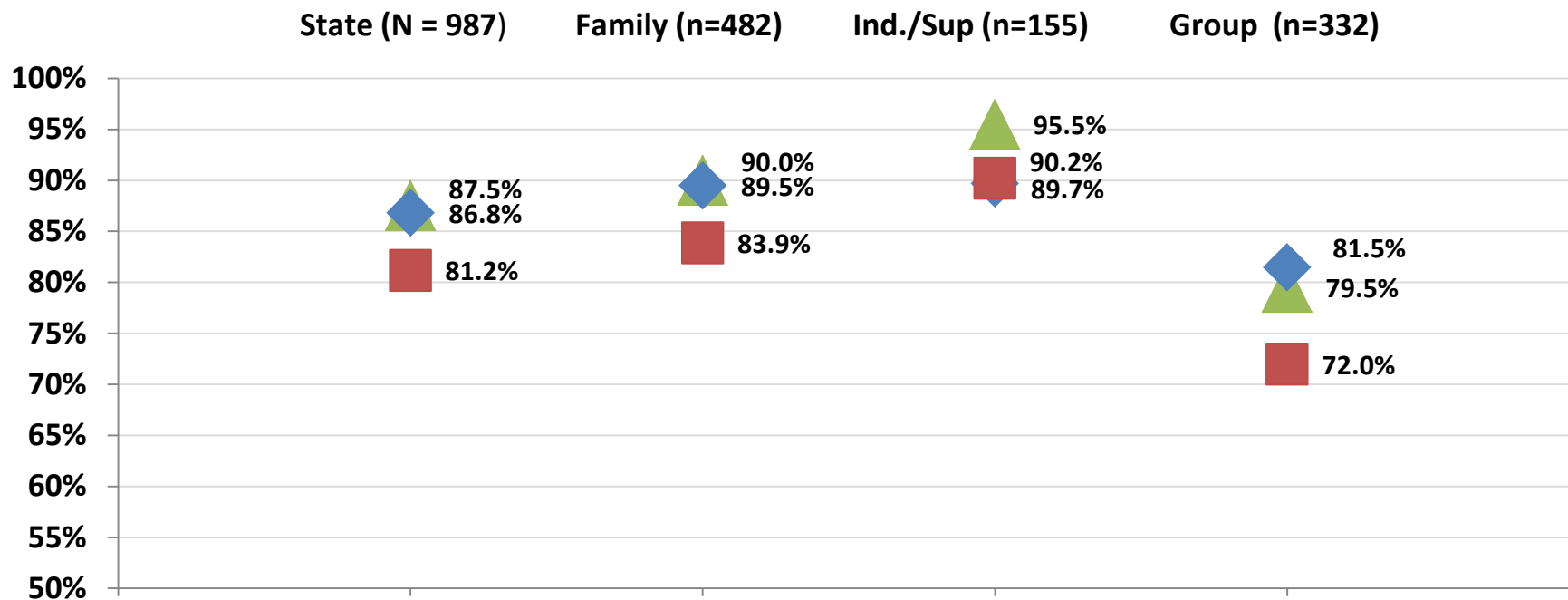


Individual Interview Scores by Standard and Home Type Waiver Participants only (N=987)

Standard	State	Family Home	Independent/ Supported	Group Home
Person Centered Supports	96.3%	97.0%*	96.9%*	94.6%
Community: Residence	96.6%	99.1%**	97.8%*	93.8%
Community: Work/Day Activity	95.4%	96.2%*	97.1%*	92.7%
Community: Participation	91.3%	93.0%*	95.3%**	85.2%
Community: Relationships	93.1%	94.1%*	95.3%*	89.6%
Safety	97.2%	97.3%	96.9%	97.0%
Health	97.5%	98.2%*	97.8%*	96.1%

Note: * = significantly higher than group home; ** significantly higher than all other home types (p<.05)

DD Waiver: Lowest Scoring Standards by Home Type



- ▲ Person's preferences concerning social roles in the community are addressed.*
- ◆ Person has had opportunities to develop new friendships/relationships.
- Person is provided education/information about social roles in the community.*

* Independent/Supported Living scored significantly higher than all other home types (p<.05)



Lowest Scoring Standards by Region and Home Type

"Person's preferences concerning social roles in the community are addressed."							
Home Type	State	Northwest	Northeast	Central	Suncoast	Southeast	Southern
Family (n = 482)	90.0%	97.4%	98.4%	91.8%	87.4%	94.6%	77.0%
Ind./Supported Living (n = 155)	95.5%	100.0%	94.7%	90.0%	100.0%	90.9%	88.9%
Group (n = 332)	79.5%	75.0%	87.0%	78.6%	81.4%	82.2%	68.6%
State Average (N = 987)	87.5%	96.2%	94.1%	86.3%	87.7%	89.5%	74.8%



Lowest Scoring Standards by Region and Home Type

“Person has had opportunities to develop new friendships/relationships.”							
Home Type	State	Northwest	Northeast	Central	Suncoast	Southeast	Southern
Family (n = 482)	89.5%	100.0%	95.4%	87.5%	88.6%	89.1%	83.7%
Ind./Supported Living (n = 155)	89.7%	83.9%	89.7%	85.0%	100.0%	81.8%	100.0%
Group (n = 332)	81.5%	80.0%	80.9%	76.3%	85.7%	86.7%	77.4%
State Average (N = 987)	86.8%	91.4%	89.2%	82.6%	89.5%	87.6%	82.4%



Lowest Scoring Standards by Region and Home Type

“Person is provided education/information about social roles in the community.”							
Home Type	State	Northwest	Northeast	Central	Suncoast	Southeast	Southern
Family (n = 482)	83.9%	89.5%	95.2%	79.1%	87.5%	89.2%	67.8%
Ind./Supported Living (n = 155)	90.2%	93.1%	92.3%	70.0%	100.0%	86.4%	88.9%
Group (n = 332)	72.0%	77.8%	72.3%	61.3%	78.0%	83.1%	64.2%
State Average (N = 987)	81.2%	89.5%	87.7%	70.7%	86.8%	86.8%	67.8%

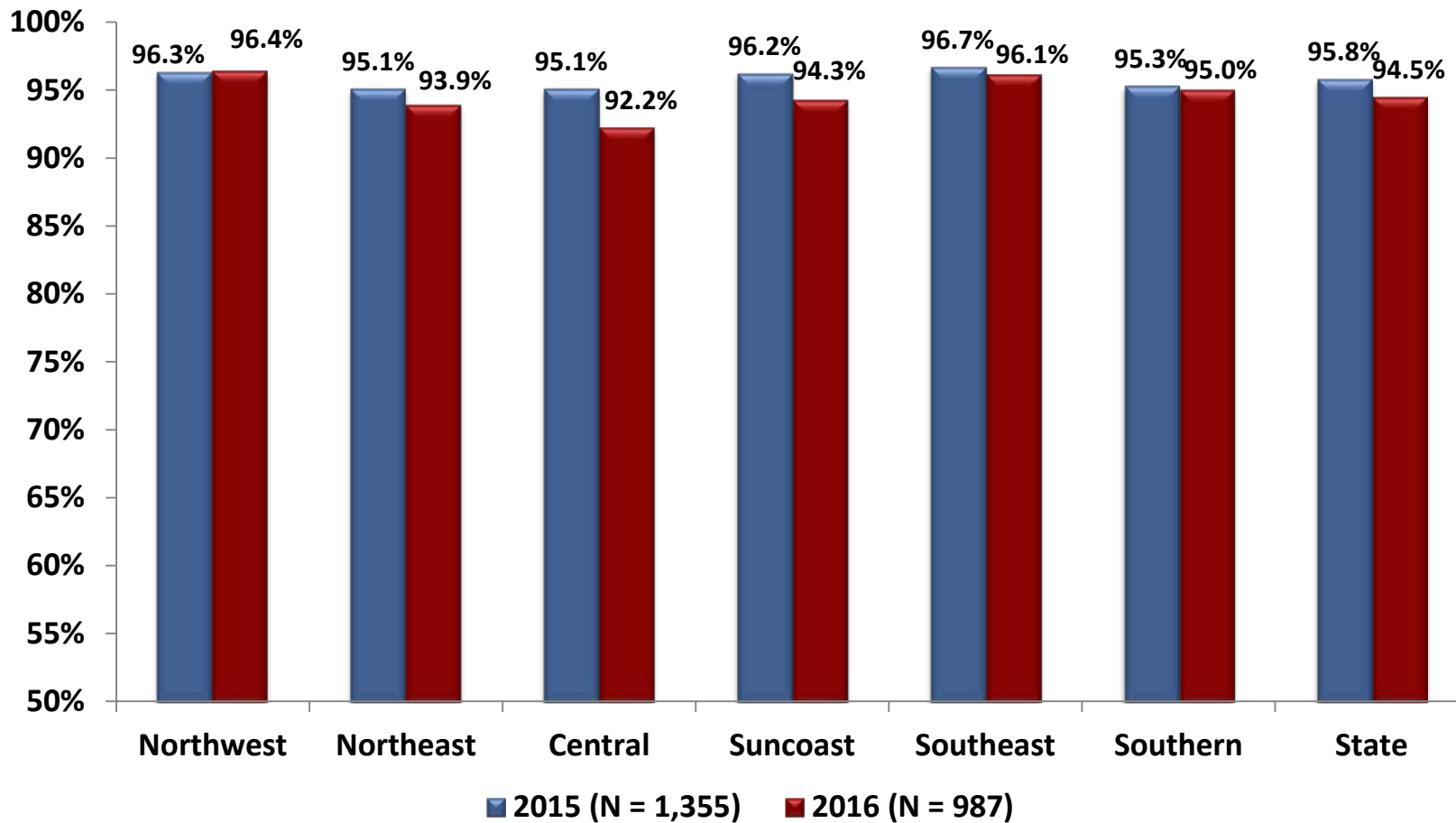


Waiver Support Coordinator/CDC+ Consultant Record Review and Interview



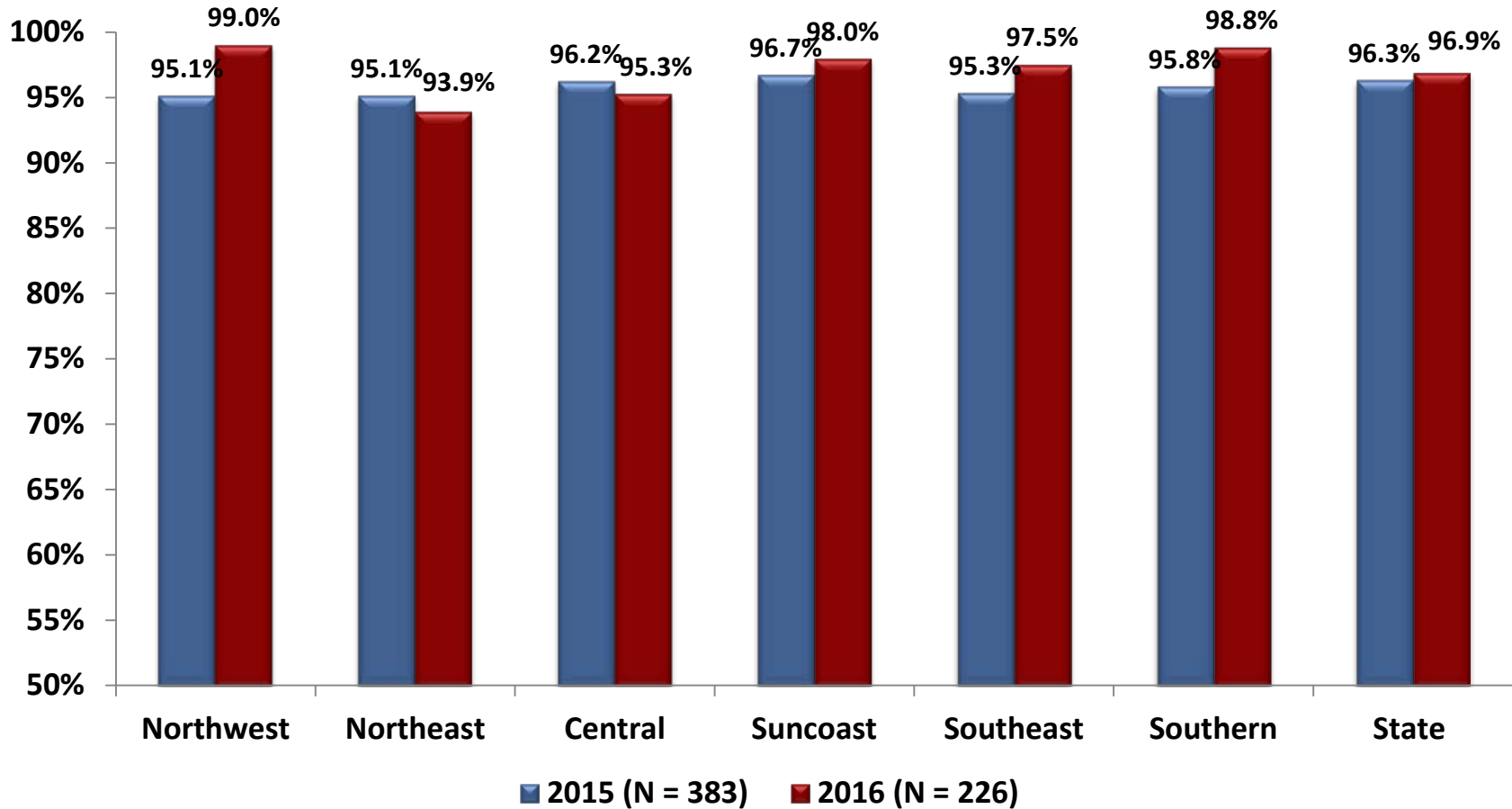


WSC Record Review Scores by Region: 2015 v. 2016



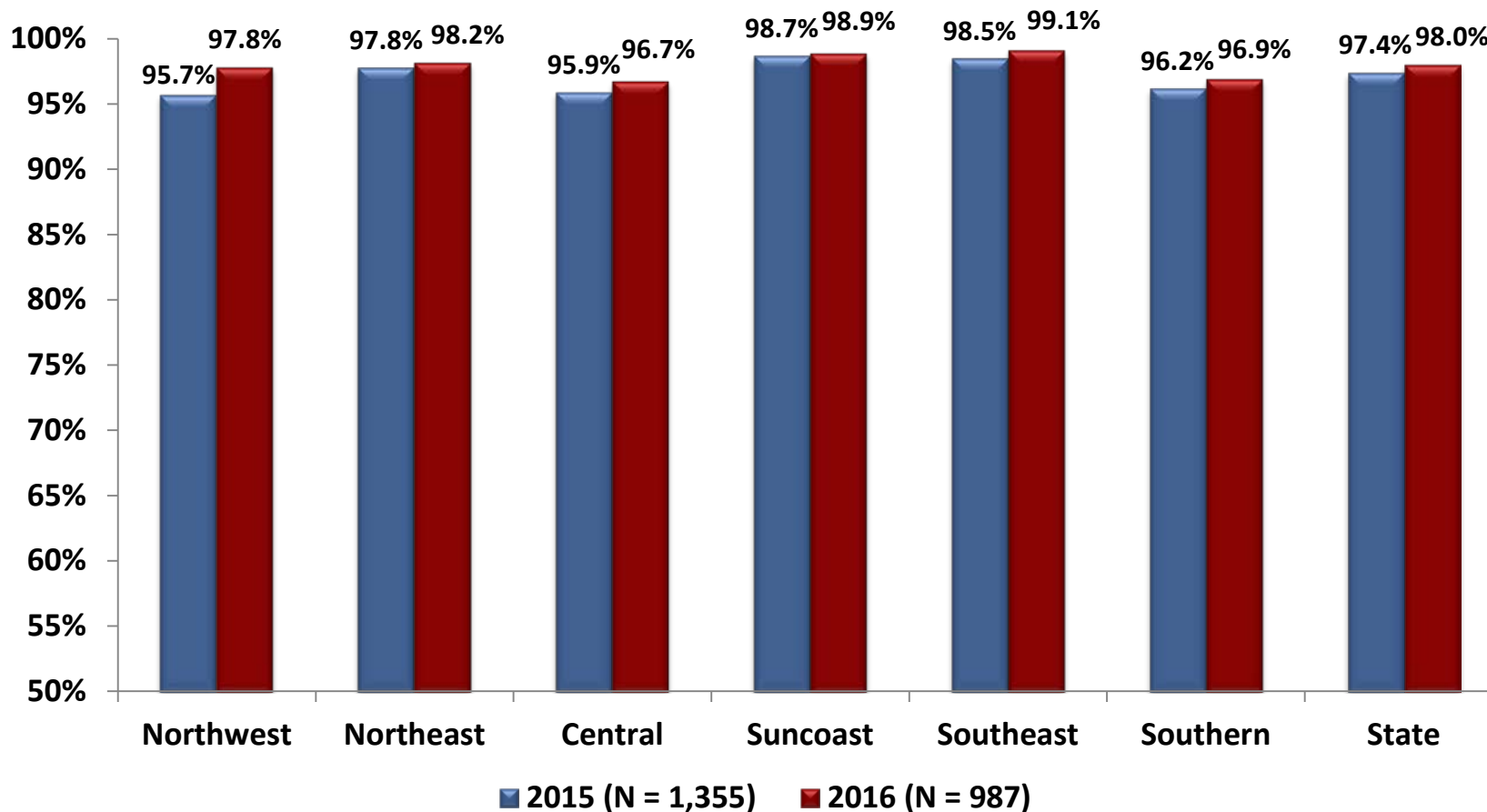


CDC+ Record Reviews by Region: 2015 v. 2016





WSC Interview Results by Region : 2015 v. 2016





Lowest Scoring Indicators and #1 Reason Not Met: WSC Record Review

- **Support Coordination Progress Notes demonstrate pre-Support Plan planning activities were conducted. (82.6%; n=702)**
 - WSC documentation did not demonstrate pre-support planning activities took place.
- **Current Annual Report is in the record. (86.6%; n=961)**
 - The Annual Summary did not include a description of progress toward meeting individually determined goals.



Lowest Scoring Indicators and #1 Reasons Not Met: WSC Record Review

- **Support Coordinator documents efforts to ensure services are delivered in accordance with the service plan, including type, scope, amount, duration, and frequency specified in the Cost Plan. (86.9%; n=966)**
 - WSC documentation did not demonstrate review of the person's service provider documentation.
- **Support Coordinator documents efforts to assist the person to define abuse, neglect, and exploitation including how the person would report any incidents on an ongoing basis. (87.7%; n=984)**
 - WSC documentation did not demonstrate personalized efforts to assist the person to define abuse, neglect, and/or exploitation.



Lowest Scoring Indicators and #1 Reasons Not Met: CDC+ Consultant Record Review

- **Current Annual Report is in the record. (87.0%; n=226)**
 - The Annual Summary did not include a description of progress toward meeting individually determined goals.
- **Consultant documents efforts to assist the person to define abuse, neglect, and exploitation including how the person would report any incidents on an ongoing basis. (88.5%; n=226)**
 - Consultant documentation did not demonstrate personalized efforts to assist the person to define abuse, neglect, and/or exploitation.

Health Summary

- Health related events occurring in the last 12 months.
- Medication Use





Key Health Questions: Percent Yes

	2013		2014		2015		2016	
	Waiver (1,300)	CDC (304)	Waiver (1,047)	CDC (270)	Waiver (1,355)	CDC+ (383)	Waiver (987)	CDC+ (226)
In the past 12 months:								
Has the Abuse Hotline been contacted by you or others to report abuse, neglect, or exploitation?	2.9%	1.6%	2.6%	0.7%	2.8%	0.3%	2.5%	0.4%
Have Reactive Strategies under 65G-8 been used due to behavioral concerns?	4.1%	1.3%	2.8%	1.5%	2.4%	0.5%	2.7%	0.4%
Have you been admitted to the hospital (2015 added, including baker acts)	13.6%	13.8%	12.9%	14.8%	15.8%	10.9%	12.4%	17.3%
Have you been Baker Acted?	3.1%	1.0%	3.2%	2.2%	-	-	-	-
Have you been to an Emergency Room ?	24.0%	21.4%	22.3%	21.5%	21.4%	15.3%	18.3%	23.5%
Have you been to an Urgent Care Center?	5.2%	2.6%	3.9%	5.2%	4.2%	3.4%	3.4%	5.3%



Key Health Questions by Home Type: DD Waiver

In the past 12 months:	Family (n =482)	Ind/Sup (n= 155)	Group (n=332)	Total (N=987)
Has the Abuse Hotline been contacted by you or others to report abuse, neglect, or exploitation?	n=4	5.0%	3.9%	2.8%
Have Reactive Strategies under 65G-8 been used due to behavioral concerns?	n=2	n=0	7.0%	2.6%
Have you been admitted to the hospital (including baker acts)?	14.3%	8.4%	14.5%	12.4%
Have you been to an Emergency Room?	19.9%	22.7%	21.5%	19.3%
Have you been to Urgent Care?	3.0%	5.9%	3.9%	3.5%

Rx Medications: January – December 2016

# of Rx	DD		CDC+	
	N	%	N	%
0	160	16.2%	41	18.1%
1-3	457	46.3%	123	54.4%
4-6	292	29.6%	52	23.0%
7+	78	7.9%	10	4.4%
Total	987	100.0%	226	100.0%



- Home Type:

	Family (n=690)	Ind/Sup (n=173)	Group (n=332)	Other (n=18)	Total (N=1,213)
4+ Rx	23.8%	31.8%	61.4%	50.0%	35.6%



Top 5 Medications: January– December 2016

Medication Name (Type)	DD Waiver (N = 987)	
	N	%
Depakote (Anticonvulsant)	154	15.6%
Risperdal (Antipsychotic)	140	14.2%
Klonopin (Sedative)	108	10.9%
Synthroid (Hormone)	90	9.1%
Congentin (Anti-Tremor)	81	8.2%

Medication Name (Type)	CDC+ (N = 226)	
	N	%
Keppra (Anticonvulsant)	25	11.1%
Depakote (Anticonvulsant)	23	10.2%
Risperdal (Antipsychotic)	21	9.3%
Klonopin (Sedative)	21	9.3%
Catapres (Sedative)	17	7.5%



Top 5 Medications by Home Type

Family (n=482)		Independent/Supported (n=155)		Group (n=332)	
Medication	%	Medication	%	Medication	%
Risperdal (Antipsychotic)	9.5%	Prinivil (ACE Inhibitor)	14.8%	Depakote (Anticonvulsant)	29.8%
Synthroid (Hormone)	9.5%	Risperdal (Antipsychotic)	11.6%	Risperdal (Antipsychotic)	21.4%
Depakote (Anticonvulsant)	8.3%	Prilosec (Antacid)	11.6%	Klonopin (Sedative)	16.9%
Metformin (Anti-Diabetic)	6.6%	Zocor (Statin)	11.0%	Congentin (Anti-Tremor)	15.4%
Keppra (Anti-Convulsant)	6.4%	Metformin (Anti-Diabetic)	9.7%	Desyrel (Sedative/Antidepressant)	14.2%

Provider Discovery Review (PDR)

- Service Provider Scores
- Support Coordinators Scores
- Record Review Scores
- Lowest Scoring PDR Standards
- Billing Discrepancies



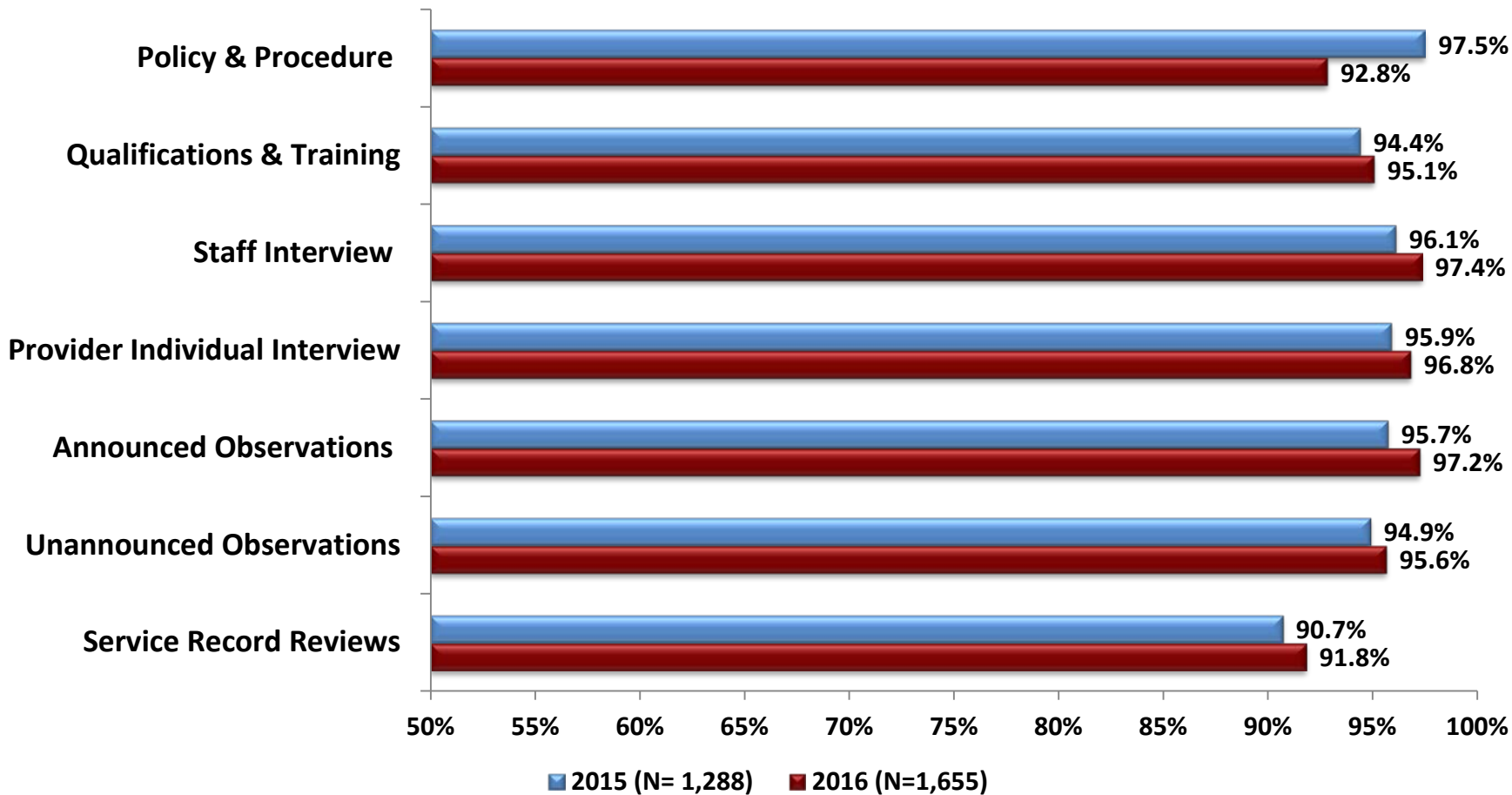


PDR Component Scores by Region for Service Providers January – December 2016

Region	Policy & Procedure (N=1,655)	Qualifications & Training (N=4,135)	Staff Interview (N=2,850)	Provider Individual Interview (N=2,886)	Service Record Reviews (N=6,259)
Northwest	93.8%	93.9%	98.4%	98.0%	93.0%
Northeast	91.7%	95.1%	97.6%	97.4%	89.7%
Central	90.8%	94.5%	96.3%	96.0%	91.4%
Suncoast	91.9%	95.1%	98.4%	96.9%	92.5%
Southeast	95.4%	95.3%	96.2%	96.5%	91.9%
Southern	94.1%	95.8%	97.8%	96.8%	93.0%
State	92.8%	95.1%	97.4%	96.8%	91.8%



PDR Scores by Tool: 2015 v. 2016





PDR Observation Scores by Region

Announced v. Unannounced: January – December 2016

Region	Announced (n = 998)	Unannounced (n = 399)
Northwest	98.5%	94.8%
Northeast	97.0%	96.6%
Central	95.7%	93.3%
Suncoast	97.8%	96.8%
Southeast	97.1%	95.8%
Southern	98.3%	95.7%
State	97.2%	95.6%



Indicator Level Differences: Announced v. Unannounced Observations

Standard	Announced Score	Unannounced Score	Difference
Training in the use of public transportation is available and/or facilitated.	86.7%	80.5%	-6.2%
Individuals' living areas reflect their interests and hobbies.	91.7%	84.7%	-7.0%
Individuals have a choice in roommates.	96.5%	89.0%	-7.5%
Individuals are afforded the opportunity to have a checking or savings account or other means to have access to and control of funds.	98.2%	90.1%	-8.1%
Individuals have a key to their home.	70.5%	59.9%	-10.6%



PDR Observation Scores: Licensed Residential Facility (LRF) v. ADT January - December 2016

Region	LRF (n = 1,215)	LSD3 (ADT) (n = 182)
Northwest	97.1%	99.5%
Northeast	96.5%	99.5%
Central	95.0%	97.7%
Suncoast	97.6%	98.6%
Southeast	96.5%	99.8%
Southern	97.3%	97.8%
State	96.6%	98.7%



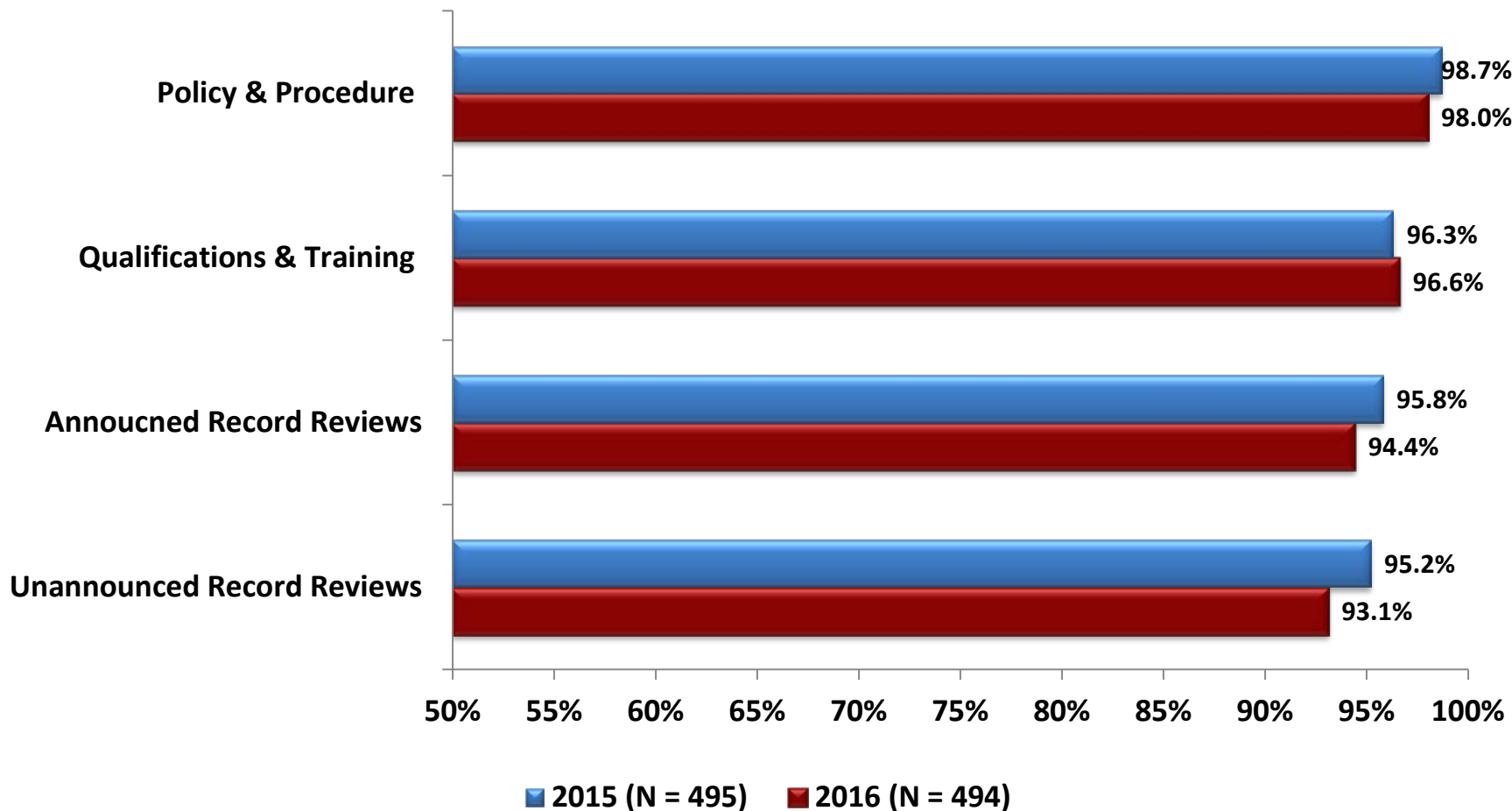
PDR Component Scores by Region for WSCs: January – December 2016

Region	Policy & Procedure (N=494)	Qualifications & Training (N=662)	WSC Record Reviews	
			Announced (N=991)	Unannounced (N=821)
Northwest	97.9%	96.9%	96.3%	95.9%
Northeast	96.8%	95.7%	93.9%	91.0%
Central	97.3%	95.8%	92.2%	91.2%
Suncoast	97.7%	96.3%	94.1%	92.3%
Southeast	99.4%	97.3%	96.1%	95.0%
Southern	98.7%	97.5%	95.0%	94.8%
State	98.0%	96.6%	94.4%	93.1%

Note: The number of reviews for each component is in the addendum.



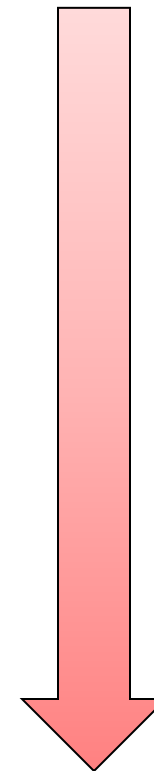
WSC PDR Scores 2015 v. 2016



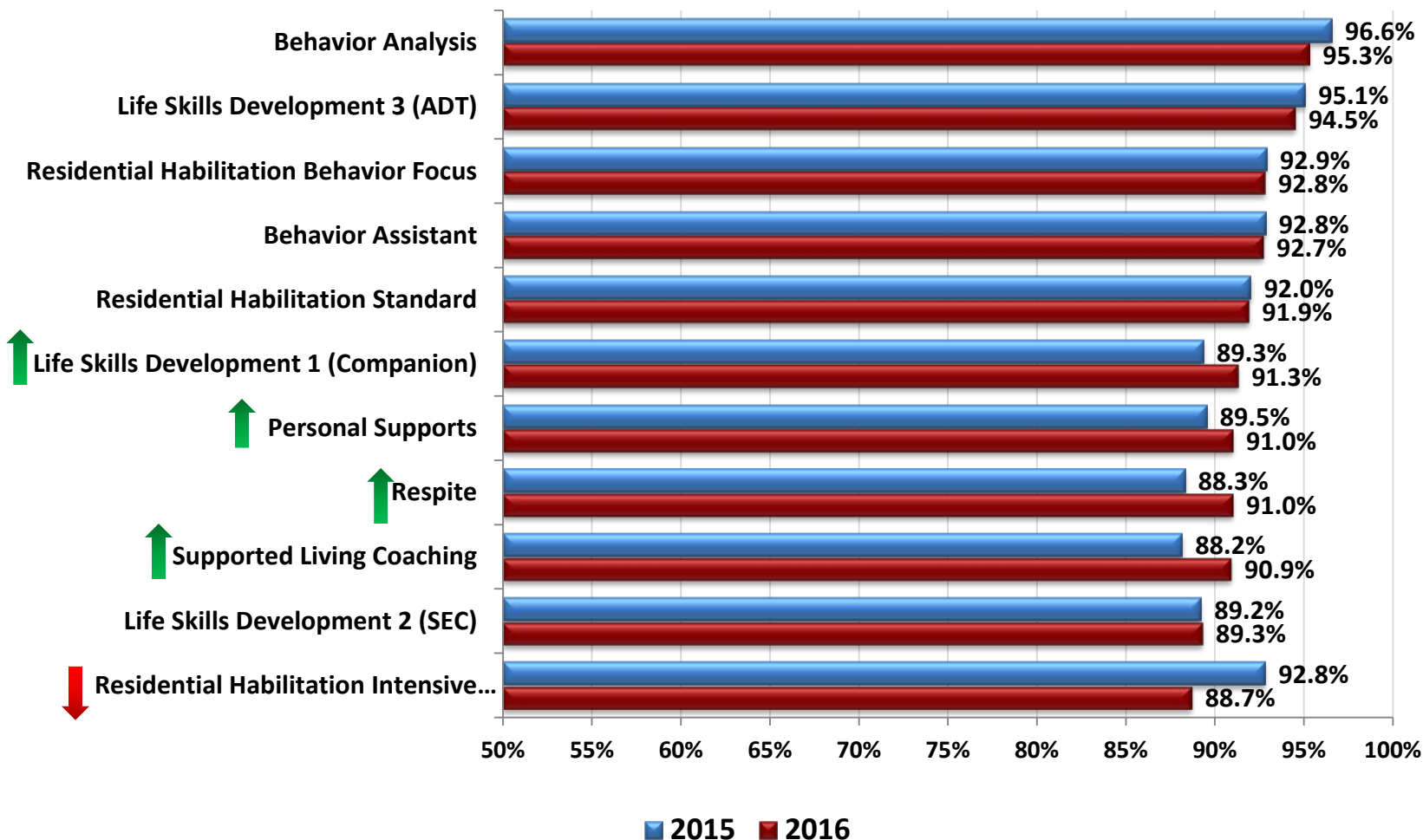


SSRR Scores by Service: January – December 2016

Service	N	% Met
Behavior Analysis	278	95.3%
Life Skills Development 3 (ADT)	624	94.5%
Residential Habilitation Behavior Focus	224	92.8%
Behavior Assistant	87	92.7%
Residential Habilitation Standard	1,174	91.9%
Life Skills Development 1 (Companion)	859	91.3%
Personal Supports	1,732	91.0%
Respite	510	91.0%
Supported Living Coaching	524	90.9%
Life Skills Development 2 (SEC)	212	89.3%
Residential Habilitation Intensive Behavioral	34	88.7%
Average SSRR	6,258	90.9%



SSRR Scores by Service 2015 v. 2016





CDC+ Representative Record Review Results by Region January – December 2016

Region	N	% Met
Northwest	47	92.0%
Northeast	77	92.8%
Central	97	93.0%
Suncoast	74	93.5%
Southeast	97	92.6%
Southern	57	95.2%
State	444	93.1%



Lowest Scoring PDR Standards

- **Staff Interview (N=2,850)**
 - Provider provides person with information about potential social roles in the community. **(84.3%; n=2,057)**
- **PDR Individual Interview (N=2,886)**
 - Person is provided information about social roles in the community. **(83.4%; n=1,935)**



Lowest Scoring PDR Standards (cont.)

- **Observations – Licensed Residential Facilities (N=1,215)**
 - Individuals have a key to their home. **(67.3%; n=1,139)**
 - Individuals can lock the bedroom door. **(84.2%; n=1,170)**
 - Training in the use of public transportation is available and/or facilitated. **(84.7%; n=758)**
 - Bedroom doors lock. **(84.9%; n=1,208)**
 - Individuals participated in the development of the ‘house rules’. **(84.9%; n=1,168)**



Lowest Scoring PDR Standards (cont.)

- **Policy & Procedures (N=1,655)**
 - **Provider maintains written policies and procedures detailing:**
 - Methods for management and accounting of any personal funds, of all individuals in the care of, or receiving services from, the provider. **(79.5%; n=982)**
 - How the provider will ensure compliance with background screening and five-year rescreening. **(82.6%; n=1,314)**
 - Hours and days of operation and the notification process to be used if the provider is unable to provide services for a specific time and day scheduled. **(83.4%; n=1,313)**



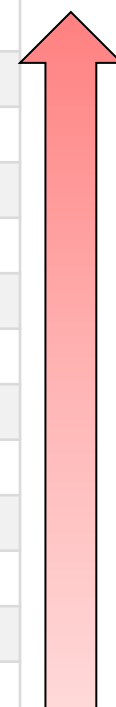
Lowest Scoring PDR Standards (cont.)

- **Qualifications and Training (N=4,135)**
 - Provider received training in HIPAA **(84.0%; n=4,124)**
 - Supported Living Coach completes eight hours of annual in-service training. **(86.4%; n=360)**
 - Residential Habilitation - Standard provider completes eight hours of annual in-service training related to the implementation of individually tailored services. **(87.0%; n=575)**
 - Personal Support provider completes four hours of annual in-service training related to the specific needs of at least one person currently served. **(87.0%; n=753)**



Service Providers with 1 or more Billing Discrepancy (BDs) by Service Type January - December 2016

Service	# of Providers with 1+ BDs	% of Providers with 1+ BDs
Behavior Assistant (N = 87)	20	23.0%
Life Skills Development 2 - SEC (N = 212)	45	21.2%
Life Skills Development 1 - Companion (N = 859)	178	20.7%
Personal Supports (N = 1,732)	358	20.7%
Respite (N = 510)	98	19.2%
Supported Living Coaching (N = 524)	92	17.6%
Behavior Analysis (N = 278)	38	13.7%
Support Coordination (N = 1,812)	203	11.2%
Life Skills Development 3 - ADT (N = 624)	59	9.5%
Residential Habilitation - Behavior Focus (N = 224)	21	9.4%
Residential Habilitation - Intensive Behavioral (N = 34)	3	8.8%
Residential Habilitation - Standard (N = 1,174)	63	5.4%
CDC+ Consultant (N = 242)	8	3.3%
State Average	2,372	14.3%





Top Billing Discrepancy Reasons by Service

Standard	# Not Mets	# of Providers Reviewed	% Not Met
Support Coordination			
The Support Coordination Progress Notes demonstrate required monthly contact/activities were completed and are in the record.	121	1,807	6.7%
Level of care is reevaluated at least every 365 days and contains all required components for billing.	104	1,810	5.7%
Supported Living Coach			
The provider has complete Daily Progress Notes for each date of service provided and billed during the period under review.	64	523	12.2%
The 3rd Quarterly/Annual Report covering services provided and billed during the period under review is in the record.	30	466	6.4%
The Implementation Plan covering services provided and billed during the period under review is in the record.	18	523	3.4%



Top Billing Discrepancy Reasons by Service

Standard	# Not Met	# of Providers Reviewed	% Not Met
LSD 1 – Companion			
The provider has complete Service Logs covering services provided and billed during the period under review.	157	858	18.3%
LSD 2 – Supported Employment Coach			
The provider has complete Service Logs covering services provided and billed during the period under review.	25	210	11.9%
The 3rd Quarterly/Annual Report covering services provided and billed during the period under review is in the record.	15	180	8.3%
LSD 3 - ADT			
The provider maintains Daily Attendance Logs covering services provided and billed during the period under review.	43	623	6.9%



Service Provider Alerts: January –December 2016

- **Rights:** 14 Alerts
- **Health & Safety:** 73 Alerts
- **Abuse/Neglect/Exploitation:** 2 Alerts
- **Background Screening:** 189 Alerts
- **Medication Administration:** 68 Alerts
- **Drivers License/Insurance:** 13 Alerts



Alerts Identified by Region: January – December 2016

Region	Total # of PDRs	Total # of Alerts	Rights	Health & Safety	DF ANE	BckGrnd Alerts	Med Admin.	Driver's License & Ins.
Northwest	131	22	0	2	0	19	1	0
Northeast	316	53	1	6	1	28	13	4
Central	303	64	4	9	0	33	17	1
Suncoast	315	89	1	28	0	45	11	4
Southeast	307	72	5	14	0	38	11	4
Southern	283	59	3	14	1	26	15	0
State	1,655	359	14	73	2	189	68	13



Alert Details

▪ Rights:

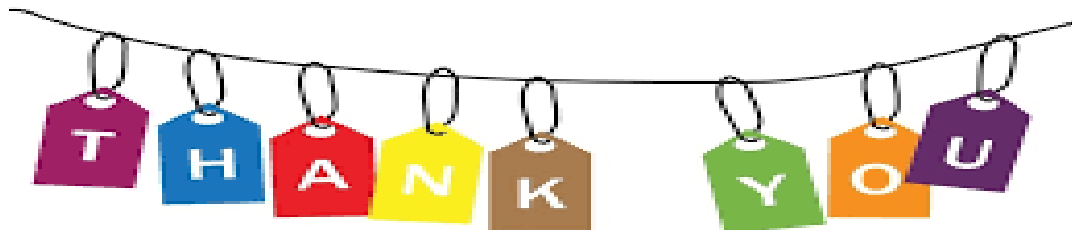
- “Person residing in foster home sleeps on a netted enclosure. The provider zips this net closed in order to enclose the person while she sleeps. Provider did not present documentation to justify this practice. A call was made to the abuse hotline.”
- “_____ is required to store her clothing in a clear plastic drawer set located in the group home dining room next to the staff office. The supervisor of the group home stated this is due to her propensity for stealing other people's clothing. The group home has tried no other or less restrictive means of intervention for this behavior. This intervention is not mentioned in her behavior plan. This intervention restricts ____’s ability to maintain her personal possessions securely in her bedroom..”



Alert Details (cont.)

- **Medication Administration:**

- “Provider _____ has been rendering Supported Living Coaching to _____. She takes medications 3x/day and has a physician signed APD Form 65G7-01 indicating she “Requires supervision while self-administering her medications...”. During the review it was discovered that SLC _____ was calling on the phone to remind her to take her medication and completing the MAR following the call once _____ confirmed she took the medications.”



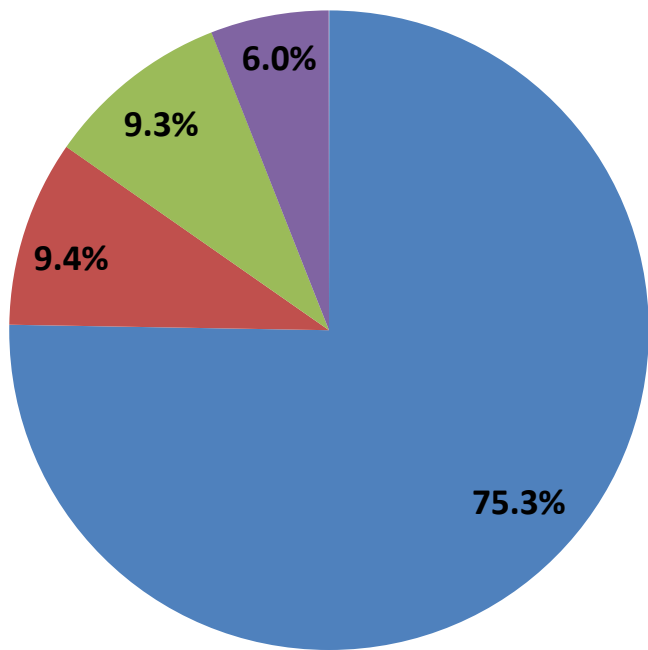
Questions???



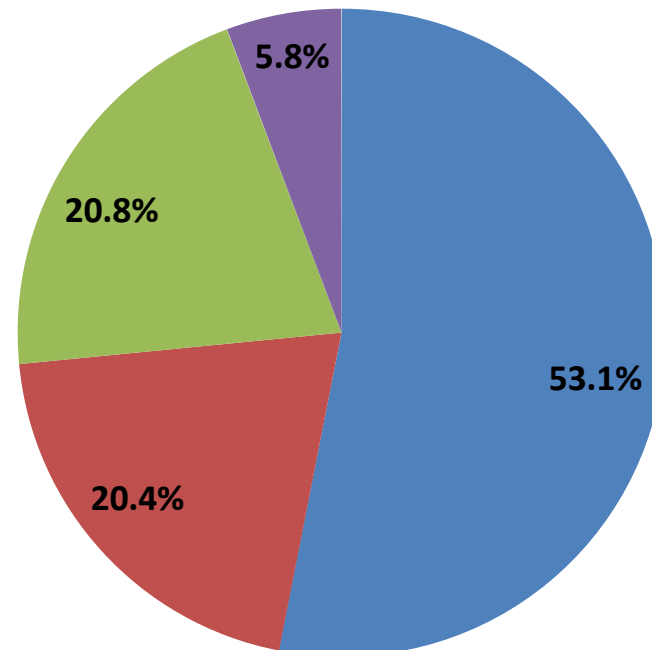
ADDENDUM

PCRs by Primary Disability: January – December 2016

**Waiver Participants
(N = 987)**



**CDC+ Participants
(N = 226)**



■ Intellectual Disability ■ Cerebral Palsy ■ Autism ■ Other*

*DD Waiver Other: 11 Spina Bifida; 15 Downs Syndrome; 33 other.

*CDC+ Other: 5 Downs Syndrome; 2 Spina Bifida; 6 Other



Individual Interview Results by Primary Disability January – December 2016

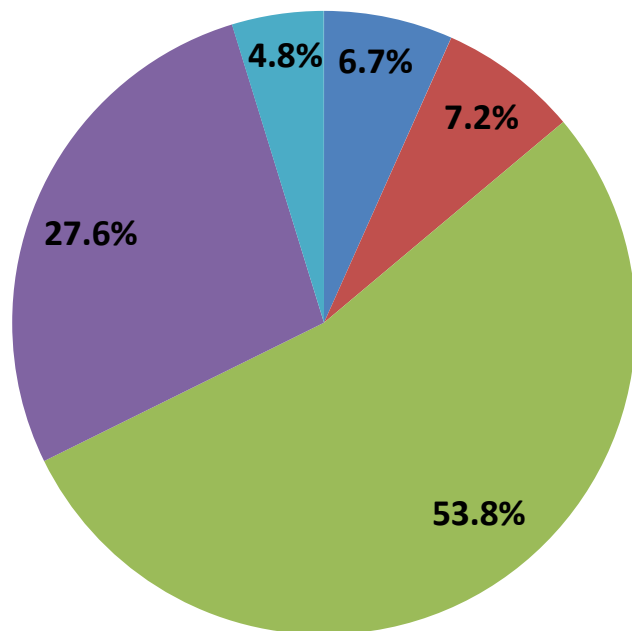
- **Intellectual Disability**
 - DD Waiver: 95.5% (n=743)
 - CDC+: 97.7% (n=120)
- **Cerebral Palsy**
 - DD Waiver: 94.7% (n=93)
 - CDC+: 96.4% (n=46)
- **Autism**
 - DD Waiver: 95.6% (n=92)
 - CDC+: 98.8% (n=47)
- **Other***
 - DD Waiver: 97.5% (n=59)
 - CDC+: 99.4% (n=13)

*DD Waiver Other: 11 Spina Bifida; 15 Downs Syndrome; 33 other.

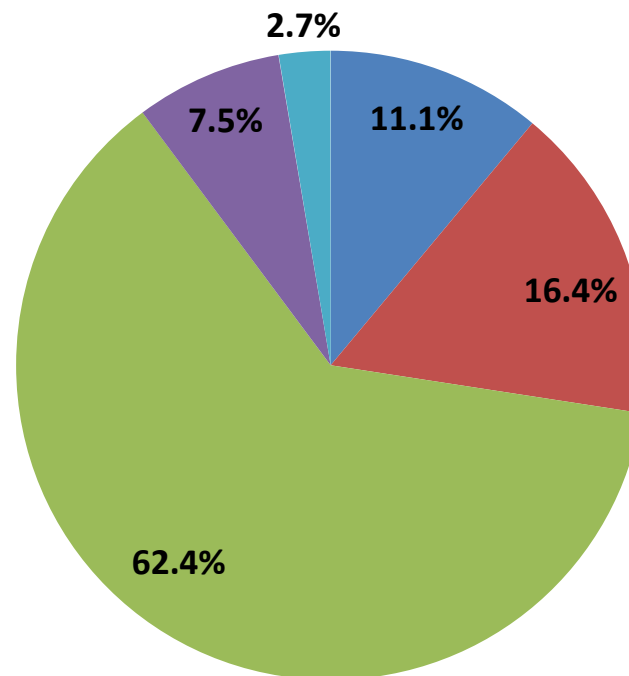
*CDC+ Other: 5 Downs Syndrome; 2 Spina Bifida; 6 Other

PCRs by Age Group: January – December 2016

**Waiver Participants
(N = 987)**



**CDC+ Participants
(N = 226)**



■ <18 ■ 18-21 ■ 22-44 ■ 45-64 ■ 65+



Individual Interview Results by Age Group January – December 2016

- **<18**
 - DD Waiver: 96.4% (n=66)
 - CDC+: 99.4% (n=25)
- **18 - 21**
 - DD Waiver: 96.3% (n=71)
 - CDC+: 96.8% (n=37)
- **22 - 44**
 - DD Waiver: 95.4% (n=531)
 - CDC+: 98.1% (n=141)
- **45 - 64**
 - DD Waiver: 95.7% (n=272)
 - CDC+: 95.7% (n=17)
- **65+**
 - DD Waiver: 95.1% (n=47)
 - CDC+: (n=6)



Number of Service Provider Reviews by Region January – December 2016

Region	PDRs	PII	Staff Interview	P&P	Q&T	Observations	
						A	Un-A
Northwest	131	235	231	131	271	69	20
Northeast	316	532	512	316	732	112	122
Central	303	523	530	303	776	236	64
Suncoast	315	565	538	315	786	254	23
Southeast	307	505	511	307	804	174	76
Southern	283	526	528	283	766	153	94
State	1,655	2,886	2,850	1,655	4,135	998	399



Number of WSC Reviews by Region January – December 2016

Region	P&P	Q&T	Record Reviews	
			A	UA
Northwest	N	52	82	75
Northeast	40	108	161	135
Central	85	125	190	156
Suncoast	104	133	212	171
Southeast	96	145	196	161
Southern	105	99	150	123
State	64	662	991	821



Top 5 Medications by Home Type DD Waiver Only

Medication Name (Type)	State Average	Family Home (n = 482)	Independent/Sup. Living (n = 155)	Group Home (n = 332)
1. Depakote (Anticonvulsant)	15.6%	8.3%	7.1%	29.8%
2. Risperdal (Antipsychotic)	14.2%	9.5%	11.6%	21.4%
4. Klonopin (Sedative)	10.9%	9.5%	8.4%	13.9%
3. Synthroid (Hormone)	9.1%	6.0%	2.6%	16.9%
5. Congentin (Anti-Tremor)	8.2%	5.0%	11.6%	11.1%