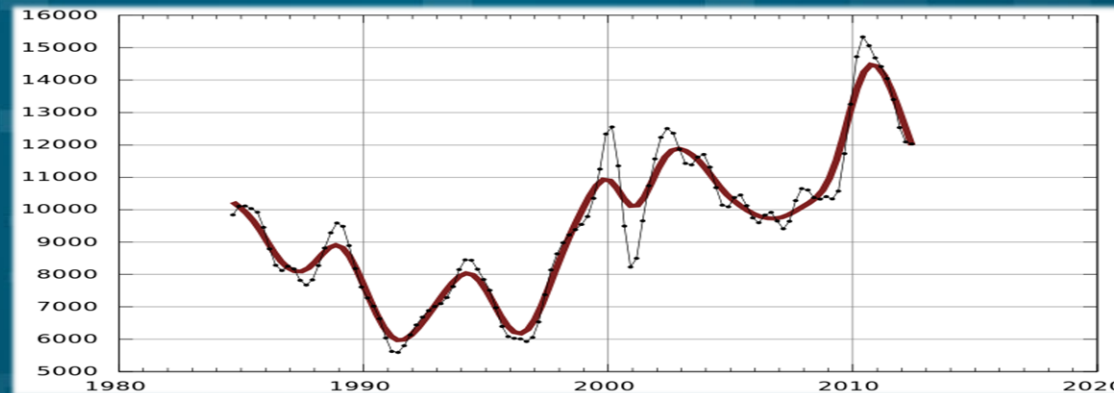


# Quality Council Data Presentation

Florida Statewide Quality Assurance Program

July – September 2018

## Preliminary Results



**Qlarant**

Best People. Best Solutions. Best Results.™



**apd**  
agency for persons with disabilities  
State of Florida

- **High Level Findings**

- Number of PCRs and Declines
- PCR Record Review Results
- Number of PDRs
- PDR Record Review Results



- **New Interview Tools**

- Individual, Staff, Support Coordinator
- Overall Findings by Outcomes and Supports
- New Likert Scale Indicators
- New Stability Indicators
- Low Scoring Indicators: Reasons Not Met



# Person Centered Reviews



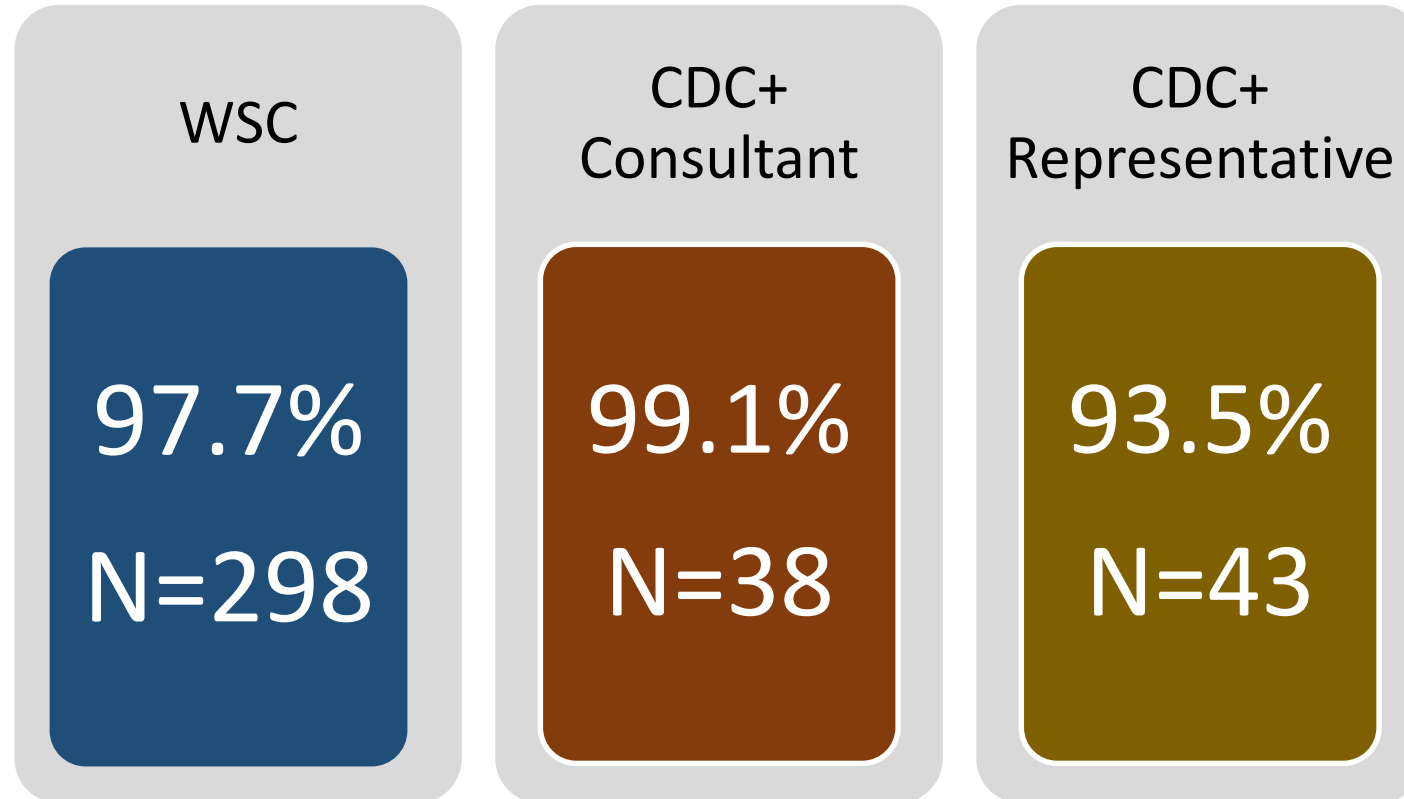
# PCRs by Region and Number of Replacements

Person Centered Review Activity				
July – September 2018				
Region	# of PCRs		# of Declines	
	Waiver	CDC+	Waiver	CDC+
Northwest	9	2	3	0
Northeast	57	15	15	0
Central	64	8	15	1
Suncoast	87	4	22	1
Southeast	65	6	28	1
Southern	16	3	9	1
<b>Total</b>	<b>298</b>	<b>38</b>	<b>92</b>	<b>4</b>

Person Centered Review Decline Reasons			
July – September 2018			
Decline Reason	Waiver	CDC+	Total
Refused	54	2	56
Review Next Year	10	2	12
No Longer Receiving Services	13	0	13
Deceased	6	0	6
Moved Out of State	10	0	10
<b>Total</b>	<b>93</b>	<b>4</b>	<b>97</b>

**Replacement Rate:**  
**Waiver: 23.8%; CDC+: 9.5%;**  
**Refused: 57.7%**  
**Review Next Year: 12.4%**

# PCR Record Review Scores by Review Component July - September 2018



# Lowest Scoring Record Review Indicators WSC (N=298) and CDC+ (N=38)

Progress Notes demonstrate pre-Support Plan planning activities were conducted (WSC: 85.5%)

The current Annual Report is in the record (WSC: 87.6%).

Documentation provides information about the person's history regarding abuse, neglect, and/or exploitation on an ongoing basis. (WSC: 90.5%; CDC+ 89.3%)

Documents demonstrate efforts to assist the person to define abuse, neglect, and exploitation including how the person would report any incidents on an ongoing basis (WSC: 85.9%, CDC+: 90.1%).

The Consultant documents ongoing efforts to assist the person/legal representative to know about rights (CDC+: 89.6%).



# Lowest Scoring Record Review Indicators CDC+ Representative (N=43)

The CDC+ Representative maintains the employment status of all who provide direct care on the Employee/Contractor Roster within the Clearinghouse (87.9%)

Background screening results for all providers who render direct care are available for review (85.0%)

Documentation is available to support the reconciliation of Monthly Statements (79.1%)

Accurate Signed and approved invoices for vendor payments are available for review (80.8%)





# Provider Discovery Reviews





# PDR Scores

## July – September 2018



Service Specific  
Record Review

92.1%

(N=1,538)



Policies and  
Procedures

93.4 %

(N=427)



Qualifications  
and Training

92.9 %

(N=1,085)



Observations

98.2 %

(N=304)



# Lowest Scoring PDR Administrative Indicators

## Policies and Procedures, Qualification and Training



Maintains written policies and procedures detailing how to ensure compliance on background screening/five-year rescreening (88.7%)

Maintains written policies and procedures detailing methods to ensure the person's confidentiality and secure maintenance/storage of records (81.6%).

Provider received training in Requirements for All Waiver Providers (78.5%); HIV/AIDS/Infection Control (84.9%); First Aid (87.4%)

Completes 4 hours of annual in-service training related to the specific needs of at least one person receiving services (LSD 1 - 71.2%; Personal Supports – 70.8%

Completes 8 hours of annual in-service training (Supported Living Coaching – 79.8%); related to employment (Supported Employment – 74.3%)



# New Interview Processes Implemented July 2018



# What's Different in the Interviews?

**LOOK  
WHAT'S  
NEW!**

- My Life Individual interviews are assessed for **Outcomes** and **Supports**
- Staff and WSC interviews assess **Supports**
- If any indicator is scored Not Present, each indicator provides the reason it was not present
- The person's **Satisfaction** is assessed using Likert Scale indicators (Strongly Agree to Strongly Disagree)
- New questions address the **Stability** of the person's life/supports.

# Interview Results

## Scored Present or Not Present

Interview Tool	Outcomes			Supports		
	Number Completed	Indicators Scored	Percent Present	Number Completed	Indicators Scored	Percent Present
Individual (PCR – Waiver)	298	7,265	93.3%	298	7,474	95.3%
Individual (PCR – CDC+)	38	915	96.6%	38	949	97.8%
Individual (PDR)	643	12,518	95.2%	643	12,768	97.7%
Support Coordinator	NA	NA	NA	298	7,647	97.7%
CDC+ Consultant	NA	NA	NA	38	952	99.1%
Staff (PDR)	NA	NA	NA	624	12,829	98.5%

# Interview Satisfaction Questions

## **PCR and PDR Interview**

- I am in good health
- I am satisfied with services received in my home.
- I am happy with where I live.
- I am satisfied with my service provider(s).
- I am happy with how much involvement I have in my community.
- I am satisfied with service providers who support me in my desired day activity.
- My day activity is meaningful to me.

## **PCR Only**

- I am satisfied with approved services.
- I am satisfied with my Waiver Support Coordinator (WSC).

# Satisfaction Results

Very high satisfaction to date  
July – September 2018

**Percent Strongly Agree or Agree:**

**PCR**

- Waiver: 99.1%
- CDC+: 100%

**PDR**

- 99.9%

# PCR Stability Results

## Percent of Times per Occurrence

Within the last 12 months:	Waiver (N = 298)			CDC+ (N = 38)		
	0	1	2+	0	1	2+
I experienced changes in my WSC agency.	93.6%	6.4%	0.0%	100%	0.0%	0.0%
I experienced changes in my WSC.	89.3%	10.1%	0.7%	92.1%	7.9%	0.0%
I have changed employment.	97.7%	2.3%	0.0%	100.0%	0.0%	0.0%
I have experienced changes to my work/day activity service providers.	86.9%	11.4%	1.7%	94.7%	5.3%	0.0%
I have moved.	87.6%	11.1%	1.3%	89.5%	10.5%	0.0%
Service providers in my home have changed.	78.5%	11.4%	10.1%	89.5%	7.9%	2.6%
The services I receive have changed.	87.6%	9.4%	3.0%	92.1%	5.3%	2.6%



# PDR Stability Results

## Percent of Times per Occurrence (N=643)

Within the last 12 months:	0	1	2+
I have changed employment (N=107).	93.5%	6.5%	0.0%
I have experienced changes to my work/day activity service providers (including direct care staff).	87.3%	10.9%	1.9%
I have moved.	90.6%	8.7%	0.7%
The service provider or direct care staff has changed for this service I receive in my home.	85.3%	10.5%	4.3%
The service provider or direct care staff has changed for this service I receive.	85.2%	12.2%	2.7%

# Lowest Scoring Individual Interview Indicators (PCR) Opportunities for Improvement

O = Outcome  
S = Support

I am an active and contributing member of my community  
(O - 84.7%; S - 86.2%).

I am part of and participate in my community (O - 87.7%).

I understand what medications I take and why they are prescribed  
(O - 81.8%).

I understand what abuse, neglect and exploitation (ANE) mean  
(O - 86.1%).

I know what to do if abuse, neglect, or exploitation (ANE) occurs  
(O - 89.0%).



# Lowest Scoring WSC/CDC+ and Staff Interview Indicators



All interview indicators for CDC+ Consultants were over 94%

19 of 27 CDC+ Consultant indicators were 100% met

Lowest WSC interview indicator: Person is active and contributing member of the community (90.5%)

16 of 27 WSC interview indicators scored 98% or higher

Lowest Staff Interview indicator: Person is an active and contributing member of community (92.9%)

# Individual Interview Reasons Rights Example

**I understand what medications I take and why the medications are prescribed**

## **Outcome (46 Not Present)**

- I am not aware of why my medications are prescribed (N=25).
- I am not aware of the medications I take (N=35)
- I am not aware of potential side effects of my medications (N=23).

## **Support (22 Not Present)**

I am not supported to understand why I am taking my medications (N=11)

I am not supported to understand the possible side effects of my medication (N=11)

I am not offered opportunities to learn more about medications I am taking (N=9)

# Individual Interview Reasons Choice and Self-Determination Example

## I am an active and contributing member of my community

### Outcome (42 Not Present)

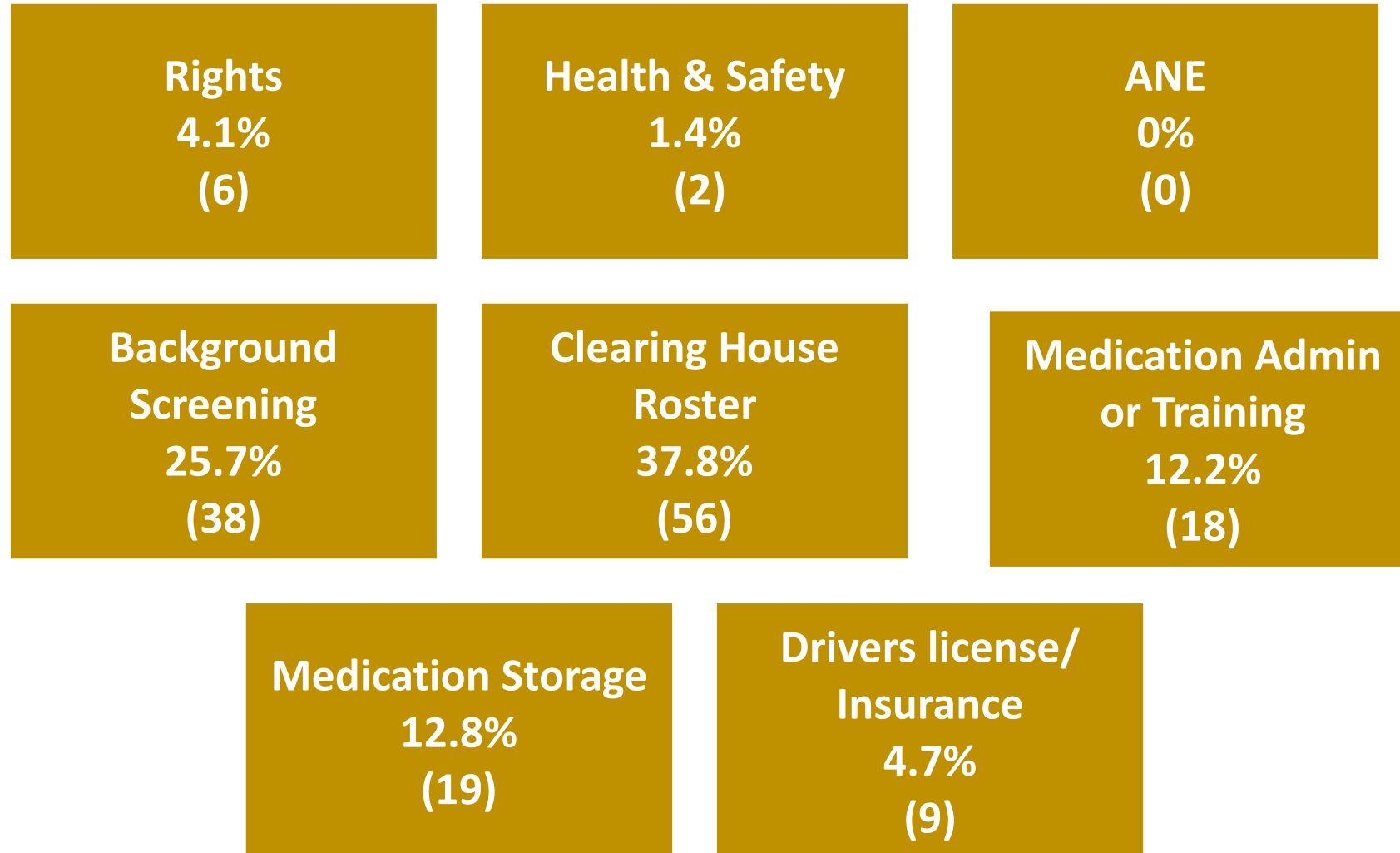
- I do not understand how to develop and maintain social roles (N=20)
- I do not understand the different community groups or organizations available in my community (N=18)
- I do not understand what social roles are (N=16)
- I participate in community activities but I would like to develop more meaningful connections (N=16)

### Support (40 Not Present)

- I am not supported to determine what social roles I want to develop (N=23)
- I am not provided information about social roles including what they are or why they may be important to me (N=26)
- I am not provided information about community groups and organizations of interest to me (N=15)
- My preferences regarding social connections are not supported (N=4)

# Alerts by Type

## July – September 2018





## Questions Feedback

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**Kellys@qlarant.com**