



Delmarva Foundation Quality Council

March 4th, 2015





Presentation Purpose

- Describe the changes and updates to the Florida Statewide Quality Assurance Program (FSQAP) implemented January 2015
- Describe the reasons for revisions
- Provide a method for ongoing feedback



What's driving the changes?

- Ongoing efforts to improve and enhance review processes
- Responsiveness to stakeholder feedback
- New rules from Centers for Medicare and Medicaid Services (CMS) effective March 2014 for Home and Community Based Services (HCBS)



New CMS Rules...

- Rule published January 2014 - Effective March 17, 2014
- Enhances the quality of HCBS supports and provides protections to participants
- Defines HCBS settings requirements that are consistent with community norms and emphasize the participant's quality of life and experience
- Requires person-centered service planning for individuals in HCBS settings



New CMS Rules...

When evaluating Residential and Day settings, the focus is on...

- Community Integration
- Choice
- Rights
- Independence



What's the same...

- Standards & Requirements link directly to the Medicaid Waiver HCBS DD Handbook, Florida Administrative Code, Florida Statute, and other applicable state requirements, rules, and policy
- Transparency – All review Tools, Policies and Procedures posted to our website
- Review processes include feedback from persons receiving services, documentation, provider input & observation



What's Different...PCR

- Completely updated Interview Tool - **PCR Individual Interview Tool** replaces what was called the III aka I-Cubed
- Health Summary is now included in the PCR Interview Tool.
- Added a formal interview with the WSC using - **WSC Interview Tool.**
- Dropped Service Specific Record Reviews (SSRR) with all providers serving the person.



Interviews

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



PCR & PDR Interview Tools

Cover four key Quality Areas...

- **Person Centered Practices:** Individuals needs are identified and met through Person Centered Practices.
- **Community:** Individuals have opportunities for integration in all aspects of their lives including where they live, work, access to community services and activities and opportunities for new relationships.
- **Health:** Individuals are in best possible health.
- **Safety:** Individuals are safe.



PCR & PDR Individual Interview Tools

- PCR Individual Interview - Questions asked and Quality Areas reviewed are driven by all services person is receiving and in context of how WSC is supporting person.
- PDR Individual Interview - Questions asked and Quality Areas reviewed are driven by specific service(s) person is receiving from provider.



PCR & PDR Interview Tools

- PCR WSC Interview – Questions asked and Quality Areas reviewed are specific to person interviewed and WSC efforts to support person.
- PDR Provider/Staff Interview – Questions asked and Quality Areas reviewed assess provider's overall systems to support person's receiving services.



PCR - Pre-Review/Review Activities

Initial and Follow-up phone calls with WSC:

- Share names of persons sampled for PCR.
- Coordinate with WSC(s) to assist with contacting and scheduling PCR.
- Finalize and confirm PCR times and locations
- Gather background information for NCI
- Schedule WSC interview
- Schedule PDR to include Administrative and SSRR



What's Different... PDR

- Added brief opening and closing meeting
- Added interviews with person(s) receiving services using – **PDR Interview Tool**
- Added Provider/Staff Interview - **PDR Provider/Staff Interview Tool**
- Dropped associating SSRR with persons sampled for a PCR
- Revised **Observation Review Checklist**
- Observations can be scheduled or unannounced



PDR - Pre-Review/Review Activities

Initial and follow-up phone calls with Provider:

What we need to know first -

- How many people do you serve?
- What services do you provide?
- Request a list of individuals by service.
- Request a list of employees by service with hire date.



PDR - Pre-Review/Review Activities

- Based on number of people served and services rendered individuals and staff will be randomly selected to be interviewed.
- Provider will be asked to assist with scheduling interviews.
- A person may decline to participate in a PDR interview, another name will be randomly selected.



PDR - Pre-Review/Review Activities

Subsequent calls:

- Finalize and confirm individual interview times and locations.
- Finalize and confirm Provider/staff interview times and locations.
- Confirm PDR date and time to include Administrative and Service Record Reviews.
- Begin Individual and staff interviews



Provider Discovery Review - Onsite

Service Specific Record Review

- Sampling Matrix used to ensure adequate representation for each type of service a provider renders
- Provider records for any individual interviewed automatically becomes part of the sample
- Matrix for unannounced Record Reviews to ensure adequate sampling. Unannounced records will be sampled once onsite



PDR - Service Specific Review Tools

Administrative Tool

- Policy & Procedures
- Background Screening
- Education and Experience requirements
- Qualifications and Training requirements for all services

Service Specific Record Review Tool

- One for each service



Provider Discovery Review - Onsite

- PDR must take place where the records are maintained. This could be an office, group home or the providers own home
- Once review is complete, a Preliminary Findings form will be presented for signature for the Administrative review and each SSRR



PDR - Service Specific Review Tools

- Standard
- Protocol
- Potential Not Met Reasons



PDR - Observations

Observation Review Checklist

- Licensed Residential Facilities (up to 10 locations)
- On-site Day Training locations (all)
 - ✓ Announced
 - ✓ Unannounced



PDR Observations...8 Focus Areas

- ✓ Autonomy & Independence
- ✓ Community Opportunity
- ✓ Privacy
- ✓ Dignity & Respect
- ✓ Physical Environment
- ✓ Medication Management
- ✓ Restrictive Interventions
- ✓ Abuse, Neglect and Exploitation



PCR - Reporting

- Findings from Individual & WSC Interviews
- Record Review details for Waiver Support Coordinator
- Alert details if applicable
- Discoveries if applicable
- Available on the FSQAP website for AHCA/APD
- Mailed to WSC
- Mailed to person receiving services/ legal guardians at their request



PDR - Reporting

- Administrative & Service Specific Record Review details for all services reviewed
- Potential Billing Discrepancy details if applicable
- Alert details if applicable
- Findings from Observation(s) if applicable
- Findings from Individual & Provider/Staff Interviews
- Discoveries if applicable
- Available on the FSQAP website for AHCA/APD
- Mailed to Provider



Florida Statewide Quality Assurance Program

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All Review Tools & Procedures are
posted to Delmarva's Florida website
www.dfmc-florida.org

Thank You!!!