



# Florida Statewide Quality Assurance Program

**Quality Council  
October 2015**

**Data Review**





## Overview

- Volume of Activity
- PCR Results
- PDR Results
- Standards Scored <90%
- Alert Summary



## Volume of Activity January – June 2015

### PCR

- PCR II = 940
- WSC I = 730
- WSC RR = 730
- CDC+ C = 210
- CDC+R = 226

### PDR

- PDR II = 822
- SPI = 785
- OBS = 319
- Admin = 860



## PCR Individual Interview (II) Standards (Number of Indicators Scored)

**Person Centered Supports (25):** Individual's needs are identified and met through person centered practices.

**Community (22):** Individuals have opportunities for integration in all aspects of their lives.

**Safety (12):** Individuals are safe.

**Health (7) :** Individuals are in the best possible health.



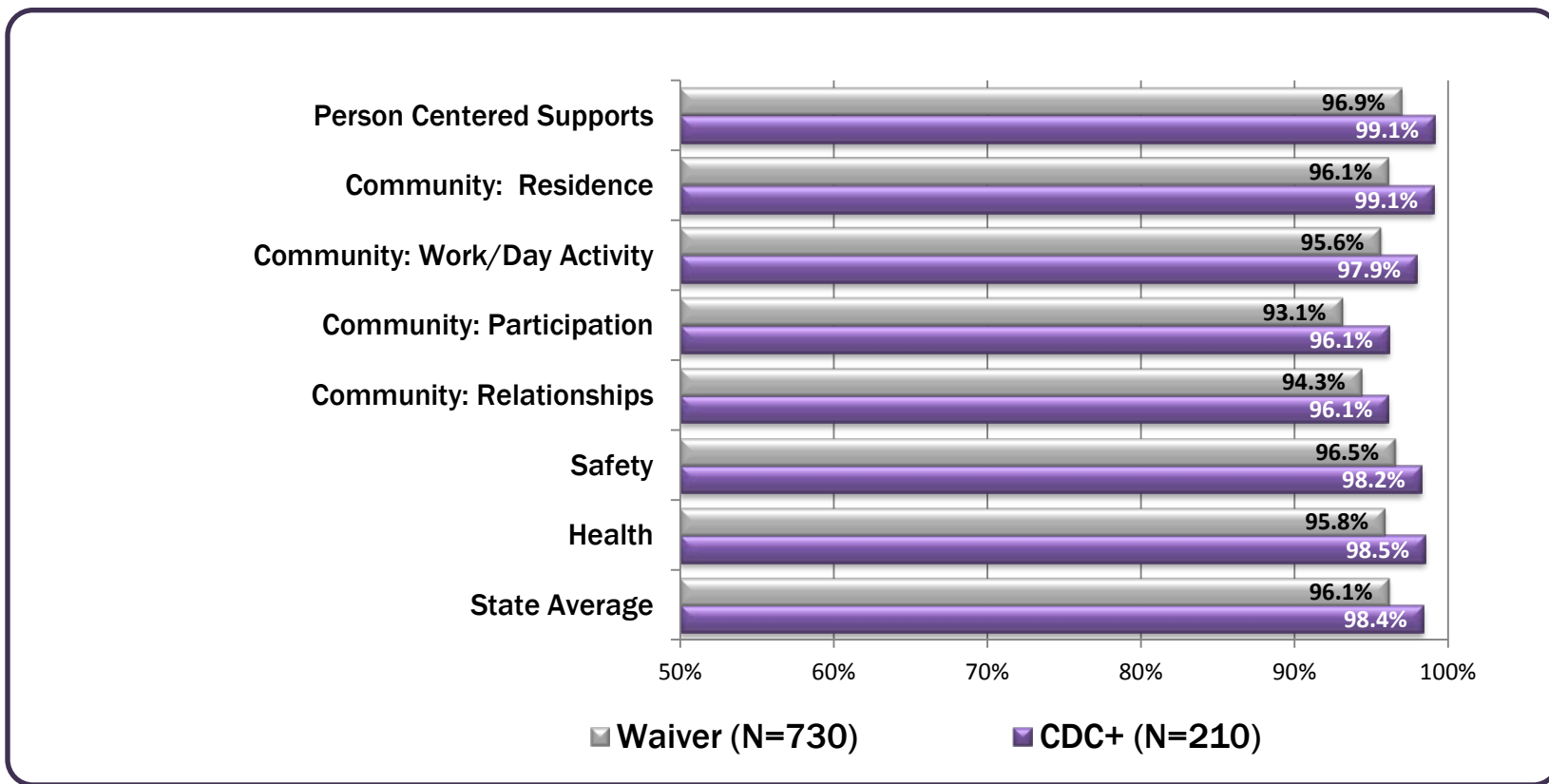
## PCR Individual Interview (II) Standards

Community is defined with four major areas: “Tell me about”:

- Where you live (9) (**Residence**)
- Where you work; what you do during the day (4) (**Day Activity**)
- Your community and what you like to do for fun (5) (**Participation**)
- Who you like to spend time with (4) (**Relationships**)



## PCR II Results by Standard and Participant Type January - June 2015





## PCR Individual Interview Results by Region January – June 2015

Region	Waiver		CDC+	
	#	% Met	#	% Met
Northwest	74	95.1%	25	98.8%
Northeast	138	97.2%	36	99.0%
Central	156	94.8%	60	98.2%
Suncoast	143	98.3%	32	98.1%
Southeast	106	96.4%	26	99.0%
Southern	113	93.9%	31	97.3%
State	730	96.1%	210	98.4%



## PCR II Outcomes by Demographics

- **Results were fairly consistent across most categories for age, disability and residential status.**
- **Some small variations, but to date nothing that was statistically significant.**



## PCR WSC Interview

### How well does the SC support the person?

**Person Centered Supports (22):** Individual's needs are identified and met through person centered practices.

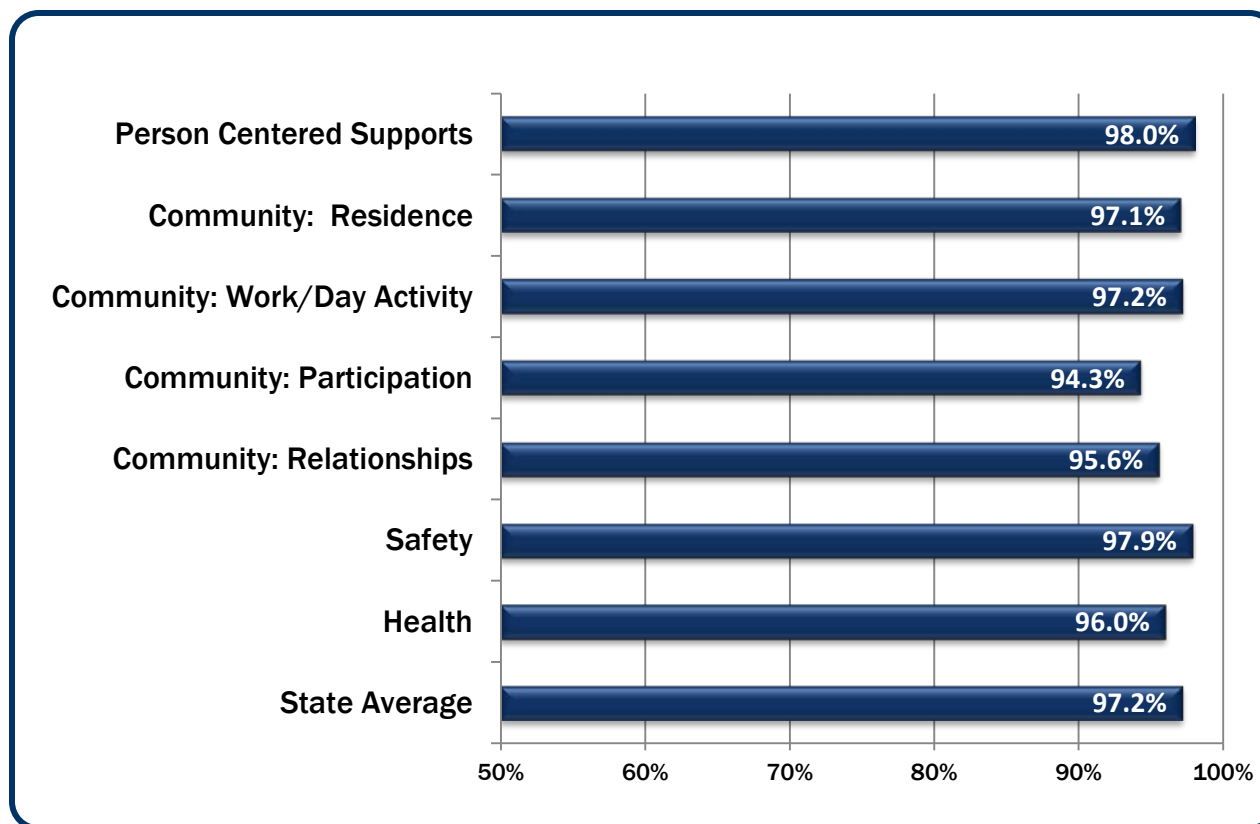
**Community (21):** Individuals have opportunities for integration in all aspects of their lives.

**Safety (6):** Individuals are safe.

**Health (13):** Individuals are in the best possible health.



## WSC Interview Results by Standard January - June 2015





## WSC Interview Results by Region January – June 2015

Region	#	% Met
Northwest	74	95.2%
Northeast	138	98.4%
Central	156	96.6%
Suncoast	143	98.8%
Southeast	106	97.9%
Southern	113	95.0%
State	730	97.2%



# PCR WSC/Consultant Record Review Results by Region January – June 2015

Region	Waiver Support Coordinator			CDC+ Consultant		
	# of Reviews	Weighted Score	% Met	# of Reviews	Weighted Score	% Met
Northwest	74	95.7%	97.3%	25	98.5%	98.7%
Northeast	138	91.9%	95.4%	36	94.7%	97.4%
Central	156	92.3%	95.4%	60	97.5%	98.3%
Suncoast	143	94.3%	96.1%	32	91.9%	95.4%
Southeast	106	93.9%	95.8%	26	96.7%	98.1%
Southern	113	92.4%	95.3%	31	98.3%	99.0%
State	730	93.2%	95.8%	210	96.3%	97.8%



## CDC+ Representative Record Review Results by Region January – June 2015

Region	# of Reviews	Weighted Score	% Met
Northwest	31	92.4%	90.9%
Northeast	42	94.1%	93.2%
Central	63	94.8%	93.3%
Suncoast	32	92.6%	92.2%
Southeast	27	92.6%	92.4%
Southern	31	97.8%	97.5%
State	226	94.2%	93.3%



## Summary PCR Results

### WSC

- PCR II 96.1%
- RR 93.2%
- WSC II 97.2%

### CDC+

- PCR II 98.4%
- RR 96.3%
- Rep 93.3%



## PCR Standards with a score < 90%

### WSC Record Review

- **Level of care is completed accurately using the correct instrument/form (88.5%).**
- **The Support Coordinator documents efforts to assist the person receiving services to define abuse, neglect, and exploitation including how the person receiving services would report any incidents (89.7%).**
  - **88.0% for CDC+ Consultants**



## CDC+ Standards with a score < 90%

### CDC Representative

- **Completed and signed Job Descriptions for each Directly Hired Employee are available for review (89.4%).**
- **Background screening results for all providers who render direct care are available for review (84.6%).**
- **Documentation is available to support the reconciliation of Monthly Statements (82.7%).**



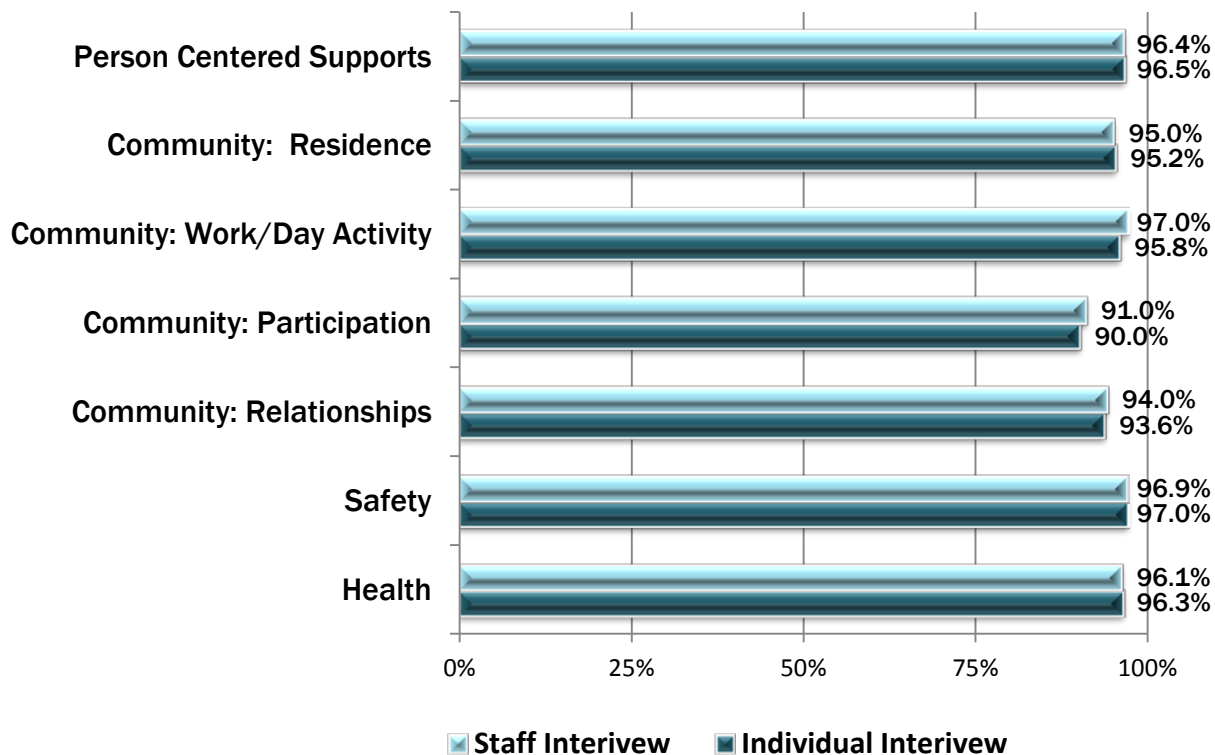


## PDR Results by Region (Service Providers) January – June 2015

Region	Policy & Procedure (N=574)	Qualifications & Training (N=574)	Service Record Reviews (N= 1,754)	Staff Interview (N=785)	Provider Individual Interview (N=822)	OBS (N= 319)
Northwest	100.0%	95.1%	93.3%	96.8%	96.7%	87.9%
Northeast	95.5%	95.1%	91.1%	96.5%	96.6%	96.5%
Central	96.4%	92.2%	88.3%	94.7%	95.1%	94.1%
Suncoast	98.1%	94.8%	91.1%	97.9%	97.4%	96.4%
Southeast	96.8%	94.0%	90.4%	94.7%	95.0%	96.7%
Southern	96.2%	93.7%	88.5%	93.6%	93.7%	95.7%
State	97.0%	94.2%	90.4%	95.8%	95.8%	95.7%



# PDR Individual and Staff Interview Results by Standard January – June 2015





## PDR Results by Region (WSCs) January – June 2015

Region	Administrative Record Reviews		WSC Service Record Reviews	
	Policy & Procedure (N=286)	Qualifications & Training (N=286)	Announced (N = 720)	Unannounced (N = 414)
Northwest	96.6%	98.7%	97.1%	98.1%
Northeast	99.1%	97.5%	94.7%	92.7%
Central	99.5%	96.1%	94.4%	94.8%
Suncoast	95.9%	95.9%	96.1%	92.0%
Southeast	96.6%	95.0%	95.5%	95.9%
Southern	100.0%	96.9%	94.8%	95.3%
State	98.1%	96.5%	92.9%	91.6%



## PDR Standards with a score < 90%

### PDR Staff Interview

- **Provider does not support people to determine house rules in collaboration with other residents (88.4%).**
- **Provider does not solicit the person's preferences concerning social roles in the community (89.0%)**
- **Provider does not provide person with information about potential social roles in the community (83.4%).**



## PDR Standards with a score < 90%

### PDR Individual Interview

- **Person has had limited opportunities to develop new friendships/relationships (87.6%)**
- **Person does not feel supported to maintain friendships/relationships (80.2%).**
- **Person indicates provider does not gather information about health (87.8%).**



## PDR Standards with a score < 90%

### PDR Observations

- Individuals do not have a key to their home (59.9%)
- Individuals did not participate in the development of the 'house rules'(79.9%).
- Training in the use of public transportation is not available and/or facilitated (78.9%).
- Individuals are not making meaningful connections in the community (88.7%).



## PDR Standards with a score < 90%

### PDR Observations

- **Individuals do not have a choice in roommates (83.9%)**
- **Individuals cannot lock the bedroom door (86.5%).**
- **Bedroom doors do not lock (88.1%).**
- **Individuals' living areas do not reflect their interests and hobbies (88.0%).**



## PDR Standards with a score < 90% Service Providers

### Policy and Procedure

- If applicable, the provider has written policies and procedures related to the use of Reactive Strategies (88.6%) (N=82).
- If provider operates Behavior Focus group homes, required on-site oversight for residential services is provided (87.5%) (N=32).

### Qualifications and Training

- The provider has completed eight hours of annual in-service training related to employment for Life Skills Development 2 (78.5%) (N=46).
- The provider completed eight hours of annual in-service training for Supported Living Coach (75.4%) (N=114).





## PDR Background Screening by Region

Percent of Providers with Background Screening Met						
January - June 2015						
	Service Providers		WSCs		CDC+ Representatives	
Region	# Reviews	% Met	# Reviews	% Met	# Reviews	% Met
Northwest	55	92.7%	20	95.0%	31	83.9%
Northeast	112	92.0%	55	98.2%	42	88.1%
Central	84	88.1%	67	95.5%	63	87.3%
Suncoast	121	91.7%	53	90.6%	32	68.8%
Southeast	123	93.5%	49	95.9%	27	81.5%
Southern	79	86.1%	42	95.2%	31	100.0%
State	574	90.9%	286	95.1%	226	85.4%



## Alerts by Type January – June 2015

Alert Type	Times Cited
Rights	4
Health & Safety	13
Abuse/Neglect/Exploitation	6
Background Screening	70
Medication Administration/Training	24
Drivers License/Insurance (Employee)	5
Vehicle Insurance (administrative)	0
<b>Total Alerts</b>	<b>122</b>



- Questions?
- Feedback?