

Quality Council Meeting Qlarant Data Presentation

March 25, 2021

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Outline

Provider Discovery Review (PDR)

- Service Provider Scores
- WSC Scores
- Alerts
- Billing Discrepancies
- SSRR
- Background Screening

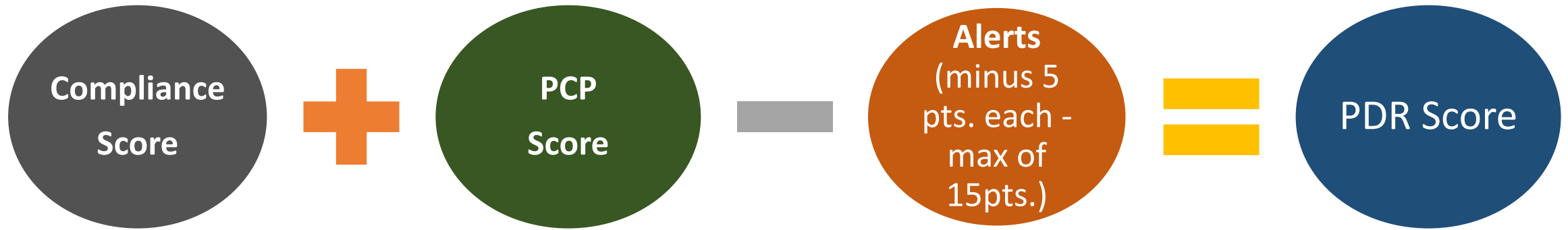
Person Centered Review (PCR)

- Individual Demographics
- My Life Interview Scores
 - Outcomes & Supports
 - Stability
- Health Summary

Provider Discovery Reviews



Provider Scores



Service Provider PDRs by Region

Region	July – December 2020						
	# of PDRs	Policy & Procedure (817)	Q&T (2,166)	SSRR (2,966)	MLI (1,204)		OBS
					Outcomes	Supports	
Northwest	41	97.4%	90.8%	89.5%	95.4%	99.4%	NA
Northeast	118	96.3%	94.3%	92.9%	96.9%	99.5%	NA
Central	170	94.1%	92.9%	92.9%	91.9%	98.3%	NA
Suncoast	234	89.1%	88.1%	87.9%	90.4%	98.6%	NA
Southeast	125	90.3%	93.8%	95.1%	85.8%	99.4%	NA
Southern	131	93.0%	93.0%	94.4%	92.0%	99.3%	NA
State	819	92.3%	91.7%	91.7%	91.2%	98.9%	NA

8.62 pts

13.7 pts

WSC PDRs by Region

PDR Component Scores: WSCs and CDC+ Consultants by Region						
July – December 2020						
WSC					CDC+ Consultant	
Region	# of PDRs	Policy & Procedure (250)	Qualifications & Training (351)	Record Review	# of PDRs	Record Review
Northwest	14	97.6%	99.0%	98.4%	3	100.0%
Northeast	39	97.4%	95.5%	94.4%	31	94.6%
Central	50	96.8%	95.8%	93.7%	27	96.6%
Suncoast	46	93.3%	94.2%	93.6%	11	97.7%
Southeast	74	92.5%	93.9%	95.9%	20	95.2%
Southern	27	97.1%	95.7%	98.2%	13	98.7%
State	250	95.1%	95.0%	95.2%	105	96.2%

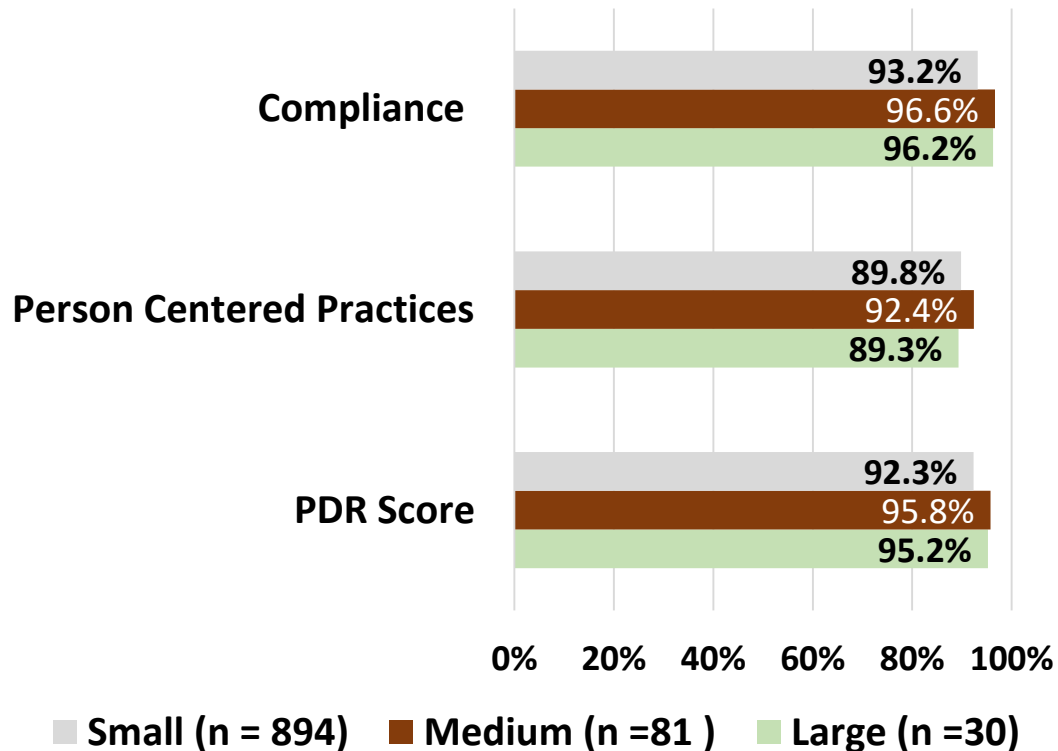
Service Provider Scores by Provider Size

Small: <30 receiving services

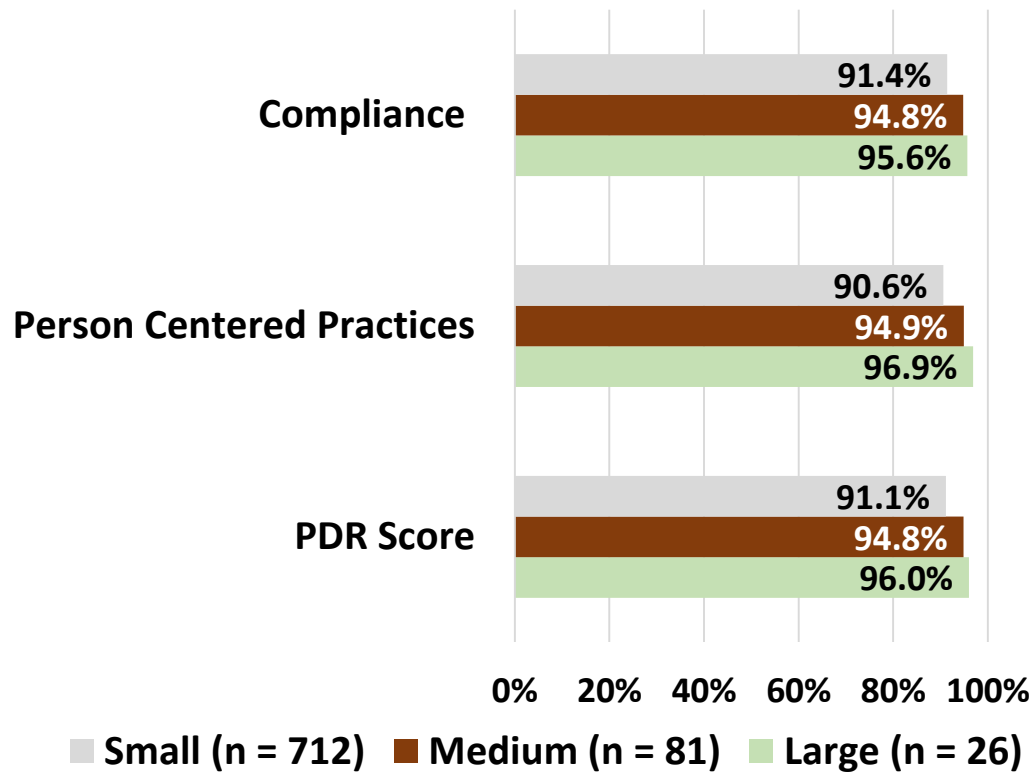
Medium: 30-99 receiving services

Large: 100 or more receiving services

Year 3 Q1-3: July 2019 - March 2020



Year 4 Q1-2: July – December 2020



Alerts and Billing by Provider Size

Year 3 Q1-3

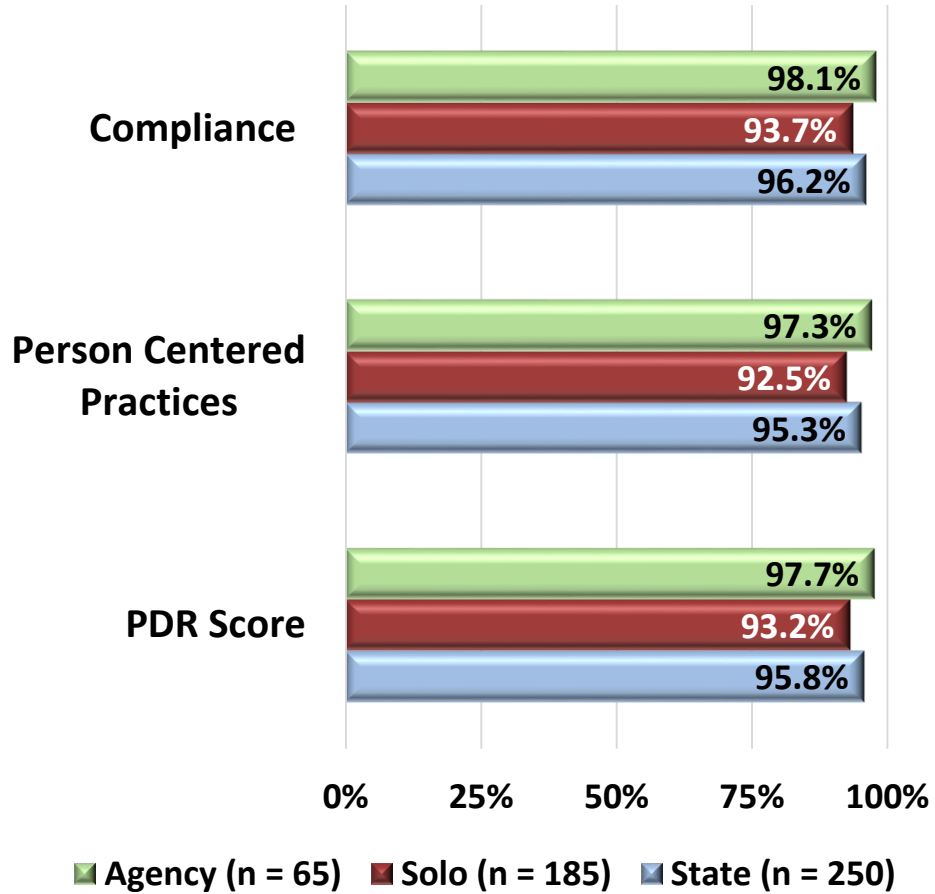
Size	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	895	267	2.98	1,049	11.72
Medium	81	21	2.95	115	14.20
Large	30	21	7.00	49	16.33
State	1,006	309	3.07	1,213	12.06

Year 4 Q1-2

Size	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	712	248	3.48	715	10.04
Medium	81	20	2.47	98	12.10
Large	26	8	3.08	29	11.15
State	819	276	3.37	842	10.28

WSC Scores: Agency vs. Solo

WSC PDR Scores: Solo vs. Agency
Y4 Q1-2



Y3
Q1-3

WSC Type	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Solo	316	34	1.08	104	3.29
Agency	88	8	0.91	36	4.09
State	404	42	1.04	140	3.47

Y4
Q1-2

WSC Type	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Solo	185	35	1.89	68	3.68
Agency	65	1	0.15	23	3.54
State	250	36	1.44	91	3.64

335 Alerts: July – December 2020



★ KNOW ★
— YOUR —
RIGHTS

Rights

- 1



HEALTH & SAFETY

Health and Safety

- 0

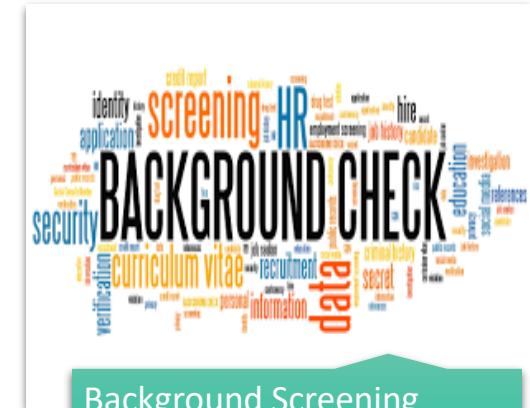


abuse
neglect
exploitation

STOP

ANE

- 1



BACKGROUND CHECK

Background Screening


- 96



CLEARING HOUSE

Clearing House Roster

- 113



MEDICATION Administration

Med. Administration/Training

- 103



Medication Storage

- 0



SPRINGFIELD DRIVER LICENSE

BART SIMPSON
742 EVERGREEN TERR,
SPRINGFIELD, USA

BIRTHDATE: 02-11-70
SEX: M HT: 4'9" EYES: BL WT: 85

Drivers License/Insurance

- 21

Distribution of Alerts by Region (Greatest proportions circled)

Service Providers: July – December 2020 (819 PDRs; 276 Alerts)

Region	Rights (n = 1)	Health & Safety (n = 0)	ANE (n = 1)	Background Screening (n = 74)	Clearing House Roster (n = 76)	Medication Admin/Trng (n = 103)	Medication Storage (n = 0)	Drivers License/ Insurance (n = 21)
Northwest (n = 41)	0.0%	0.0%	0.0%	4.9%	9.8%	2.4%	0.0%	2.4%
Northeast (n = 118)	0.0%	0.0%	0.0%	4.2%	8.5%	3.4%	0.0%	0.0%
Central (n = 170)	0.0%	0.0%	0.0%	9.4%	7.6%	9.4%	0.0%	1.2%
Suncoast (n = 234)	0.4%	0.0%	0.0%	13.7%	11.5%	25.6%	0.0%	7.3%
Southeast (n = 125)	0.0%	0.0%	0.8%	7.2%	8.8%	8.0%	0.0%	0.0%
Southern (n = 131)	0.0%	0.0%	0.0%	7.6%	8.4%	9.2%	0.0%	0.8%
State (N = 819)	0.1%	0.0%	0.1%	9.0%	9.3%	12.6%	0.0%	2.6%

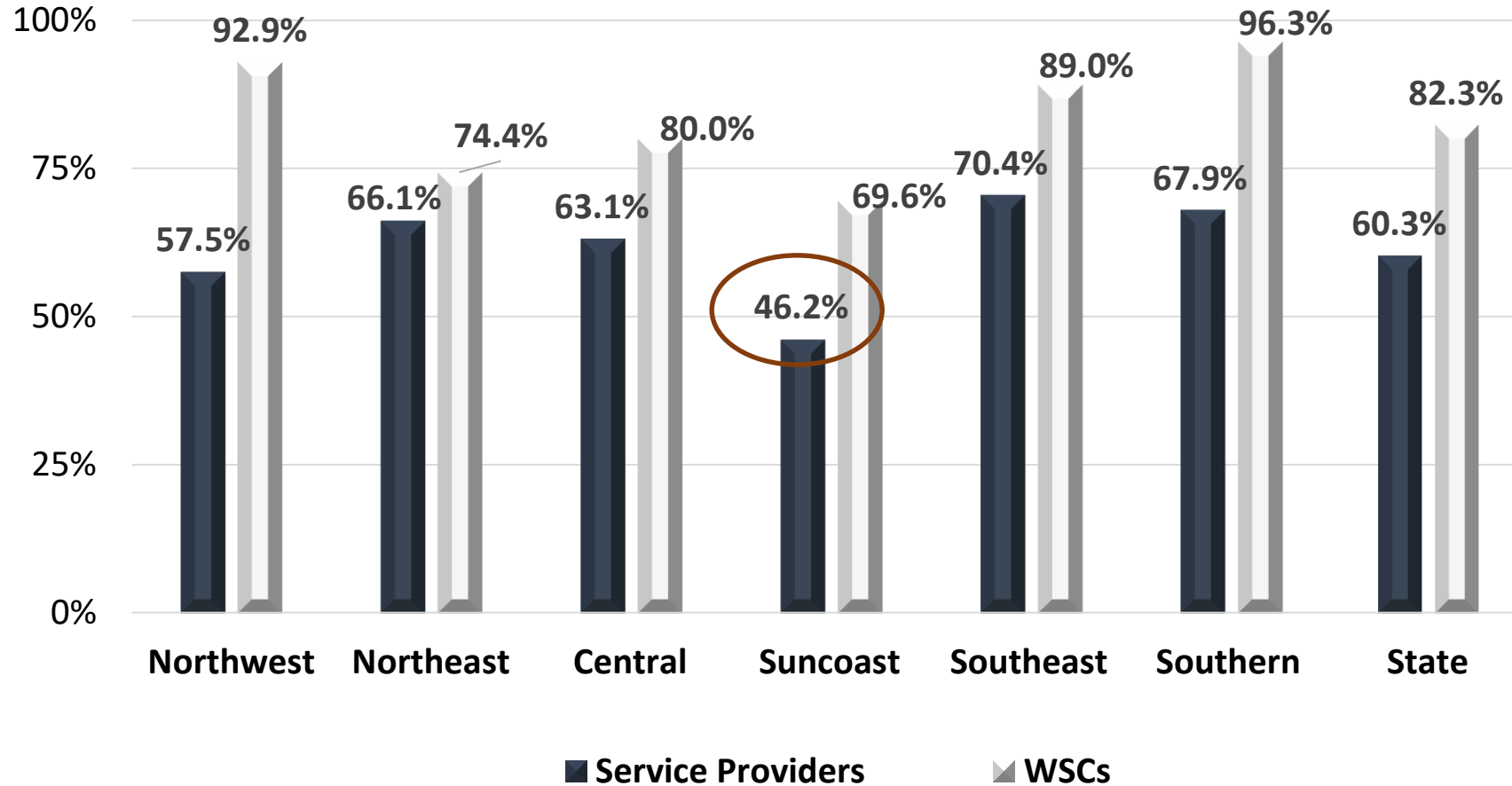
Distribution of Alerts by Region (Greatest proportions circled)

WSC and CDC+: July – December 2020 (819 PDRs; 276 Alerts)

WSCs and CDC+ Representatives had only Background Screening related alerts

	Total PDRs	Background Screening	Clearing-house Roster
Northwest	16	0.0%	12.5%
Northeast	61	6.6%	11.5%
Central	72	6.9%	5.6%
Suncoast	54	11.1%	22.2%
Southeast	91	6.6%	11.0%
Southern	39	2.6%	5.1%
Total	333	6.6%	11.1%

Percent with ALL Billing Discrepancy Indicators Present by Waiver Type and Region: July – December 2020



Percent with All Billing Discrepancy Indicators Present

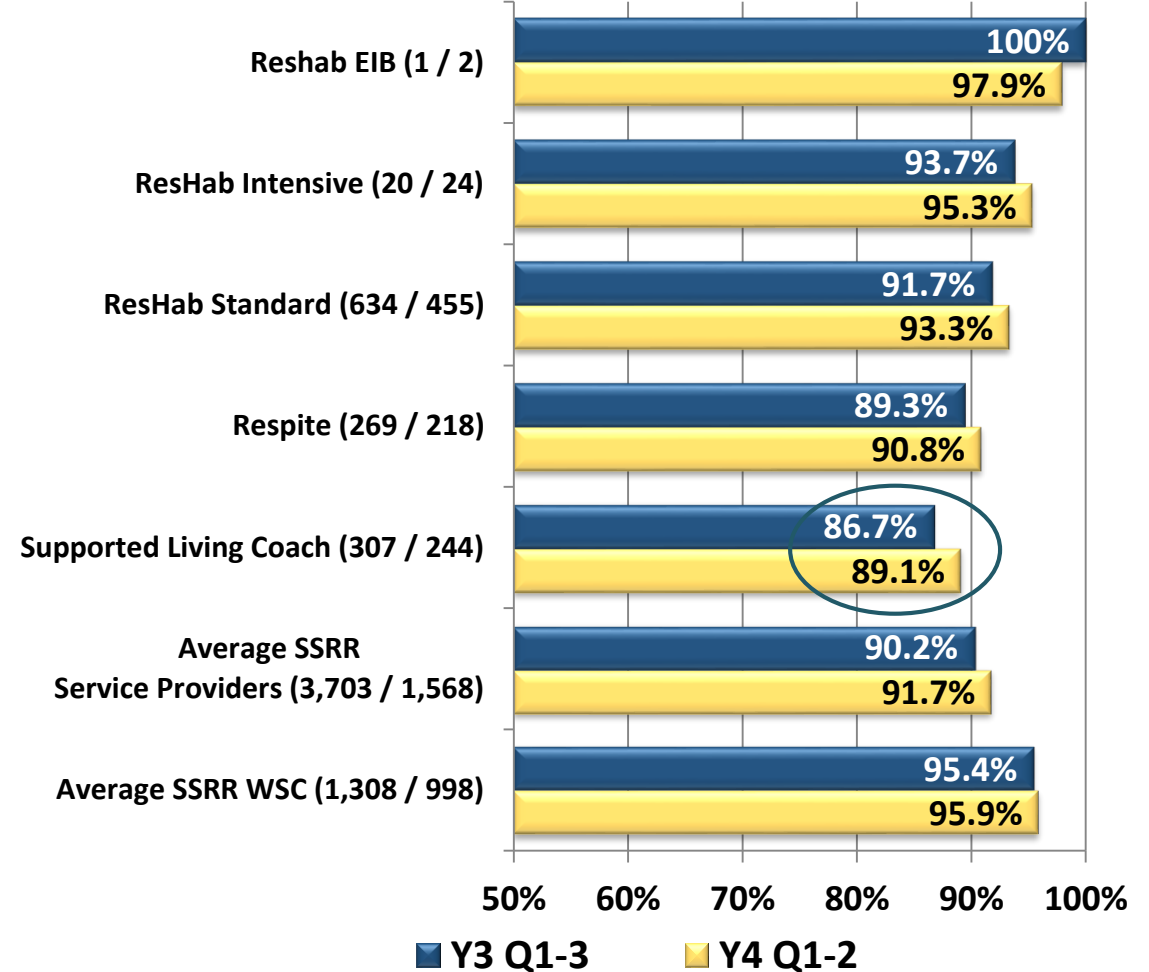
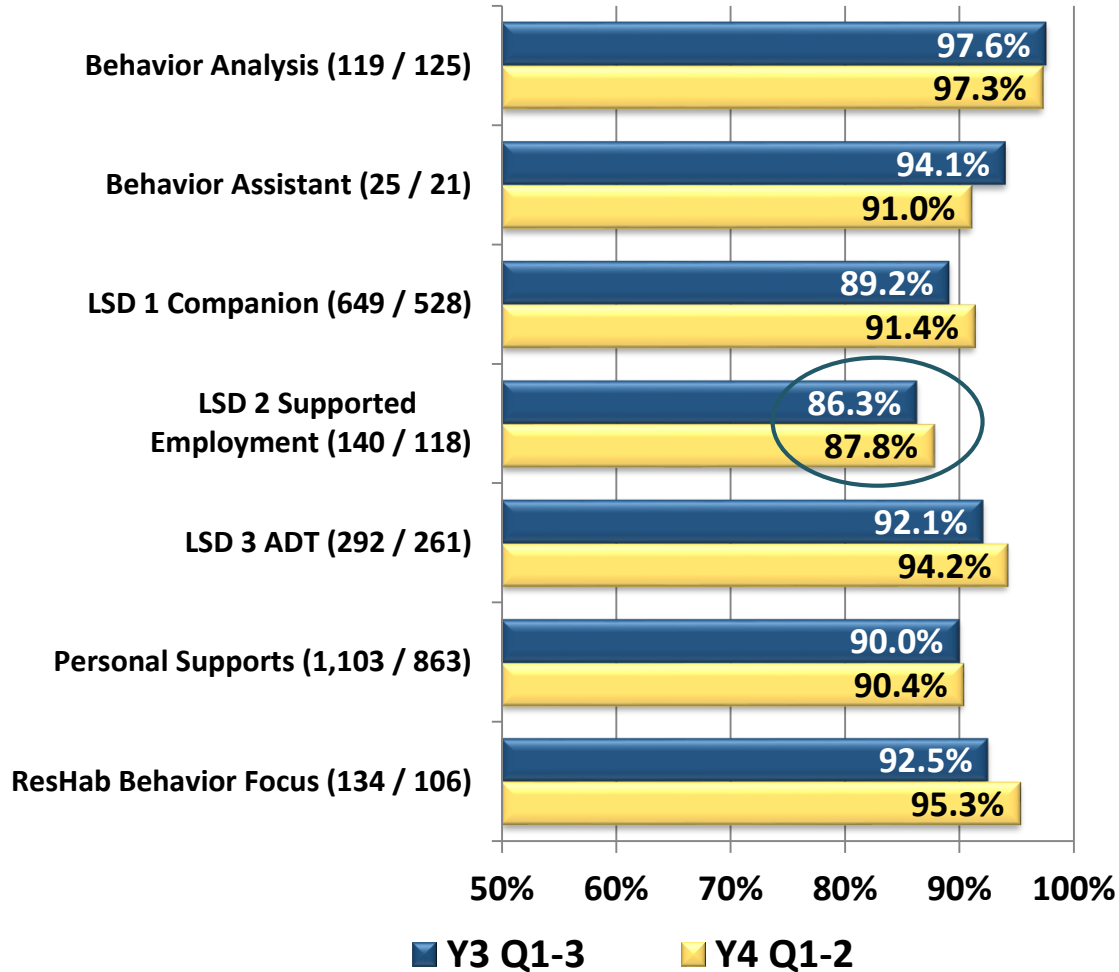
Table 21. Billing Discrepancy Standard Scored Met by Service

Service	Y3 Q1-3		Y4 Q1-2	
	Records Reviewed	% Met	Records Reviewed	% Met
Behavior Analysis	119	90.8%	123	88.6%
Behavior Assistant	25	76.0%	21	81.0%
CDC+ Consultant	70	97.1%	73	95.9%
CDC+ Consultant UA	49	89.8%	32	84.4%
Life Skills Development 1 (Companion)	649	64.1%	528	71.2%
Life Skills Development 2 (SEC)	140	62.9%	118	74.6%
Life Skills Development 3 (ADT)	292	80.5%	261	81.2%
Personal Supports	1,103	65.0%	859	68.2%
Residential Habilitation Behavior Focus	134	89.6%	106	93.4%
Residential Habilitation EIB	1	100.0%	2	100.0%
Residential Habilitation Intensive Behavioral	29	89.7%	24	91.7%
Residential Habilitation Standard	634	91.3%	455	93.8%
Respite	269	63.9%	218	72.0%
Special Medical Home Care	1	100.0%	1	100.0%
Support Coordination	701	92.6%	612	91.3%
Support Coordination UA	607	91.4%	386	93.8%
Supported Living Coaching	307	58.0%	244	67.6%
Total	5,130	77.5%	4,063	80.7%

← Up 11.7 pts

← Up 9.6 pts

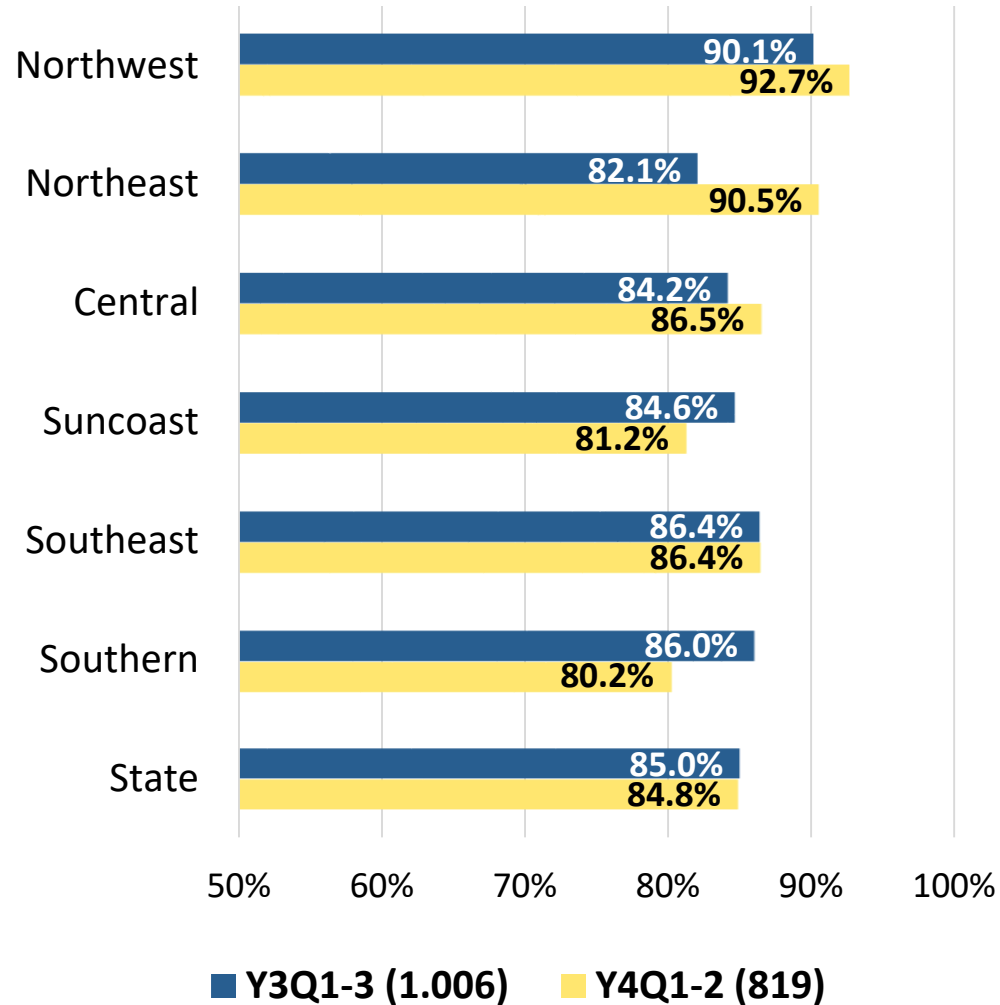
SSRR by Service: Percent Present by Service (Y3 Q1-3 / Y4 Q1-2)



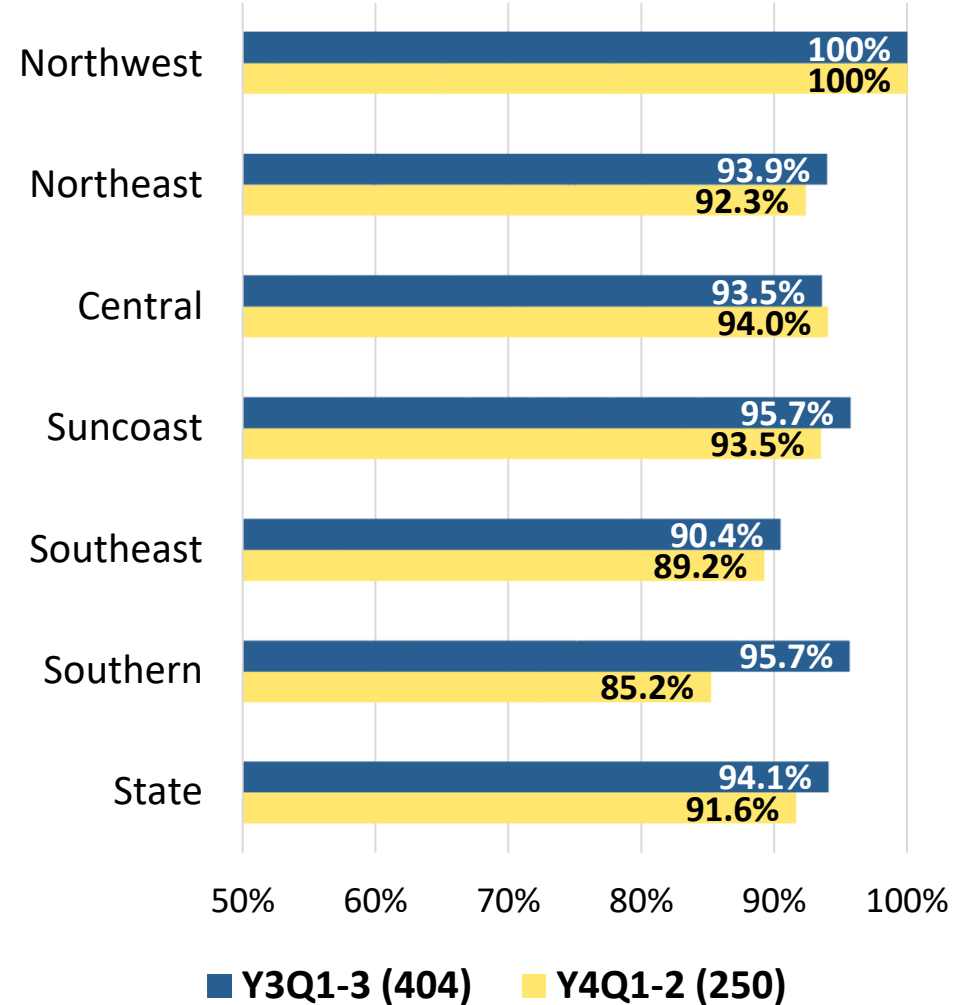
Note: Special Medical Home Care (n=1) is not displayed. Score was 100% Present

Percent with All Background Screening Indicators Present by Region

Service Providers



WSC



Service Provider Comparisons: Y3 Q1-3 to Y4 Q1-2

Same or Better....

- **Service Providers:**
 - **Overall PDR Scores were similar**
 - **Scores for all review components as well as for Compliance were similar**
 - **Service Specific Record Review scores for each service were very similar**
 - **Billing Discrepancy compliance increased for Supported Employment and Supported Living Coaching**
- **WSC results were high and essentially the same in both time periods**
- **Record Review scores were the same**

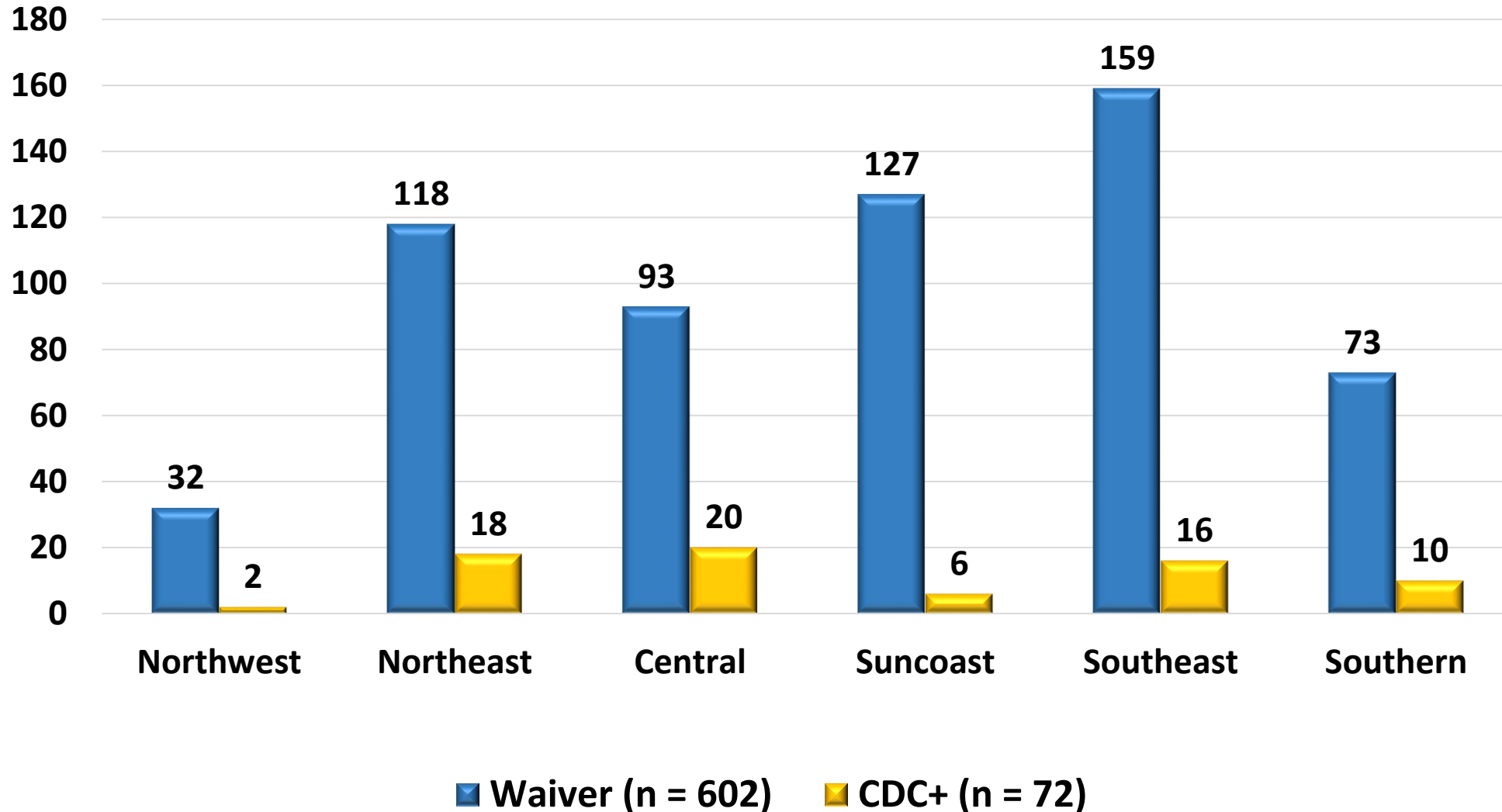
Indicator Comparisons: Y3Q1-3 to Y4Q1-2

- The provider maintains current Basic Medication Administration Validation, decreased 23 points, to 70.8%
- The provider completes eight hours of annual in-service training on instruction in applied Behavior Analysis and related topics for Behavior Assistant, decreased 21.4 points to 78.6%
- The provider meets all minimum educational requirements and levels of experience for Residential Habilitation-Behavior Focus, greatest increase of 5.6 points.

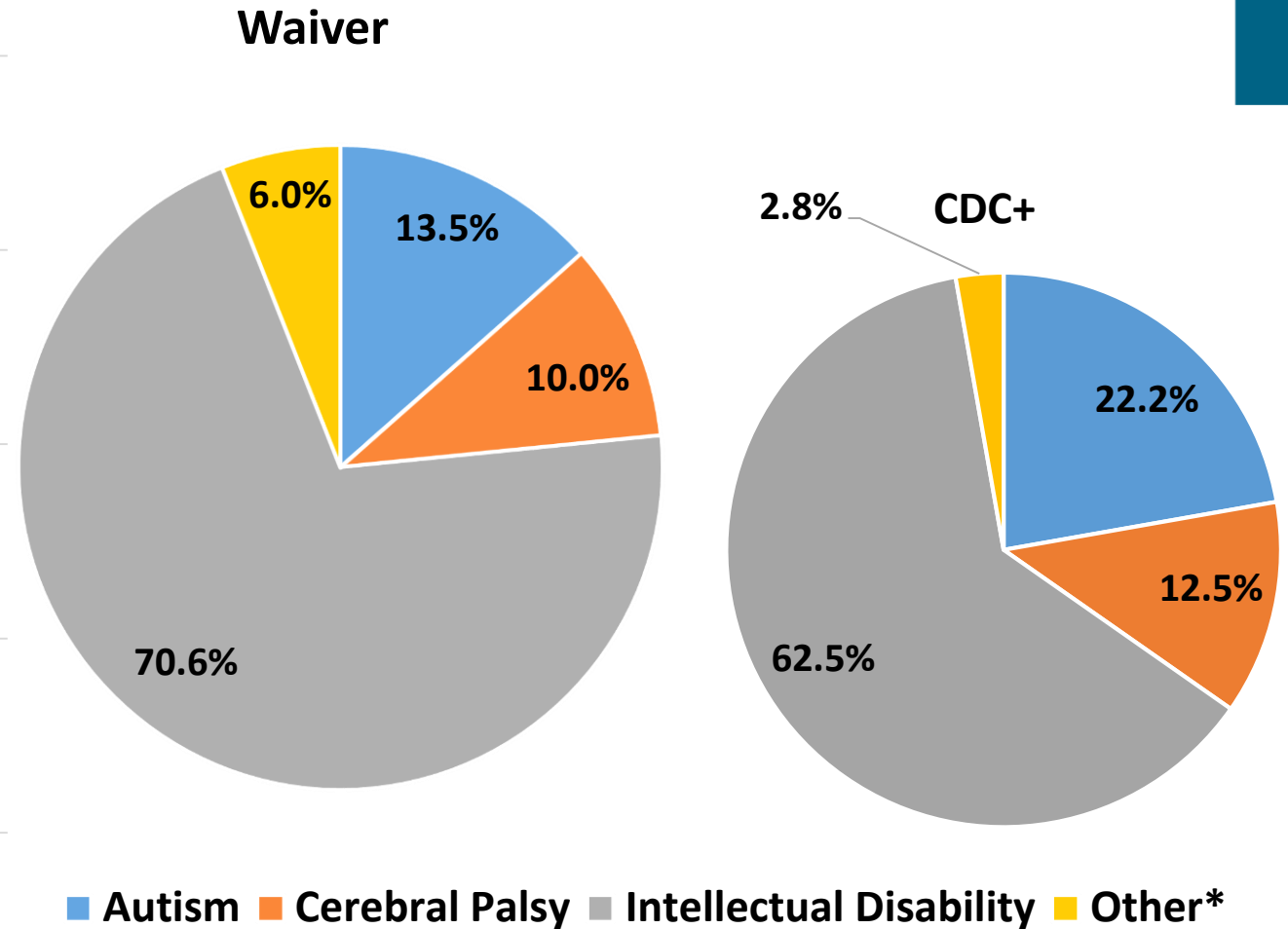
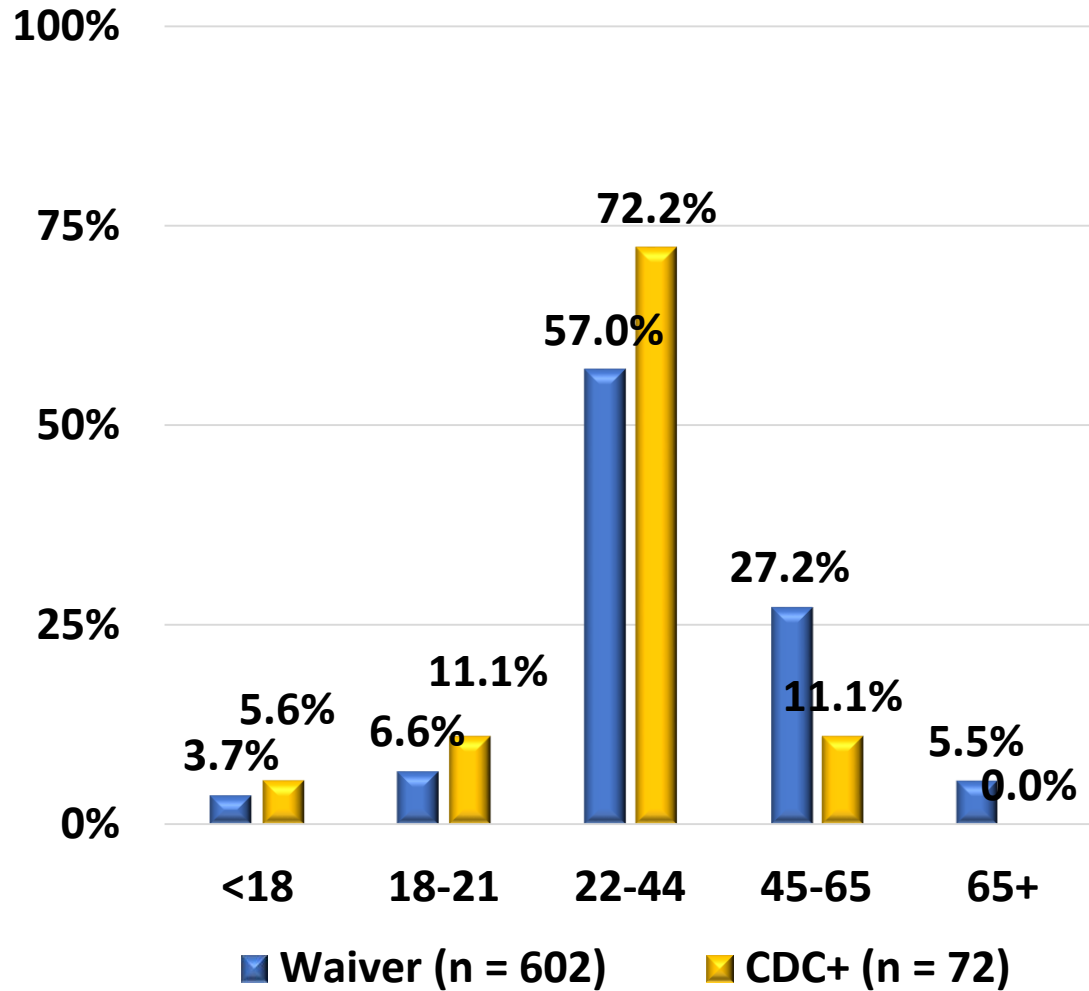
Person Centered Reviews



Number of Person Centered Reviews

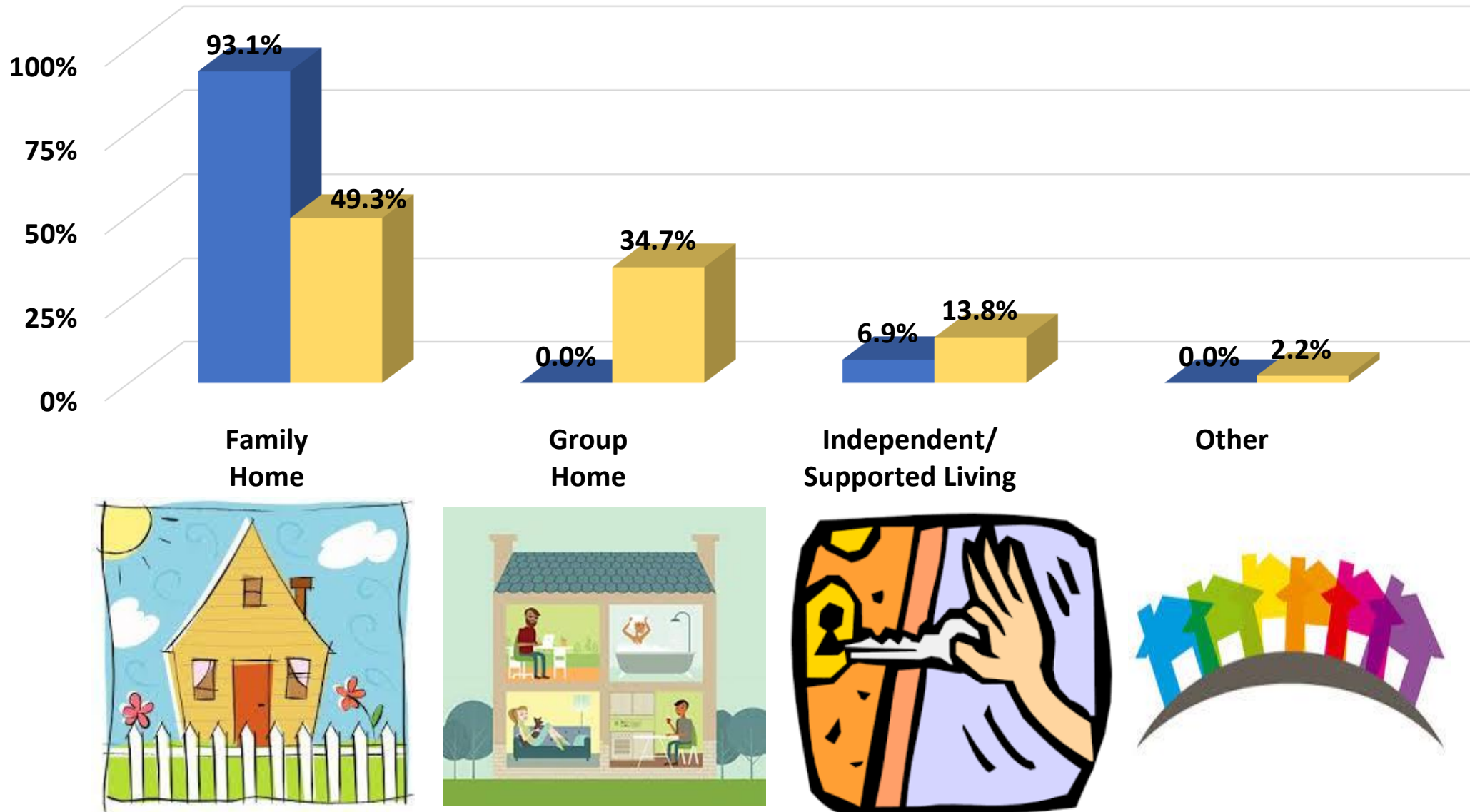


PCR Sample by Age Category and Primary Disability



*Other Disability Types: DD Waiver : 23 Down Syndrome; 7 Spina Bifida; 4 Prader-willi syndrome; 2 Phelan-McDermid Syndrome; CDC+: 1 Down Syndrome; 1 Spina Bifida;

PCR Sample by Residential Setting (W: 602; CDC+: 72)

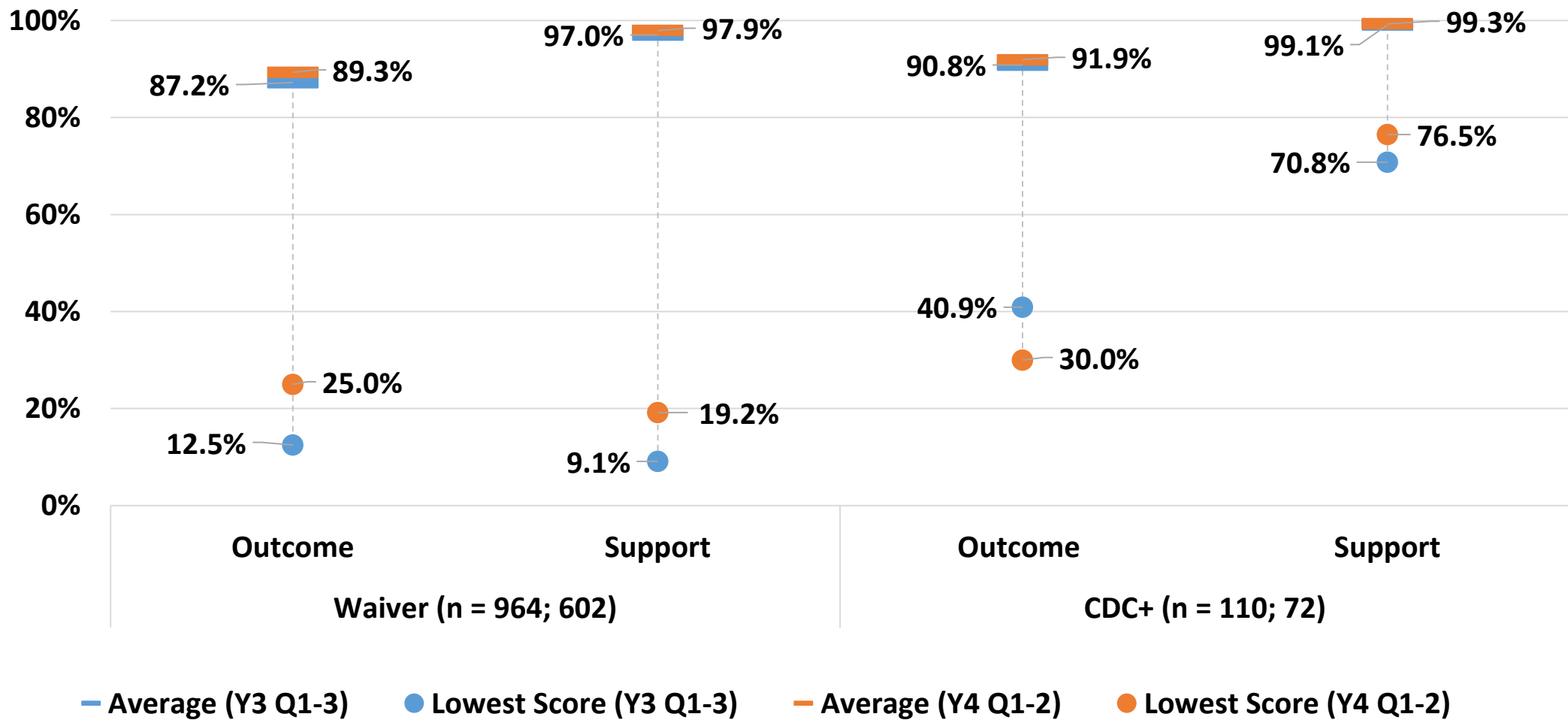


My Life Interview

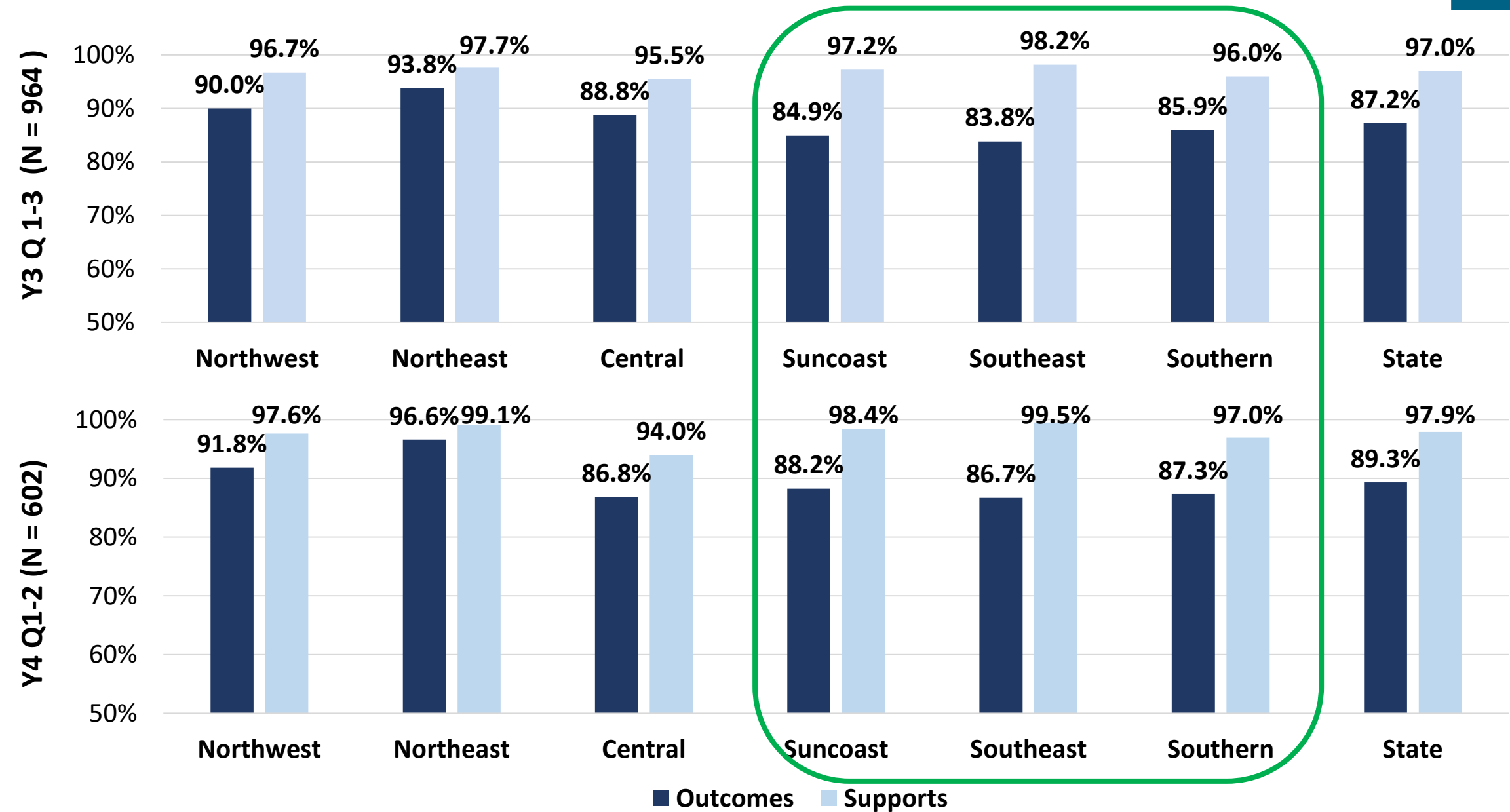


My Life Interview Outcomes and Supports: Lowest and Average Scores Y3 Q1-3 vs Y4 Q1-2

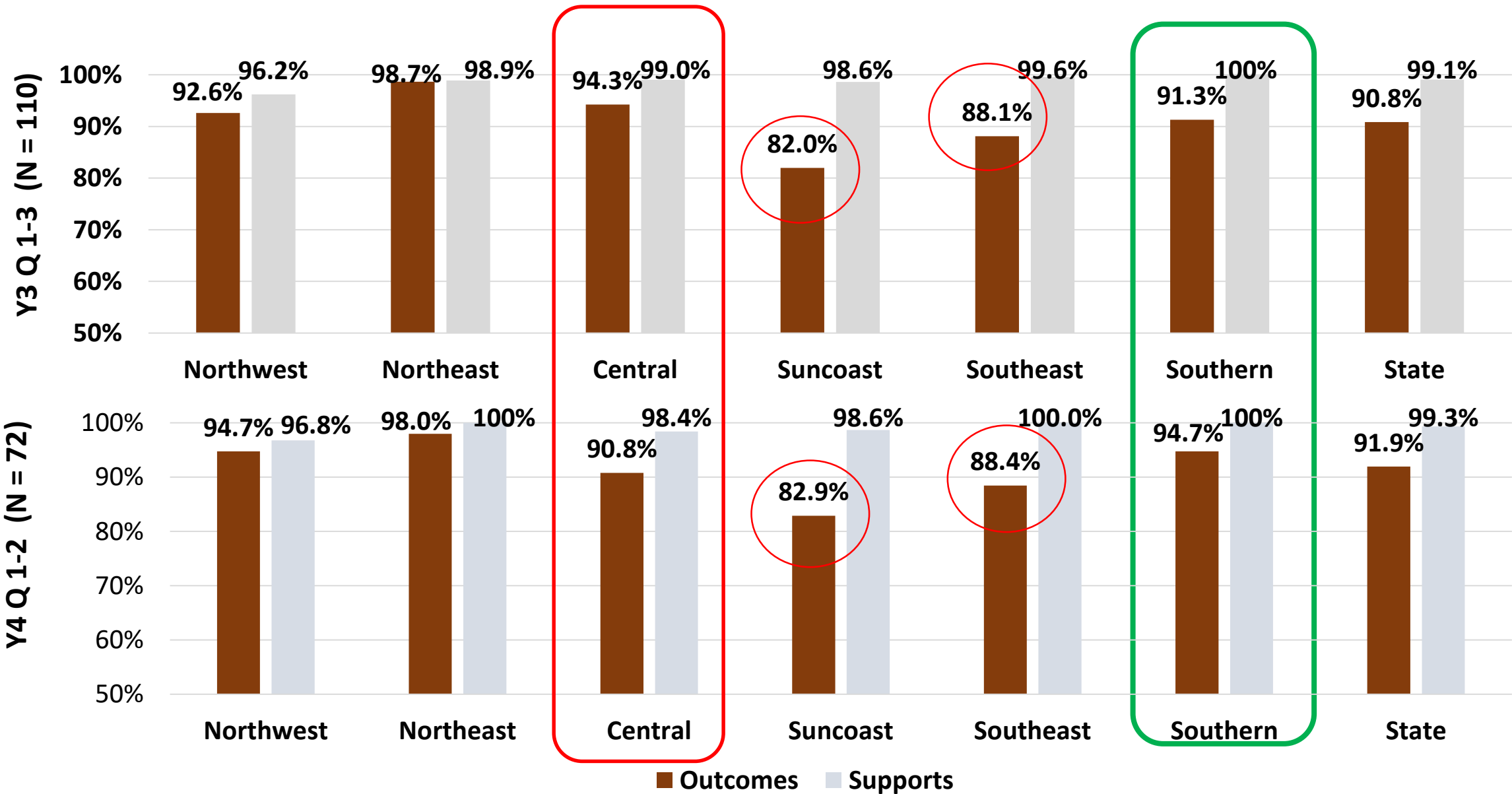
Highest scores
all 100%



My Life Interview Waiver Scores by Region: Y3 Q1-3 vs. Y4 Q1-2

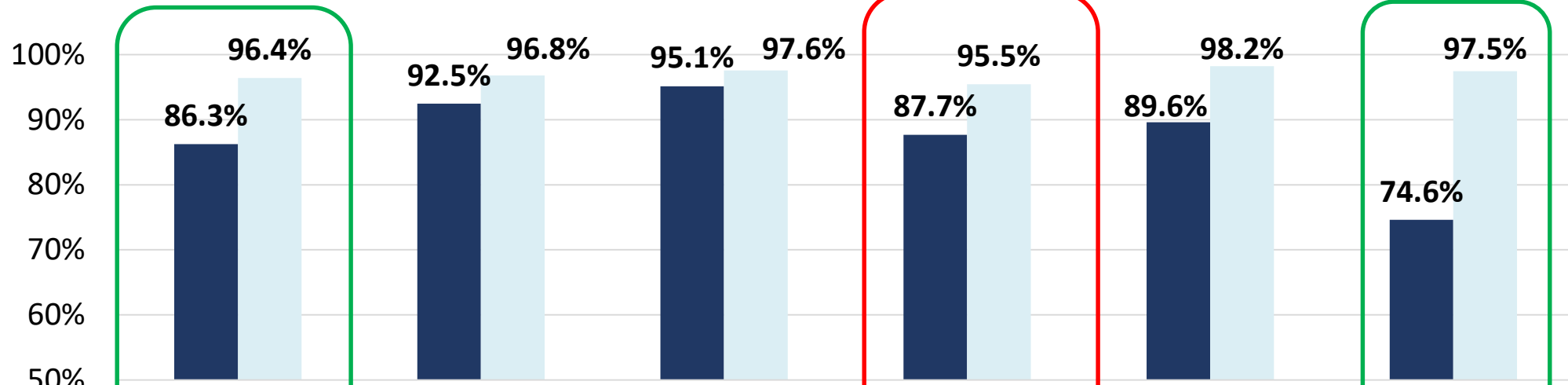


My Life Interview CDC+ Scores by Region: Y3 Q1-3 vs. Y4 Q1-2

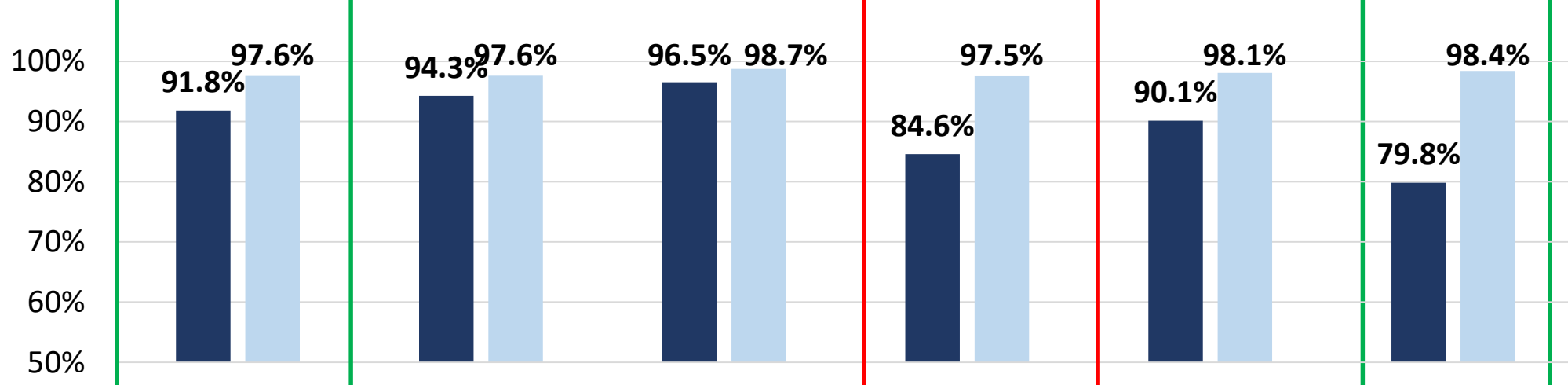


MLI Waiver Outcomes and Supports by Life Area: Y3 Q1-3 vs. Y4 Q1-2

Y3 Q1-3 (N = 964)

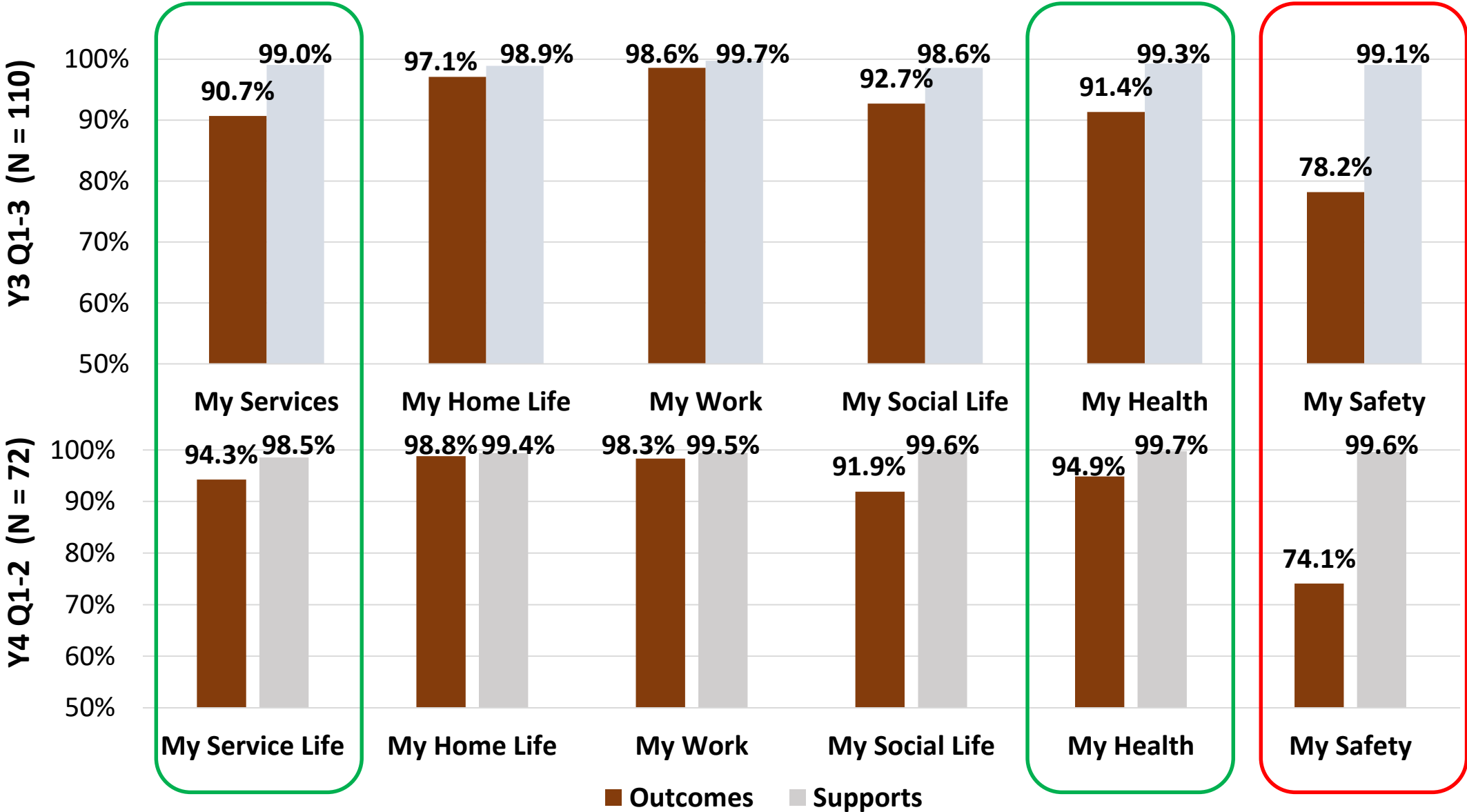


Y4 Q1-2 (N = 602)



■ Outcomes ■ Supports

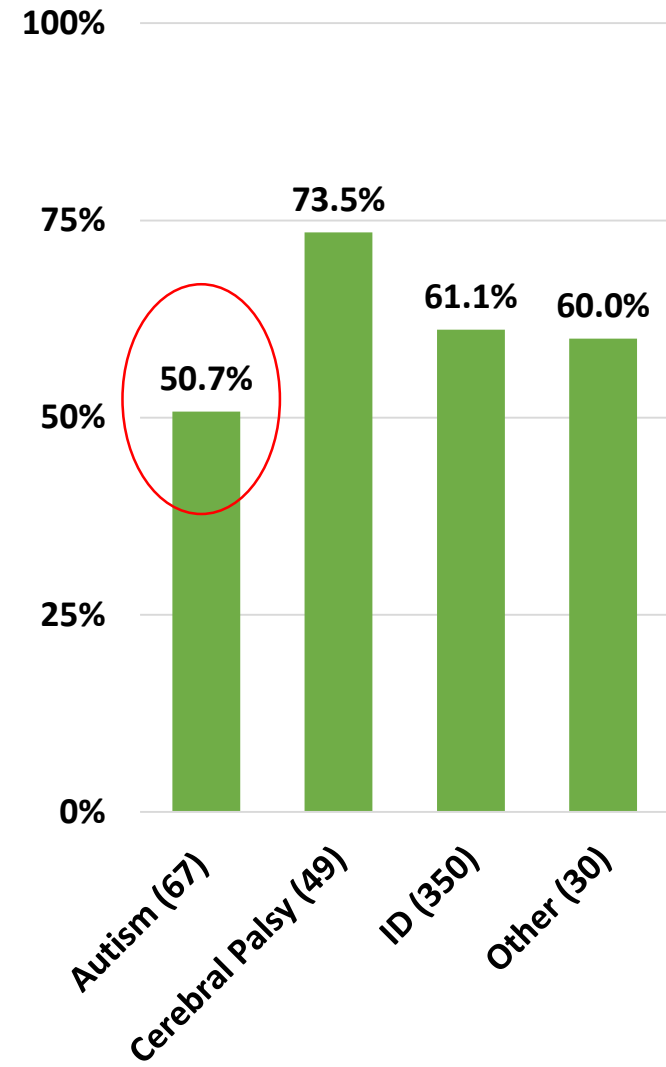
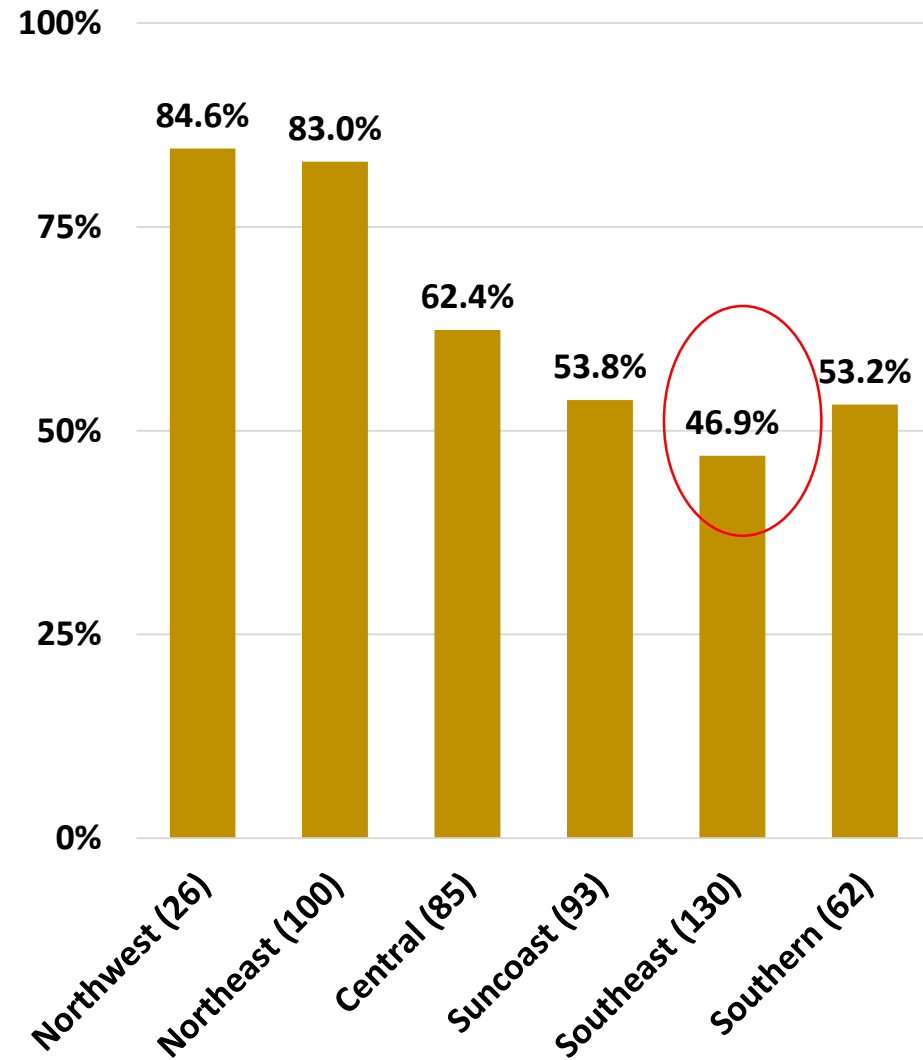
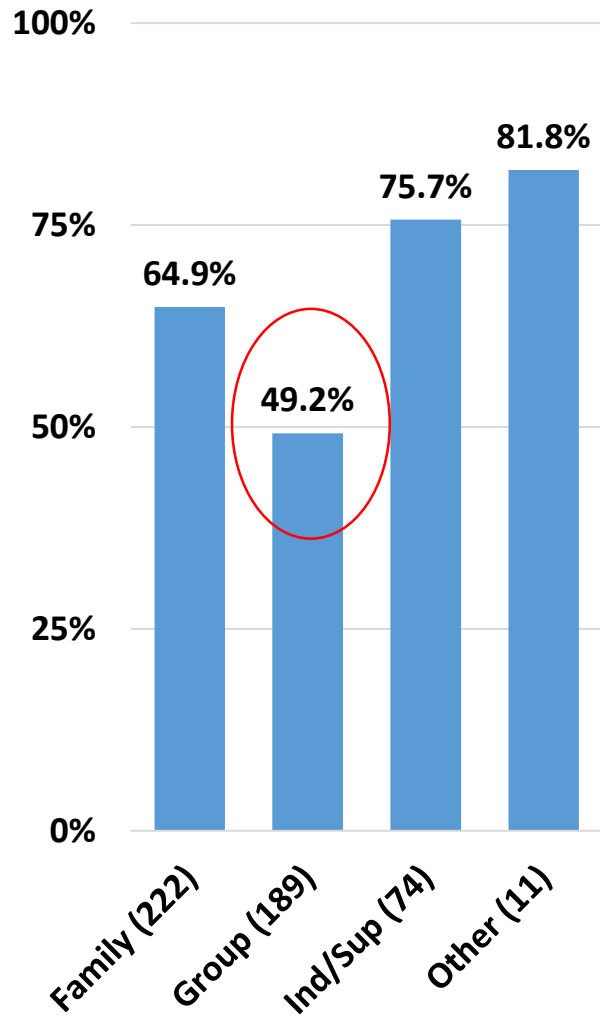
MLI CDC+ Outcomes and Supports by Life Area: Y3 Q1-3 vs. Y4 Q1-2



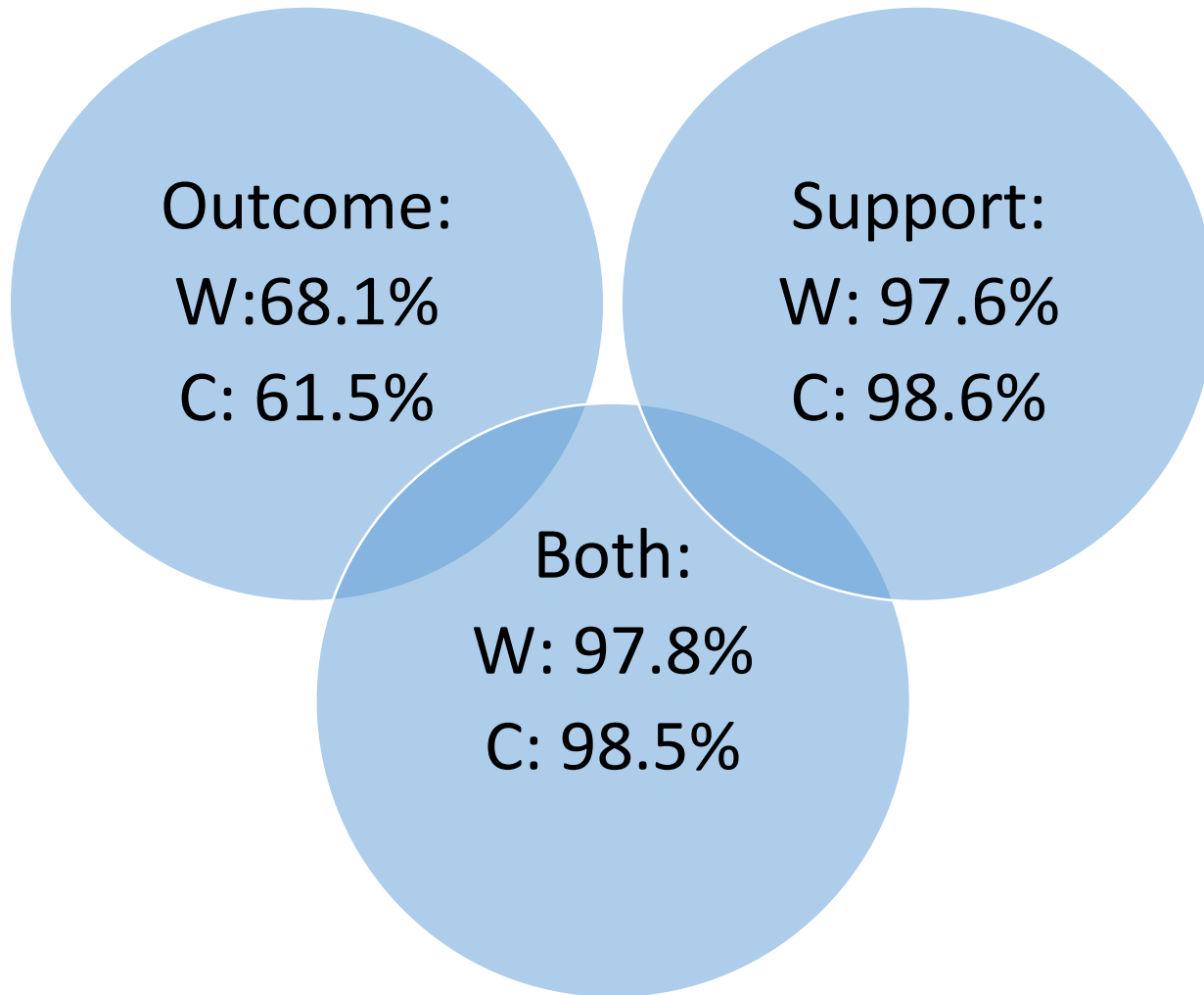
MLI Indicator Changes from Y3 Q1-3 vs. Y4 Q1-2

Indicator	Y3 Q1-3	Y4 Q1-2
Waiver Outcomes		
Choice and Self-Direction - I am part of and participate in my community.	87.7%	- 12.9 pts. 74.8%
Safety - I understand what abuse, neglect and exploitation (ANE) mean.	59.0%	+ 9.1 pts. 68.1%
Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.	66.2%	+ 9.9 pts. 76.1%
Rights - I know and exercise my rights.	78.9%	+9.3 pts. 88.2%
CDC+ Outcomes		
Safety – My Safety needs are being addressed.	89.7%	- 15.8 pts. 73.9%
Choice and Self-Direction - I am part of and participate in my community.	94.4%	- 8.7 pts. 85.7%
Choice and Self Direction - I am an active participant in development of service documentation.	89.4%	+ 8.7 pts. 98.1%
Satisfaction - I am satisfied with physician/dentist.	91.7%	+ 6.9 pts. 98.6%

Y4 Q1-2 Lowest Scoring Outcome: I understand my medications - 60.9% Met for Waiver



Y4 Q1-2 Low Scoring Outcome: Safety - I understand what abuse, neglect and exploitation (ANE) mean.

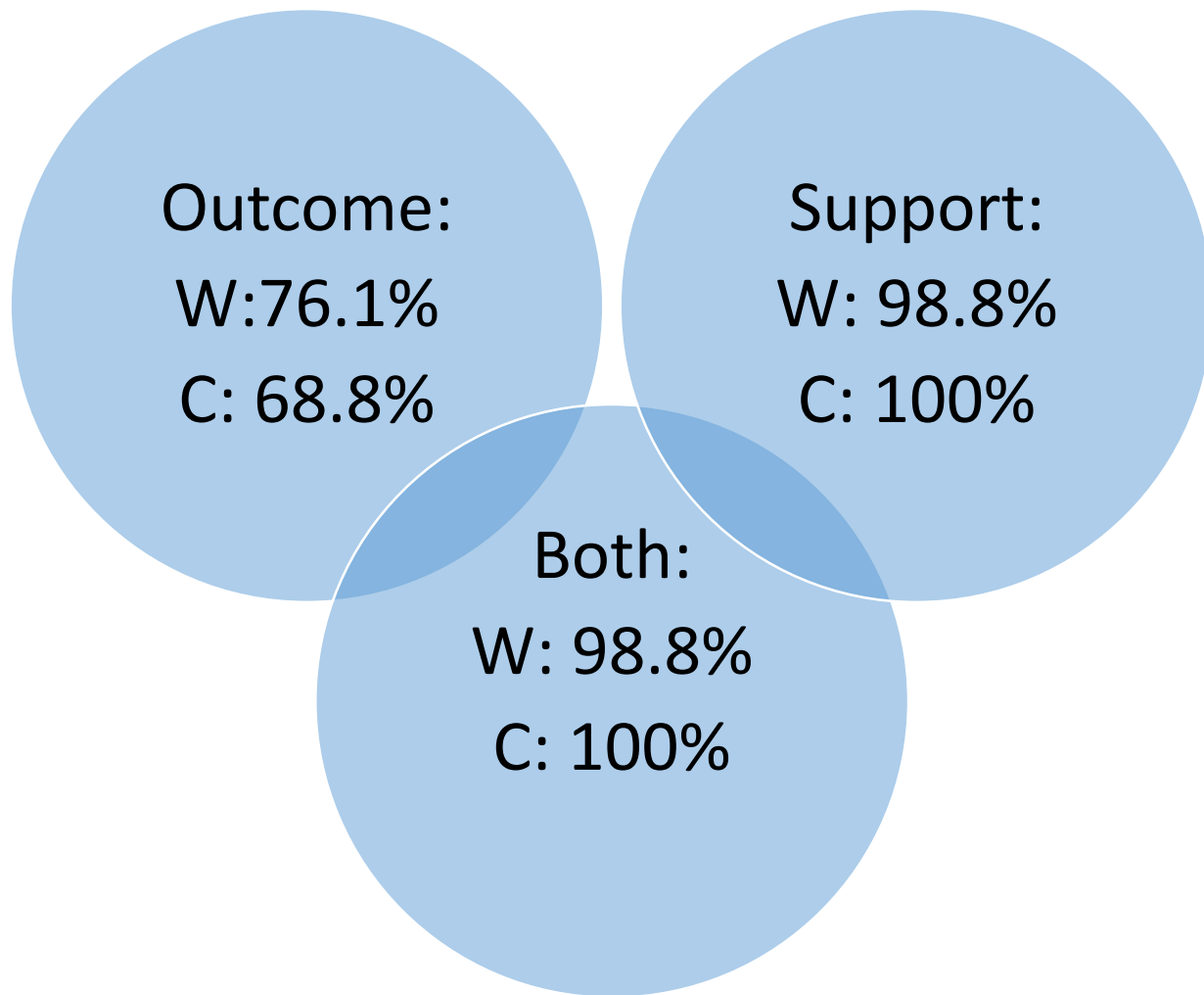


Out of 12 individuals on the waiver who did not have Outcomes OR Supports ...

- 6 lived Independently
- 5 were in the Central Region
- 11 had a Primary Diagnosis of ID

Only 1 Individual on CDC+ did not meet Outcomes or Supports for this indicator

Y4 Q1 – 2 Low Scoring Outcome: Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.







Out of 7 individuals on the waiver who did not have Outcomes OR Supports ...

- **3 lived Independently**
- **3 were in the Central Region**
- **6 had a Primary Diagnosis of ID**

STABILITY



PCR My Life Interview Stability Results: Q1-3 and Q4

Within the past 12 months,	Waiver				CDC+			
	Y3 Q1-3 (964)		Y4 Q1-2 (602)		Q1-3 (110)		Q4 (72)	
	Applicable Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change
I experienced changes in my WSC agency.	758	2.5%	473	3.0%	96	1.0%	59	3.4%
I experienced changes in my WSC.	975	10.4% 	599	12.4%	110	8.2% 	71	11.3%
I have changed employment.	390	4.9%	259	8.9%	50	2.0%	26	0.0%
I have experienced changes to my work/day activity service providers.	834	16.3%	488	15.0%	82	6.1%	53	5.7%
I have moved.	969	11.1%	572	9.8%	108	3.7%	68	5.9%
Service providers in my home have changed.	866	19.1% 	539	15.8%	107	15.9% 	70	1.4%
The services I receive have changed.	964	10.5%	585	10.1%	110	10.0%	70	1.4%

Most Common Changes and Reasons: Y4 Q1-2

51.4% of individuals on the Waiver and **87.5%** of individuals on CDC+ indicated changes in their WSC occurred because their WSC was **no longer rendering services**.

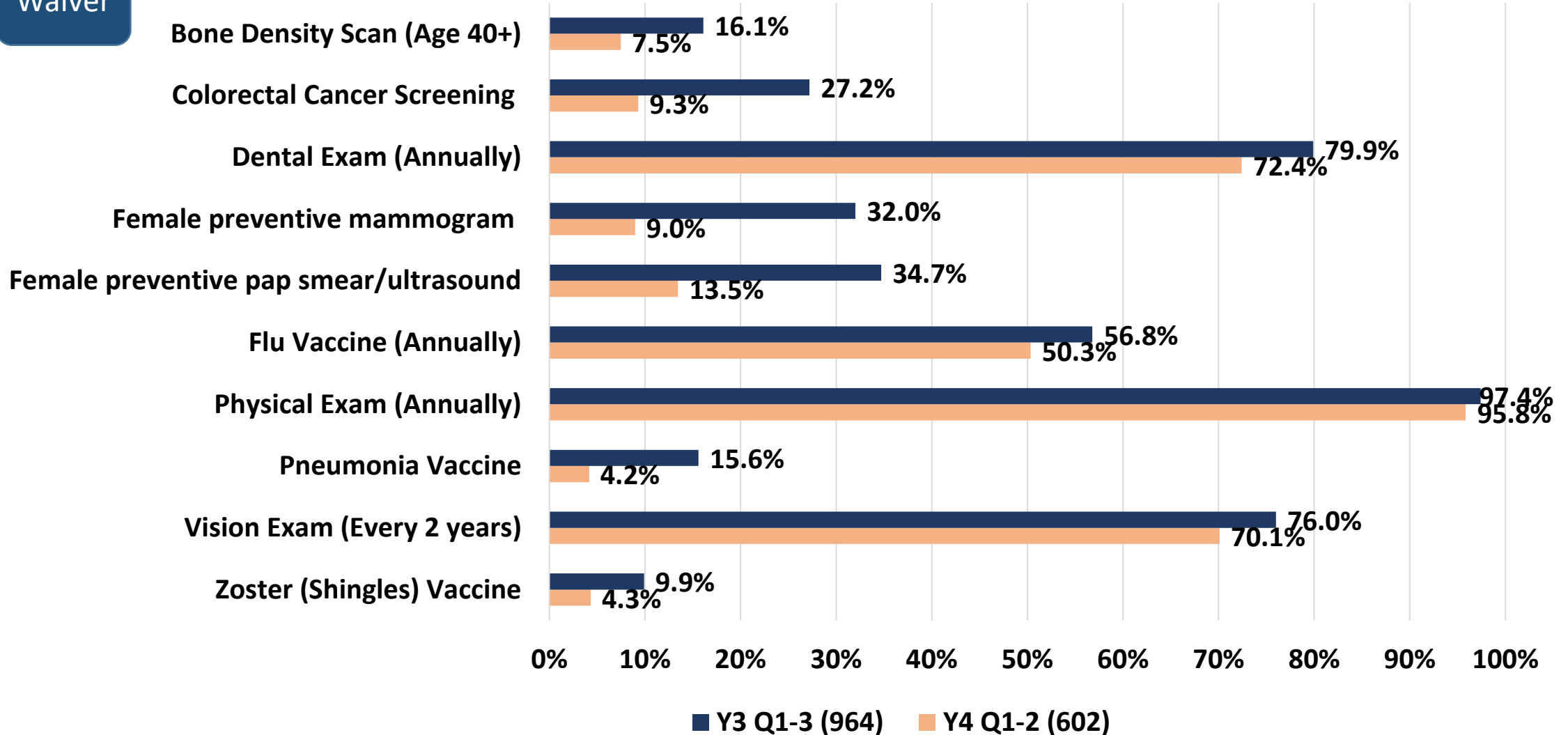
34.2% of individuals on the Waiver indicated changes in their work/day activity occurred because their service provider was **no longer rendering services**.

30.6% of individuals on the Waiver indicated changes in service providers within their home was their **own choice**. Another **30.6%** said the decision was made by **their natural supports**.

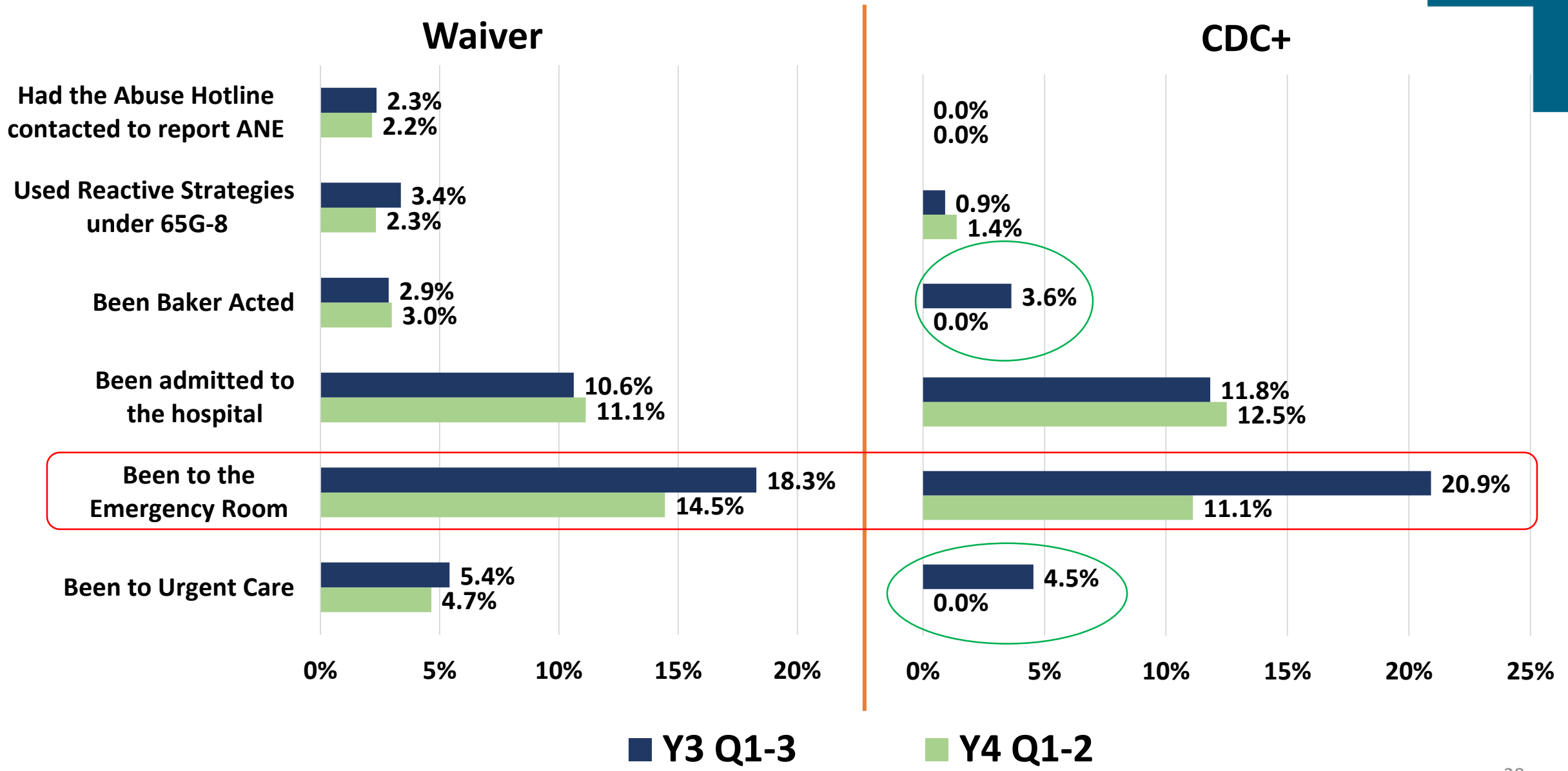
Health Summary

Have you received any of the following preventative healthcare procedures?

Waiver



In the past 12 months, the person has....



Key Takeaways....

- Suncoast Region:
 - In years 3 and 4,
 - PDR Scores, including the P&P, Q&T and Records Reviews are lowest.
 - Highest rate of billing discrepancies and alerts.
 - Lowest scores for outcomes on the MLI among individuals on the Waiver and CDC+.
- In years 3 and 4, LSD 2(SEC) and Supported Living Coaching have the lowest SSRR scores and highest number of billing discrepancy standards marked not present in both Year 3 and Year 4.
- Since year 3, Outcomes related to community participation are on the decline
- Since year 3, Outcomes for the standard 'Safety needs being addressed' are on the decline for individuals on CDC+.
- Understanding medications remains the lowest scoring outcome for both individuals on the waiver and CDC+.

Thank you!

Questions? Comments?

Contact:

Sue Kelly (kellys@qlarant.com)

Katherine Glasgow (glasgowk@qlarant.com)

Srikanth Palamoor (palamoors@qlarant.com)