



# Florida Statewide Quality Assurance Program

**Quality Council  
March 2014**

**Annual Report**





# What We Will Discuss Today

- **Volume of Activity**
- **PCR Results**
- **Outcomes by Demographics**
- **Health Summary Information**
- **PDR Results**
- **Background Screening and Billing**



# Volume of Activity January 2010 – December 2013

Total Volume of Activity						
January 2010 - December 2013						
Contract Year	Person Centered Reviews		Provider Discovery Reviews			PCR PDR
	DD	CDC	Total	Non-Compliant	CDC Rep	Total SSRR
2010	1,462	161	2,579	99	125	11,426
2011	1,387	281	2,668	85	316	11,820
2012	1,425	304	2,599	54	356	11,143
2013	1,376	313	2,391	27	642	10,180
<b>Total</b>	<b>5,650</b>	<b>1,059</b>	<b>10,237</b>	<b>265</b>	<b>1,439</b>	<b>44,569</b>

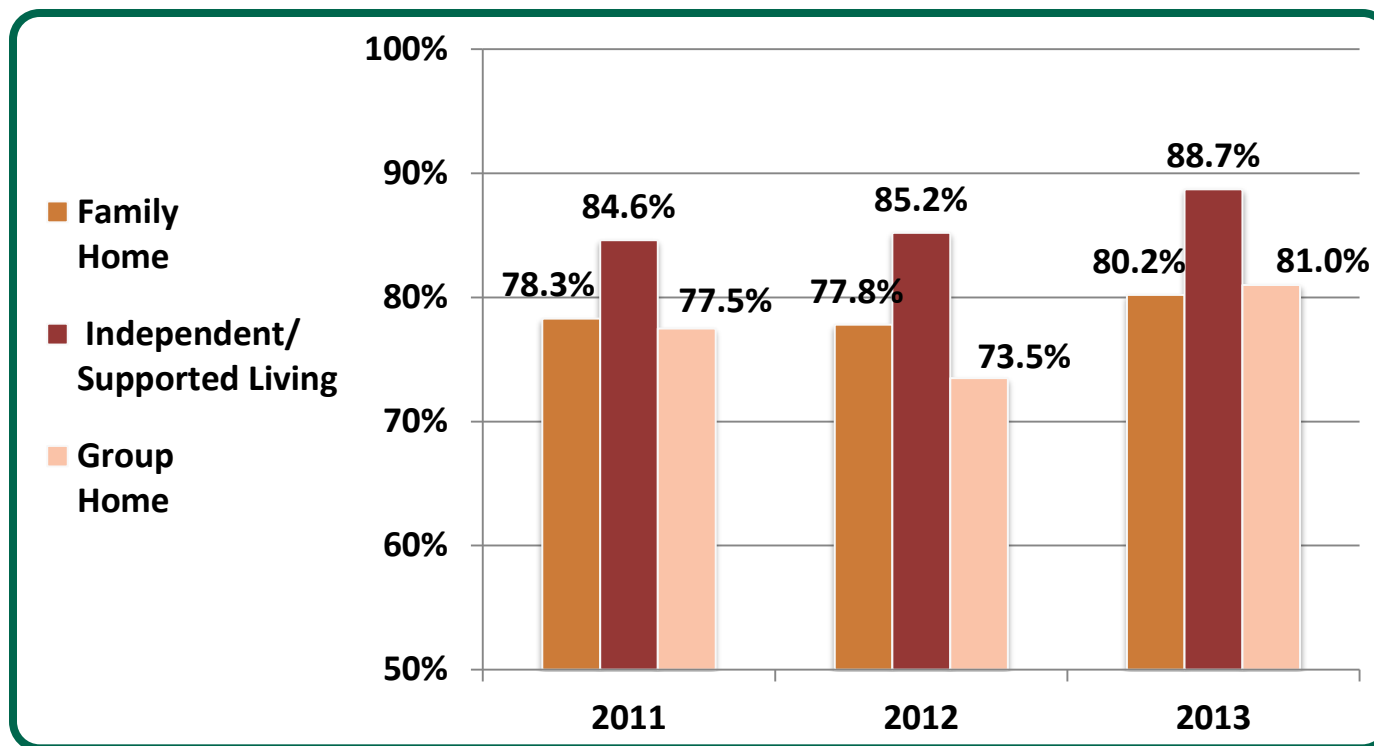


## PCR Results: Percent Met Individual Interview Instrument

Contract Year	DD Waiver	CDC+
2010	85.0%	90.7%
2011	79.3%	85.2%
2012	77.9%	84.2%
2013	82.0%	87.3%



## III Outcomes: Percent Present by Residential Setting



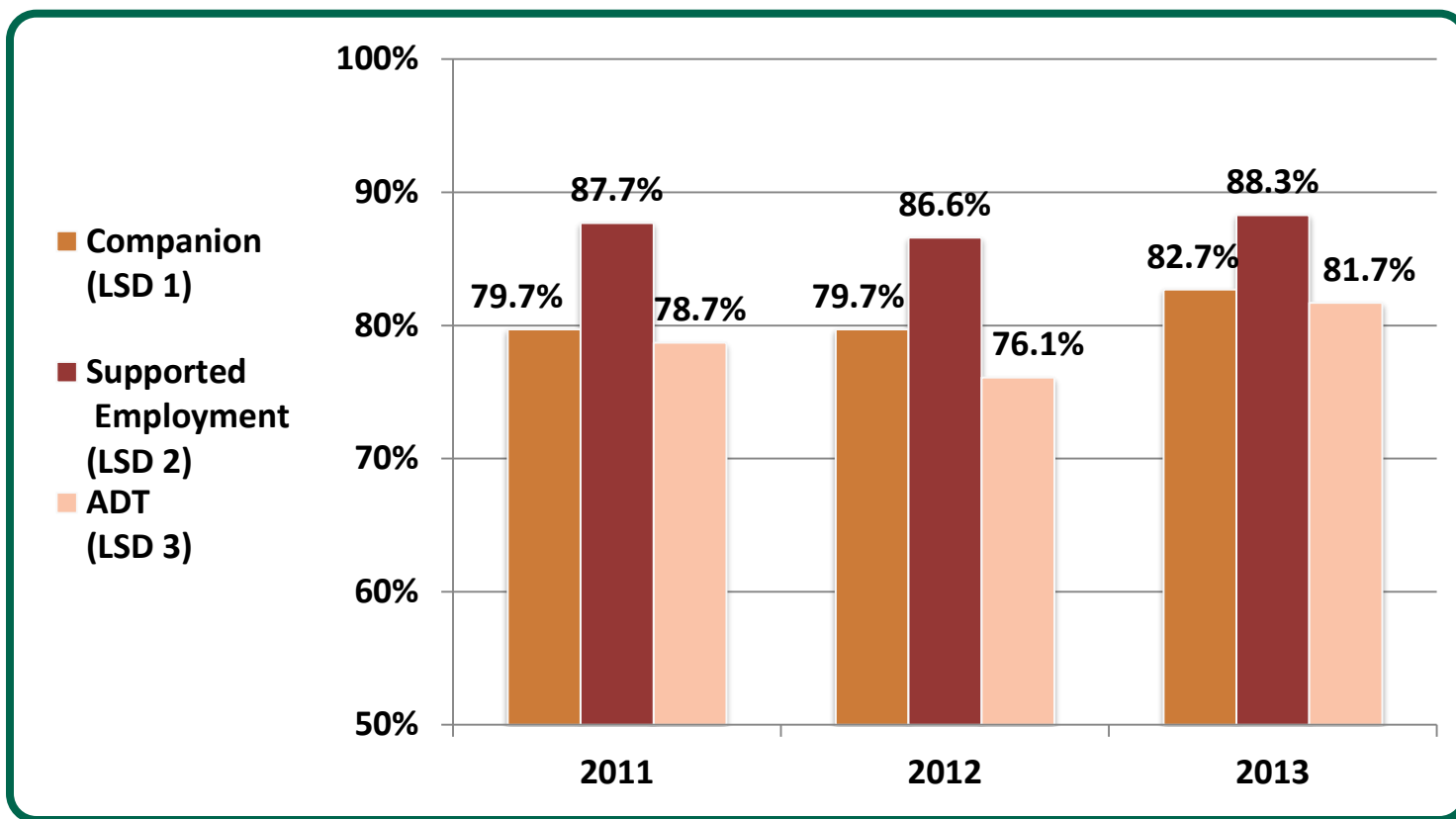


## Percent of PCRs by Residential Setting DD Waiver

<b>Residential Setting (2011-2013)</b>	
Family Home	46.3%
Group Home	30.3%
Ind/Sup Living	20.1%
Other	3.3%



## III Outcomes: Percent Present by Service



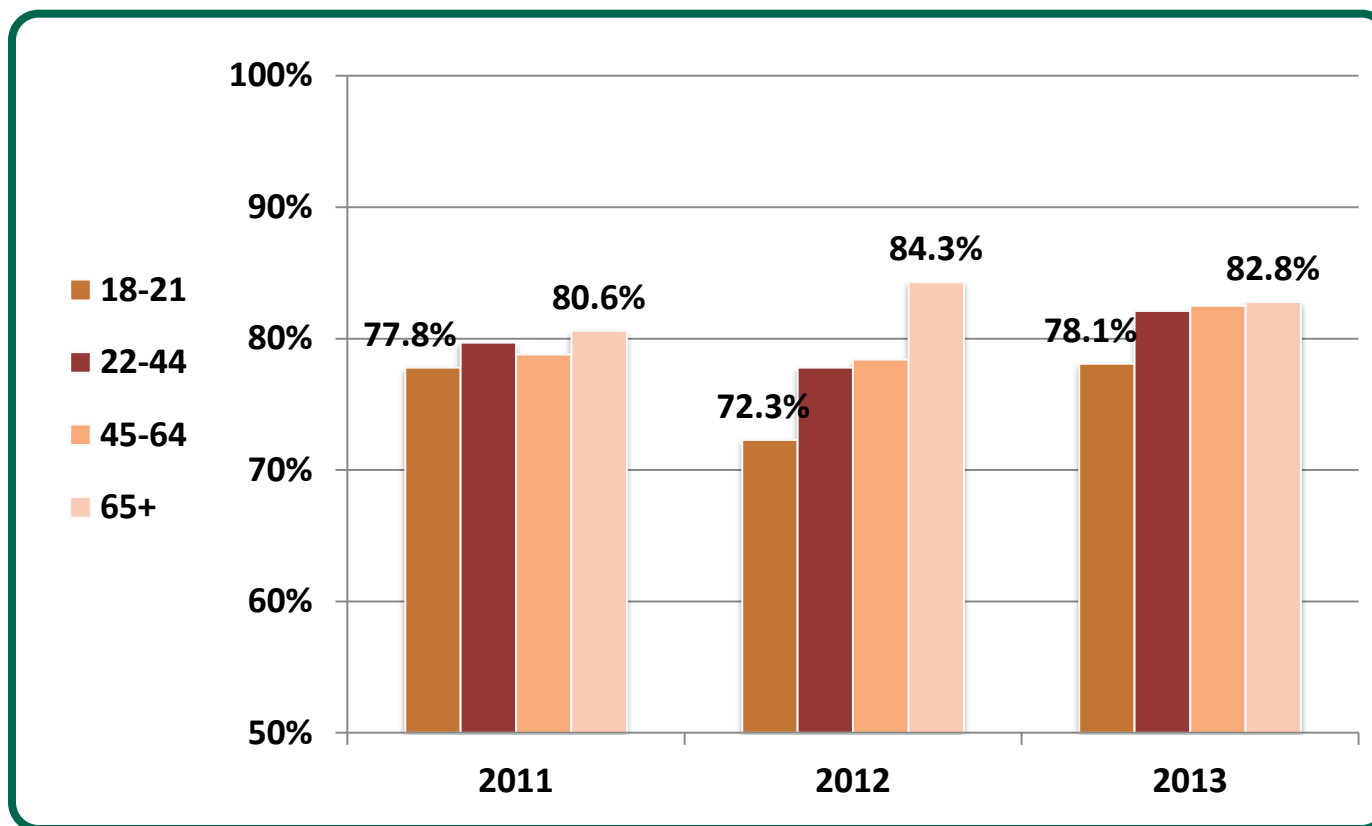


## Percent of PCRs by Service DD Waiver

Service (2011-2013)	
Companion (LSD 1)	15.2%
Supported Employment (LSD 2)	6.6%
ADT (LSD 3)	42.4%



## III Outcomes: Percent Present by Age Group





## Percent of PCRs by Age Group DD Waiver

Age Group (2012-2013)	
<18	7.7%
18-21	8.1%
22-44	50.8%
45-64	29.4%
65+	4.0%



## National Core Indicator Results Focused Outcome Areas

<b>NCI Consumer Survey Results by Focused Outcome Areas</b>				
<b>February - December 2013</b>				
	<b>Percent Negative</b>	<b>Percent Positive</b>	<b>2012 Positive</b>	<b>2011 Positive</b>
Person Centered Approach	15.6%	74.7%	76.1%	78.2%
Choice	18.6%	47.5%	43.8%	44.1%
Safety/Security	3.2%	89.6%	88.3%	89.0%
Rights	8.2%	88.7%	89.1%	88.5%
Community Inclusion	31.8%	64.6%	65.5%	66.6%
	<b>Poor</b>	<b>Excellent/ Very Good</b>		
Health	4.6%	54.9%	35.6%	33.7%



## Consumer Directed Care +

**Consultant Score: 96.0%**

- **Lowest Scoring Standard: 87.2%**

**Consultant is aware of the person's history regarding abuse, neglect and/or exploitation.**



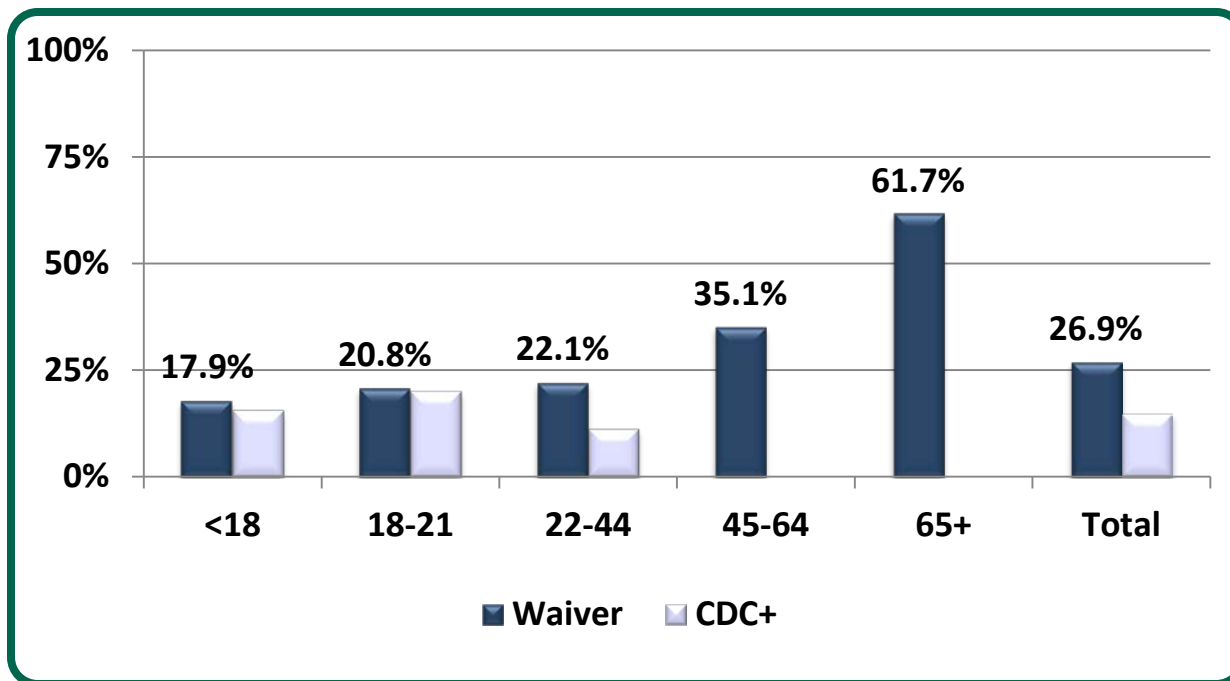
## Consumer Directed Care +

**Representative Score: 87.2%**

- **Lowest Scoring Standard: 72.7%**

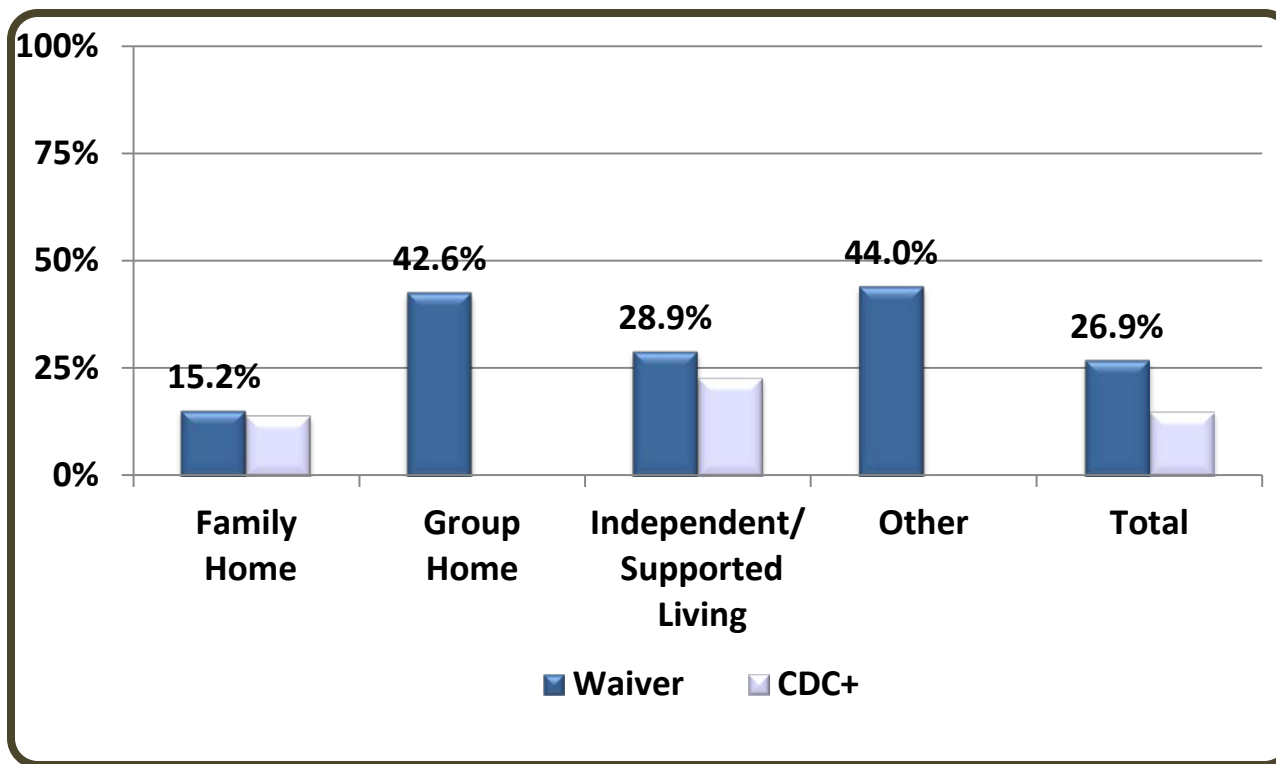
**Background screening results for all providers who render direct care are available for review.**

## Health Summary Individual with 6 or More Prescriptions February – December 2013



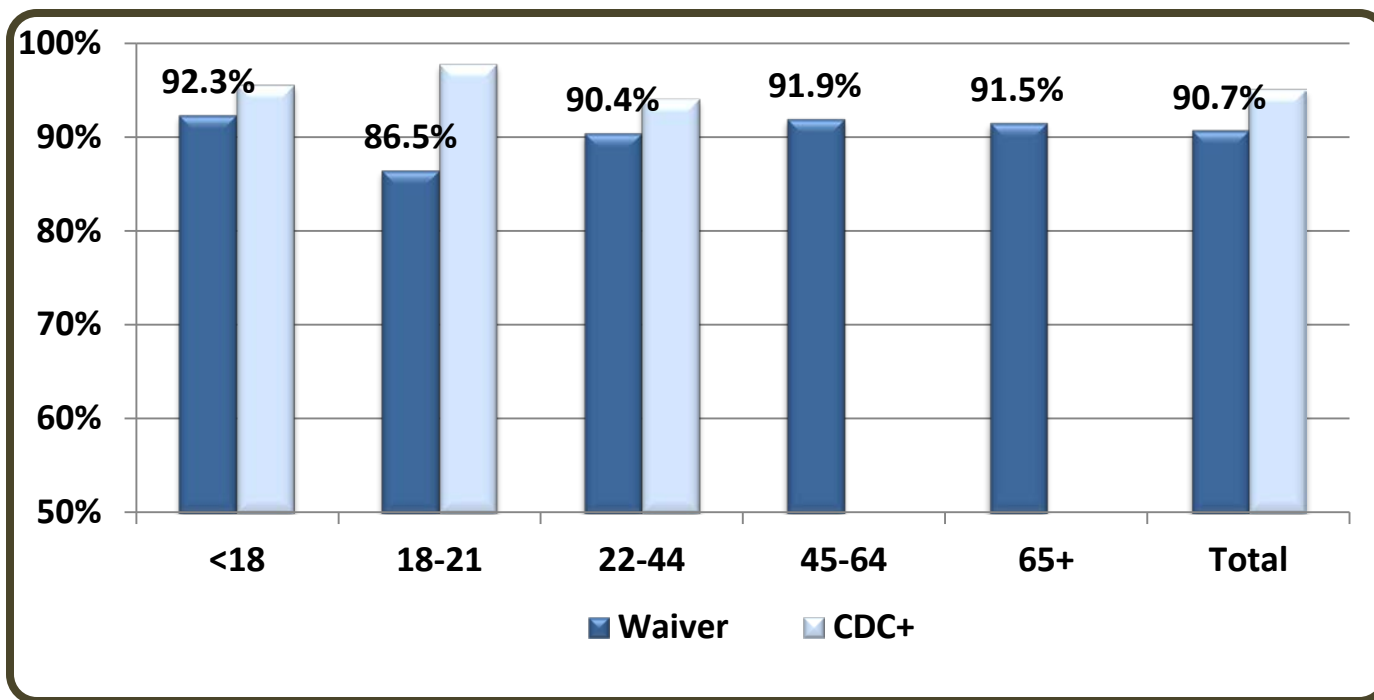
## Health Summary

### Individual with 6 or More Prescriptions February – December 2013





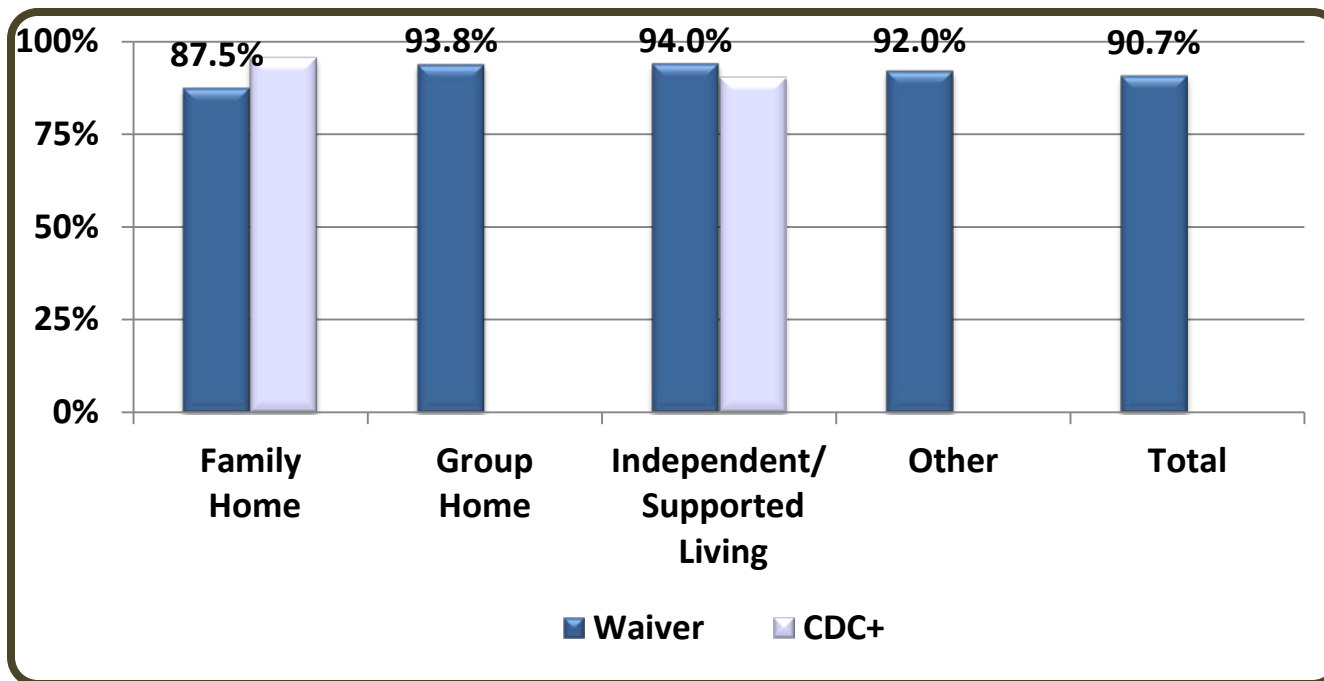
## Received an Annual Physical Exam February – December 2013





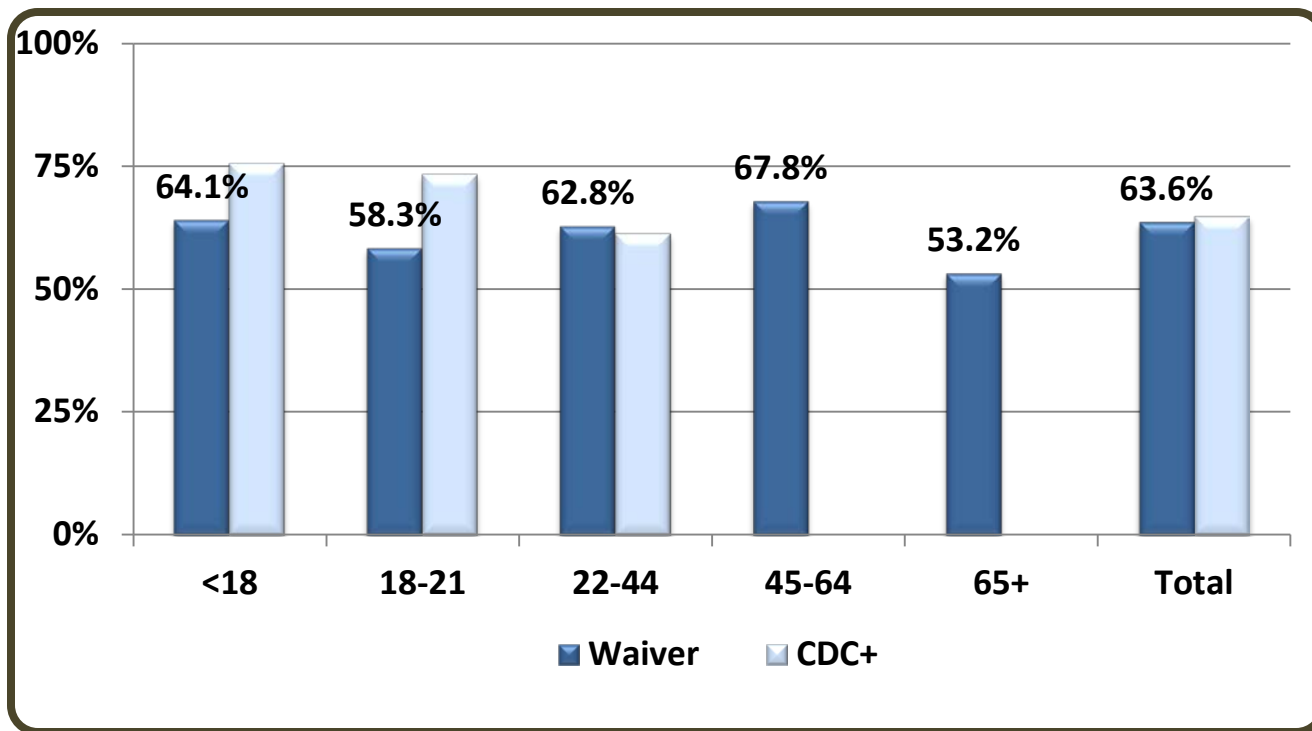


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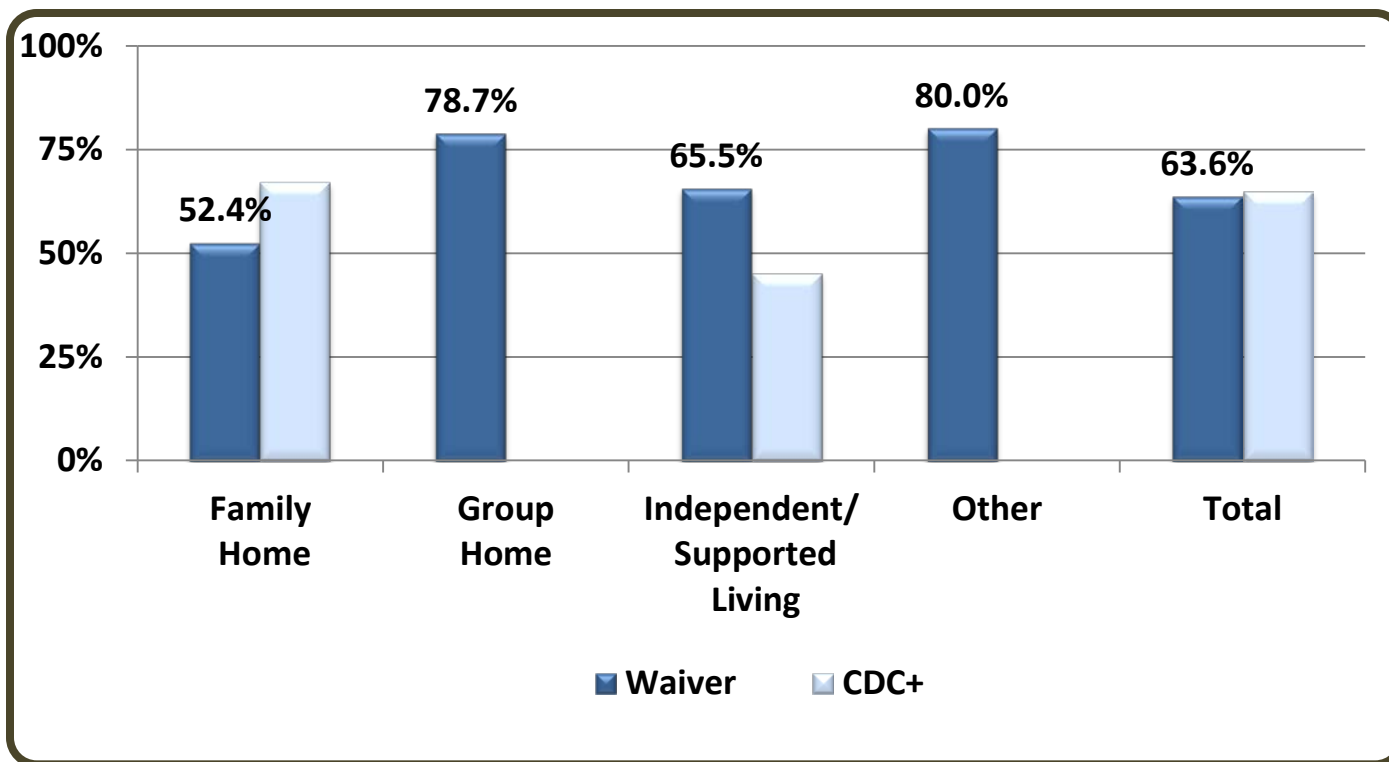




## Received Annual Dental Exam February – December 2013

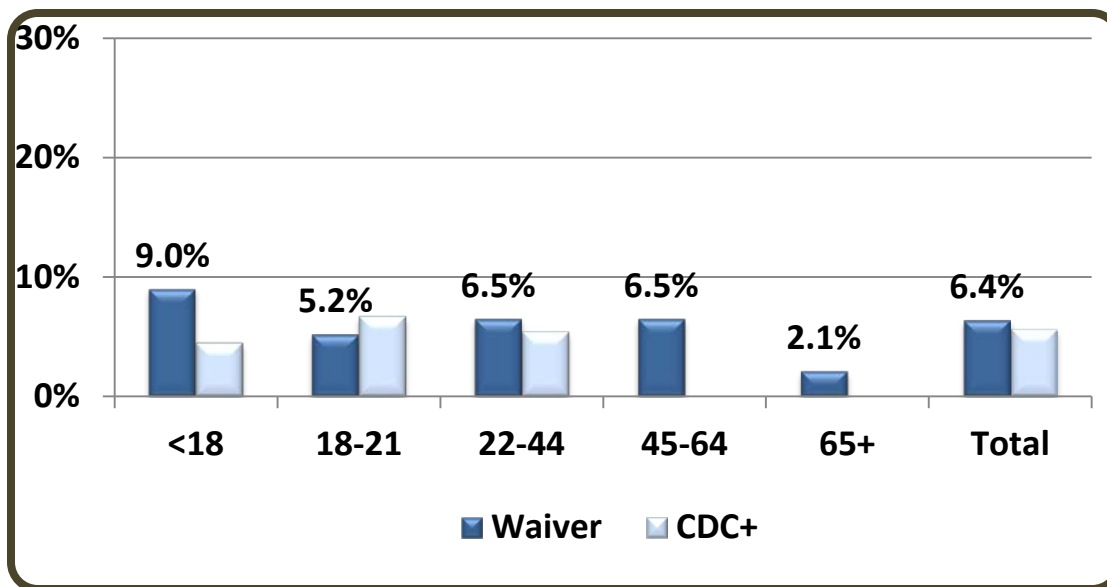


## Received Annual Dental Exam February – December 2013

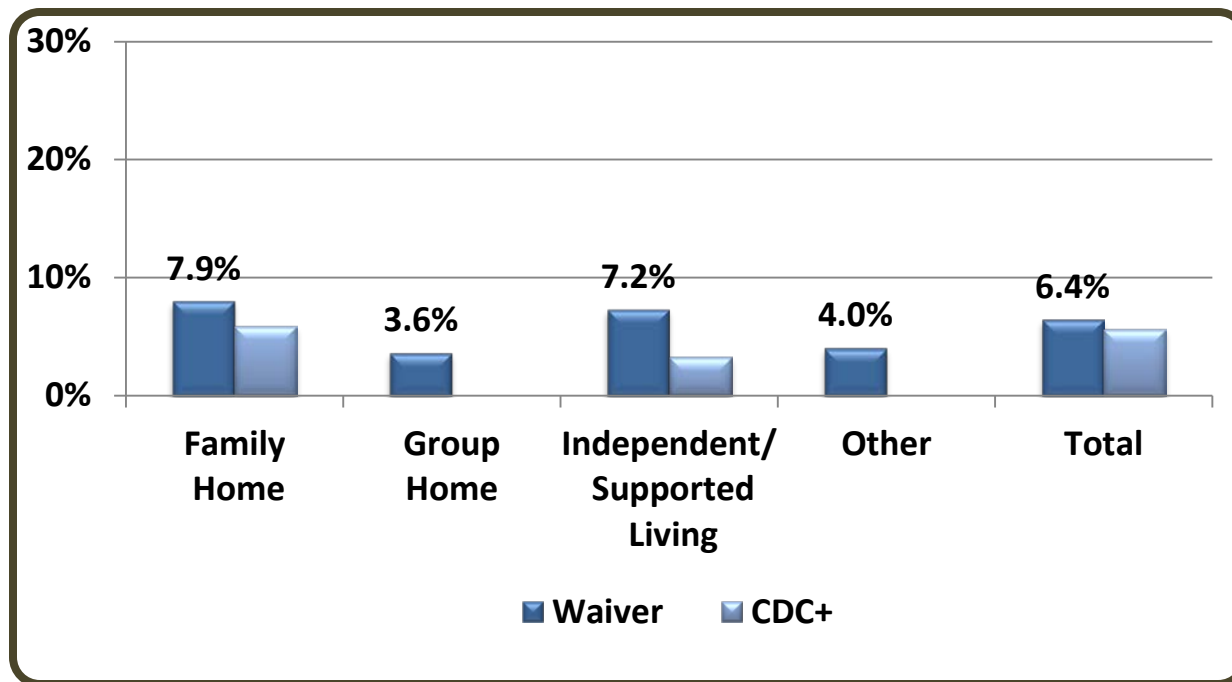




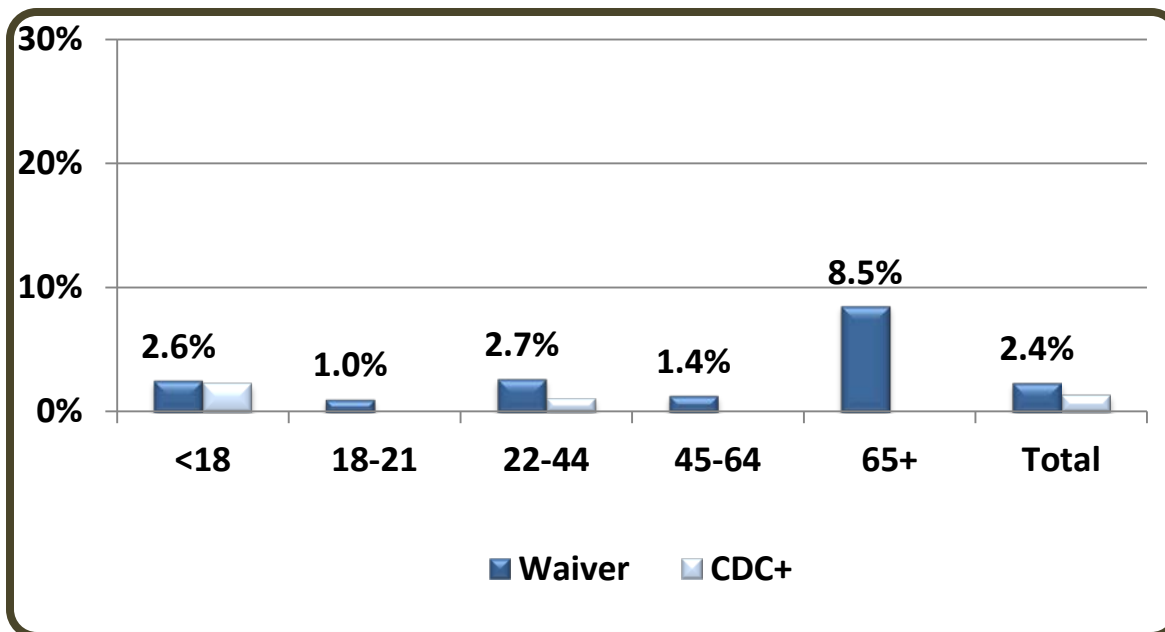
## Do you have any health concerns? Percent yes but not being addressed. February – December 2013



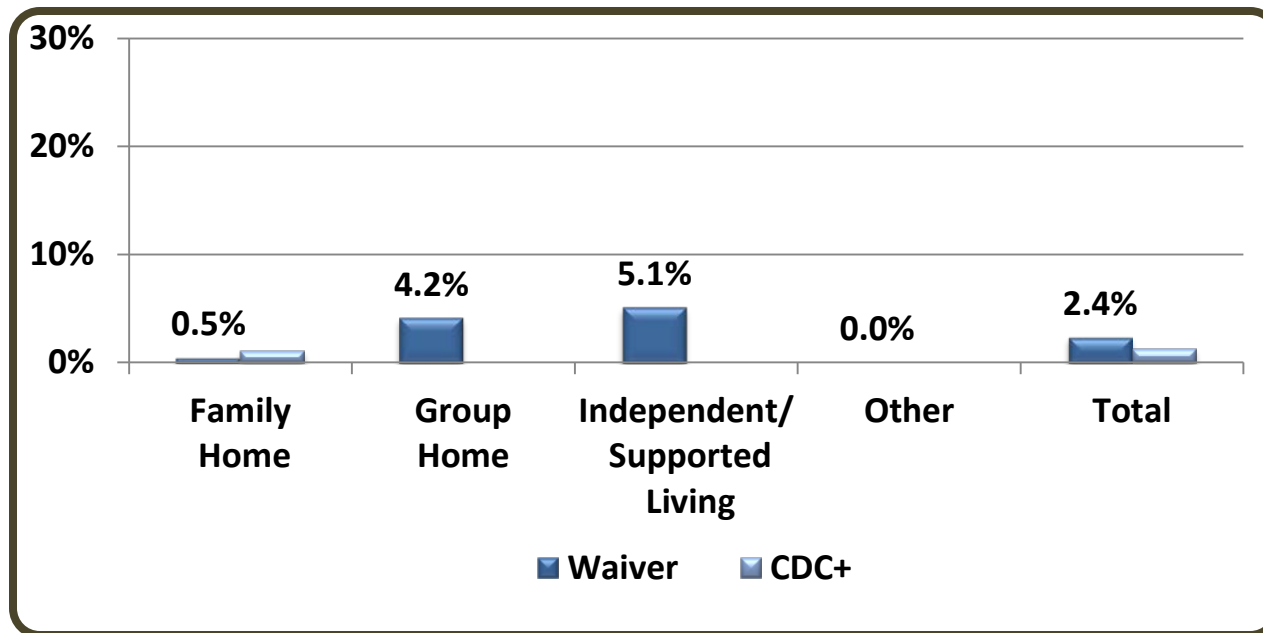
## Do you have any health concerns? Percent yes but not being addressed. February – December 2013



## Percent Yes: Have you had any instances of medication errors in the last 12 months? February – December 2013

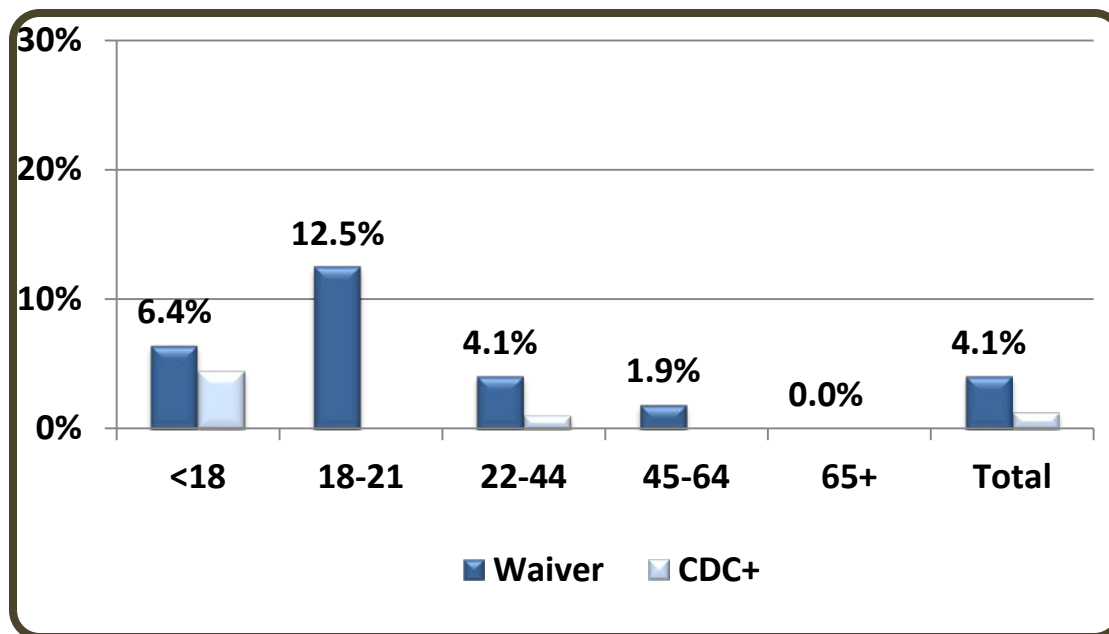


## Percent Yes: Have you had any instances of medication errors in the last 12 months? February – December 2013



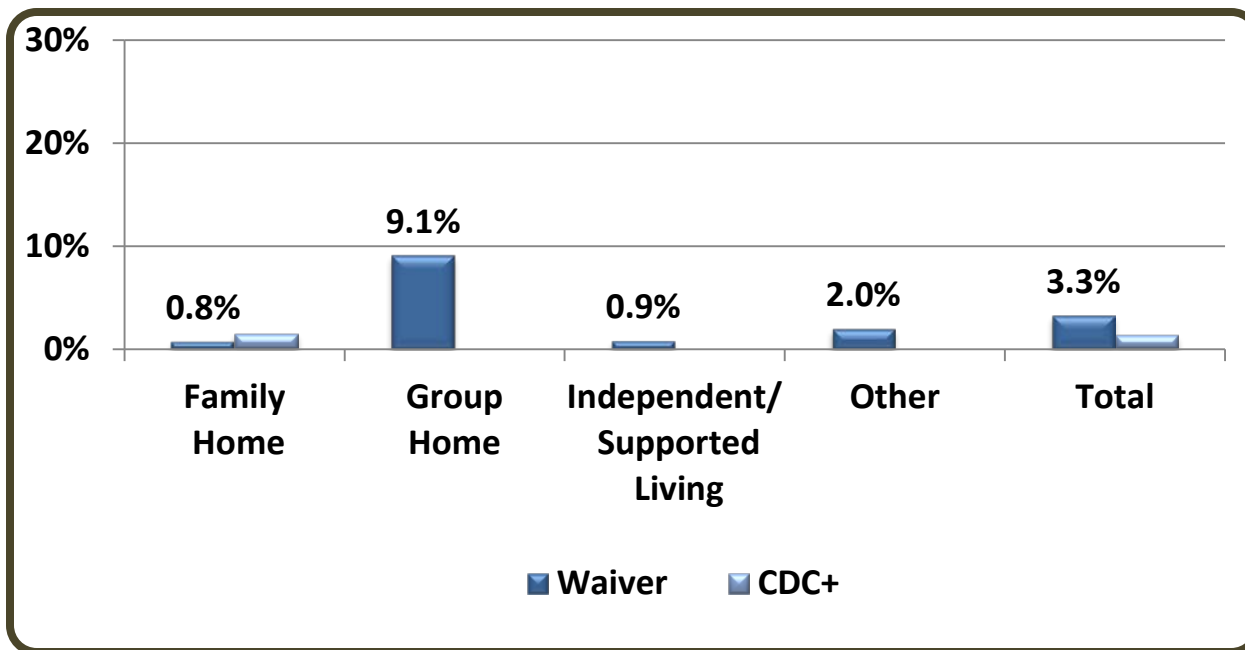


## Were Reactive Strategies Used on the Person? February – December 2013



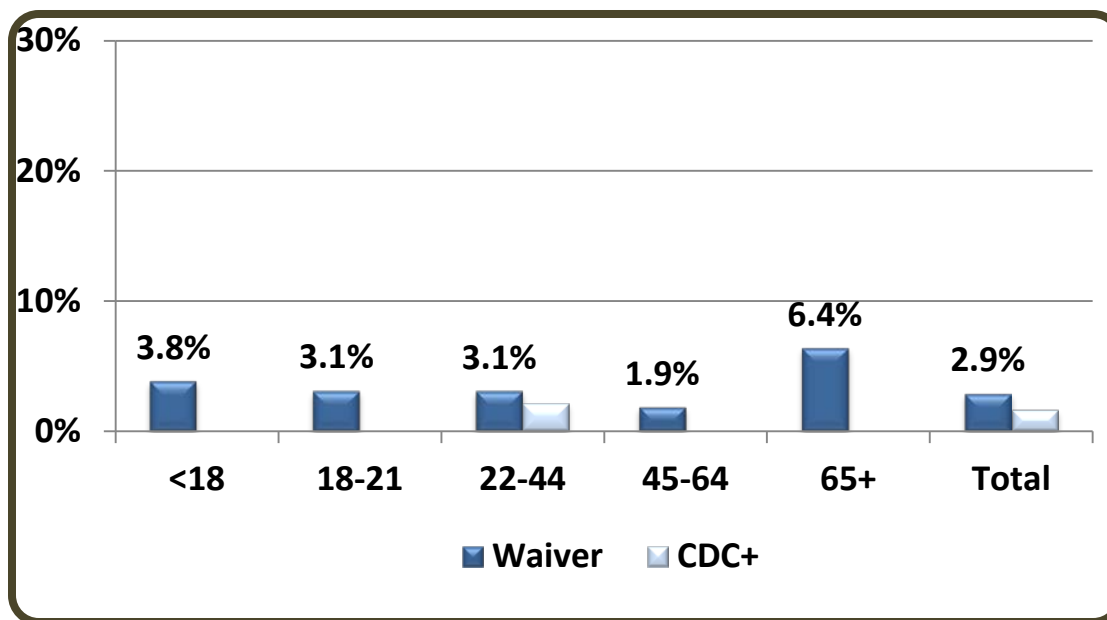


## Were Reactive Strategies Used on the Person? February – December 2013



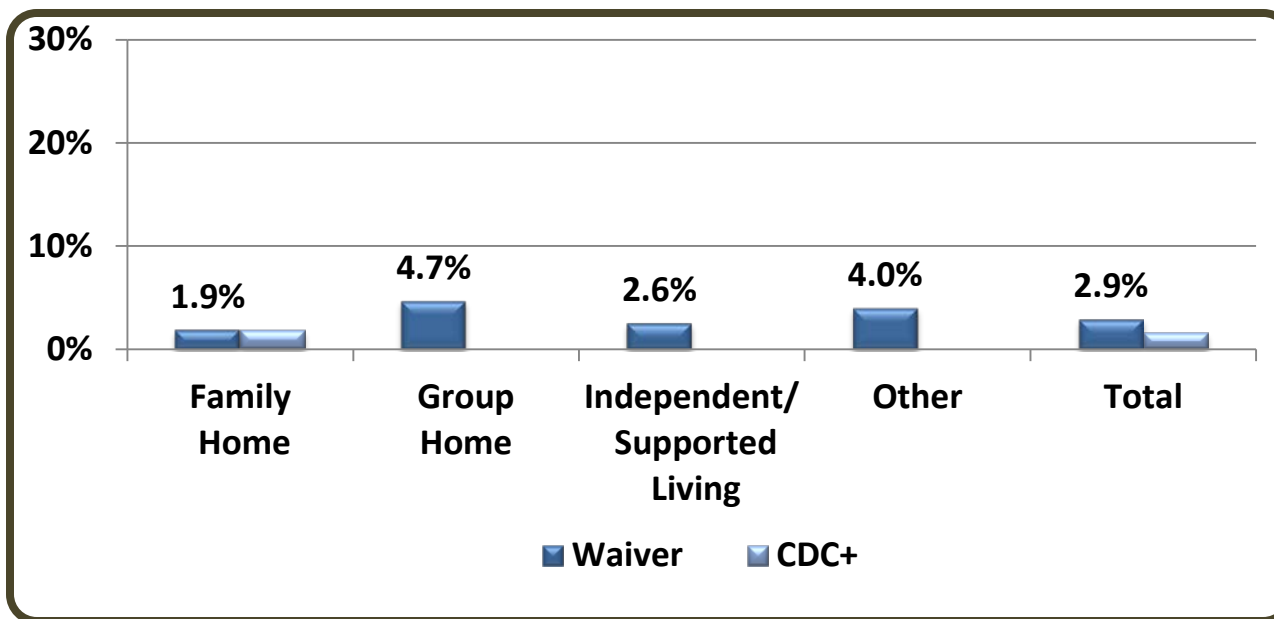


## Has the abuse hotline been contacted by you or others to report abuse/neglect/exploitation? February – December 2013

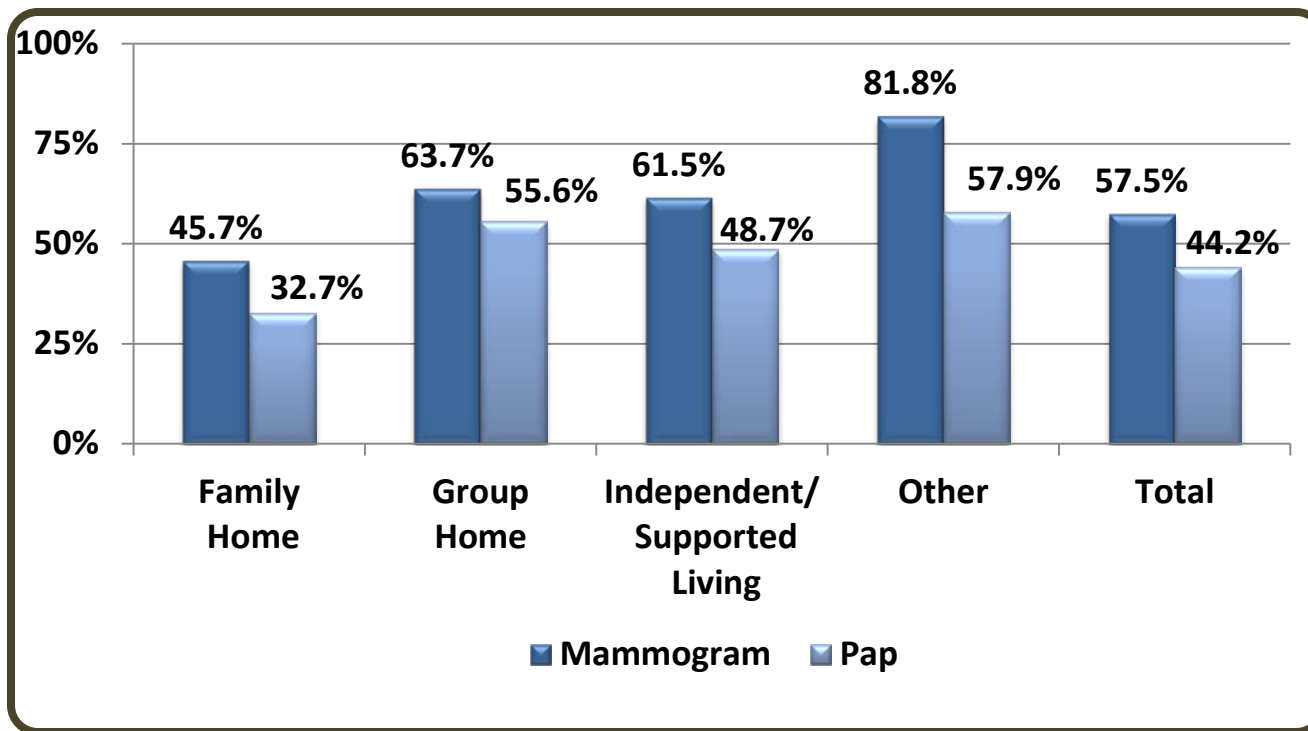




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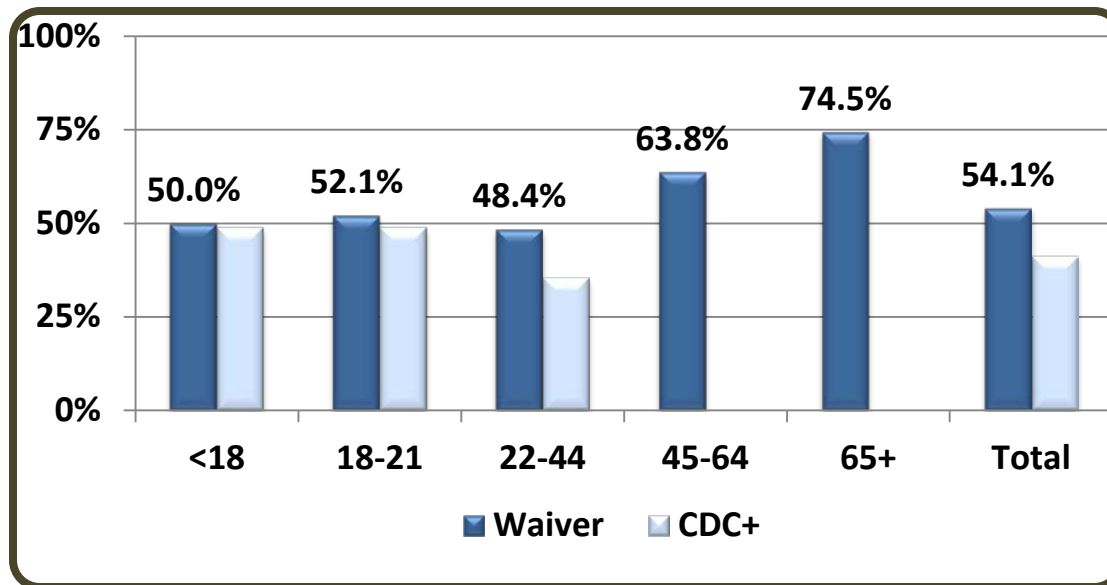


## Percent Yes: Have you received a Mammogram/Pap in the past 12 months? (Waiver only) February – December 2013

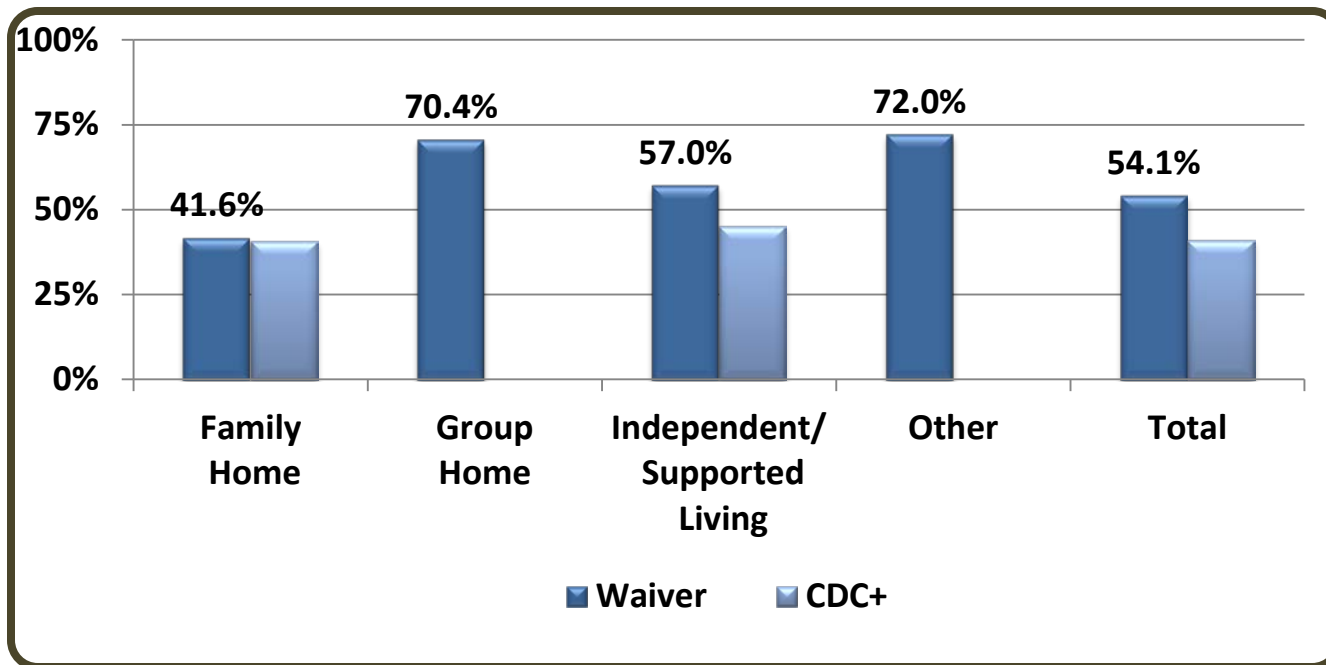




# Percent Yes: Have you received a Vision Exam in the past 12 months? February – December 2013



# Percent Yes: Have you received a Vision Exam in the past 12 months? February – December 2013





## **PDR Results**

### **February – December 2013**

#### **Policies and Procedures: 97.2%**

- **Agency and Solo providers' average scores were the same**
- **All standards scored over 94%**



## **PDR Results**

### **February – December 2013**

#### **Qualifications and Training: 92.8%**

- **Lowest scores – Completed 8 hours of annual in-service training for**
  - **Supported Living Coaching (76.7%)**
  - **LSD 2/Supported Employment (75.6%)**





## **PDR Results**

### **February – December 2013**

#### **Service Specific Record Reviews: 92.8%**

- **Lowest scoring services:**
  - **LSD 2/Supported Employment (88.5%)**
  - **Behavior Assistant (88.6%)**



## Background Screening Compliance February – December 2013

- **Agency: 85.3%**
- **Solo: 90.5%**
- **Average: 87.0%**



## **Background Screening Compliance February – December 2013**

- **Employee records most often missing**
  - **Affidavit of Good Moral Conduct (33.1%)**
  - **Local Criminal Records Check (31.2%)**
  - **FDLE Screening (13.9%)**
  - **FBI Screening (12.0%)**



## Potential Billing Discrepancies (2,261 PDRs) February – December 2013

- **970 providers with a citation – 42.9%**
- **Over 50% of providers cited in**
  - **Northwest**
  - **Northeast**
  - **Suncoast**
- **Southern Region with lowest rate – 21.6%**



**Recommendations are provided in the report, based on PCR and PDR results.**