



statewide quality assurance program



Delmarva Foundation — Florida

Florida Statewide Quality Assurance Program

**Quality Council
October 2014**

Data Update





What We Will Discuss Today

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

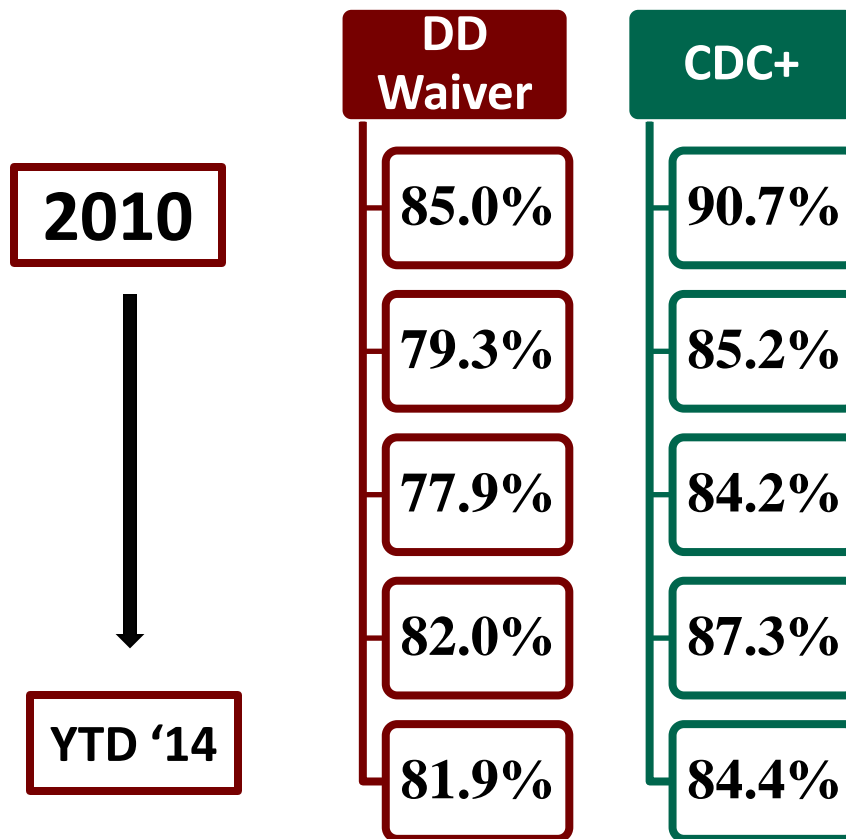


Volume of Activity January 2010 – June 2014

Total Volume of Activity						
January 2010 - June 2014						
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
YTD 2014	691	149	1,207	5	160	
Total	6,341	1,208	11,444	270	1,599	44,569

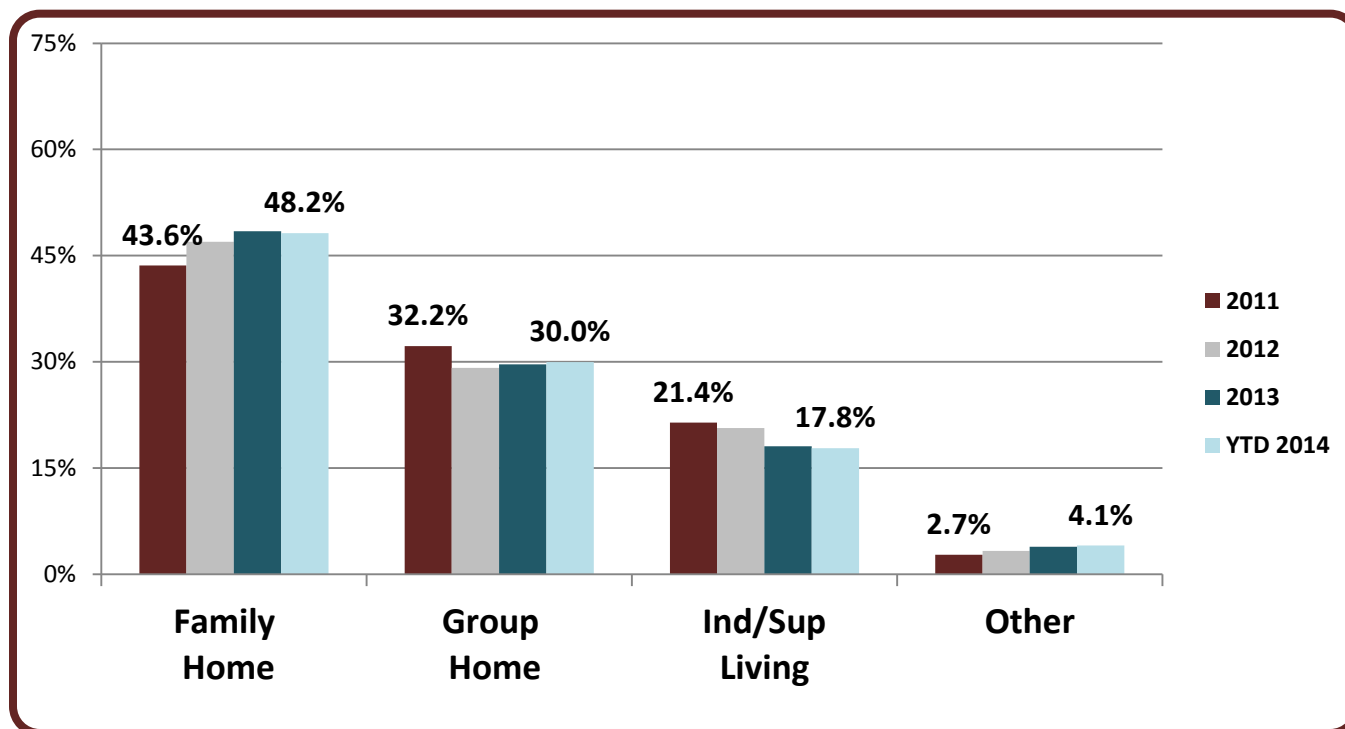


Individual Interview Instrument Percent of Outcomes Present



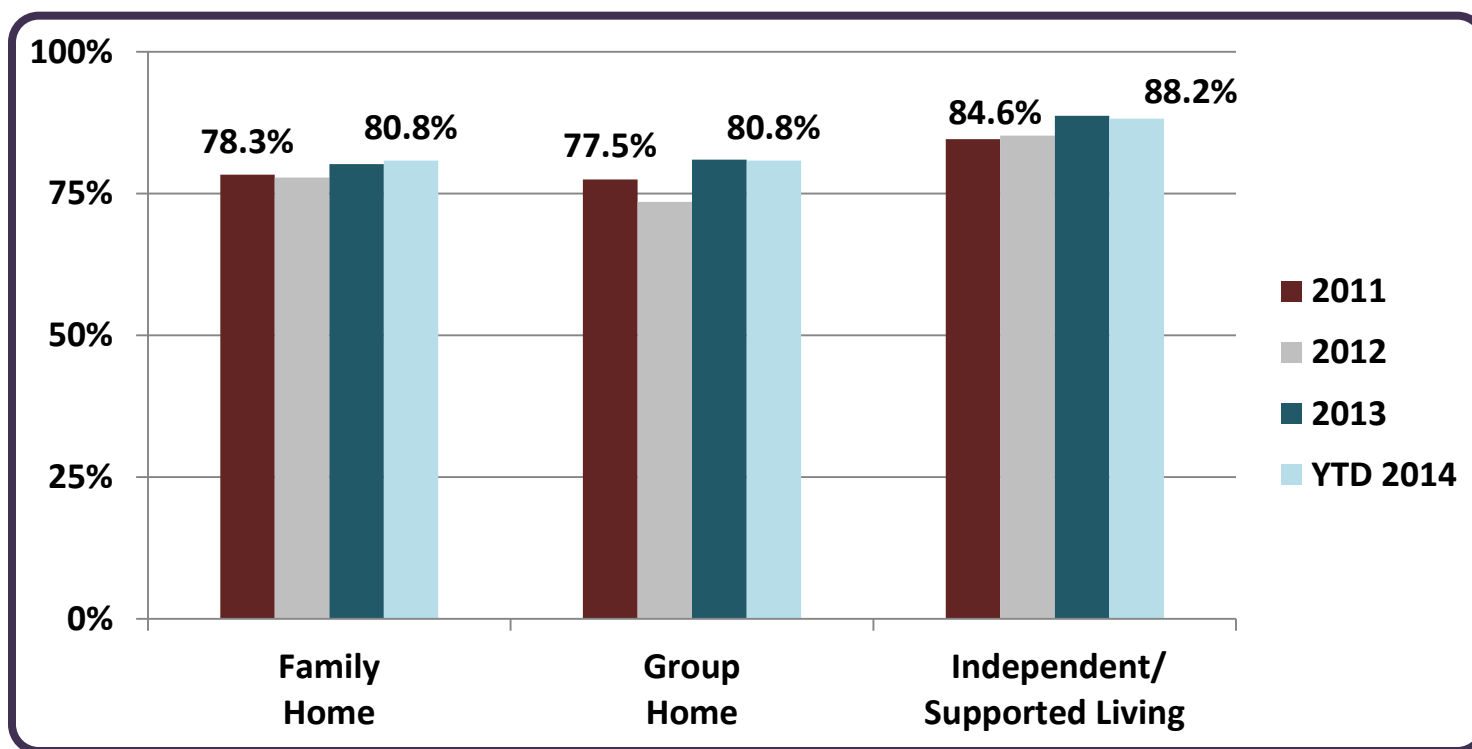


Residential Setting by Year



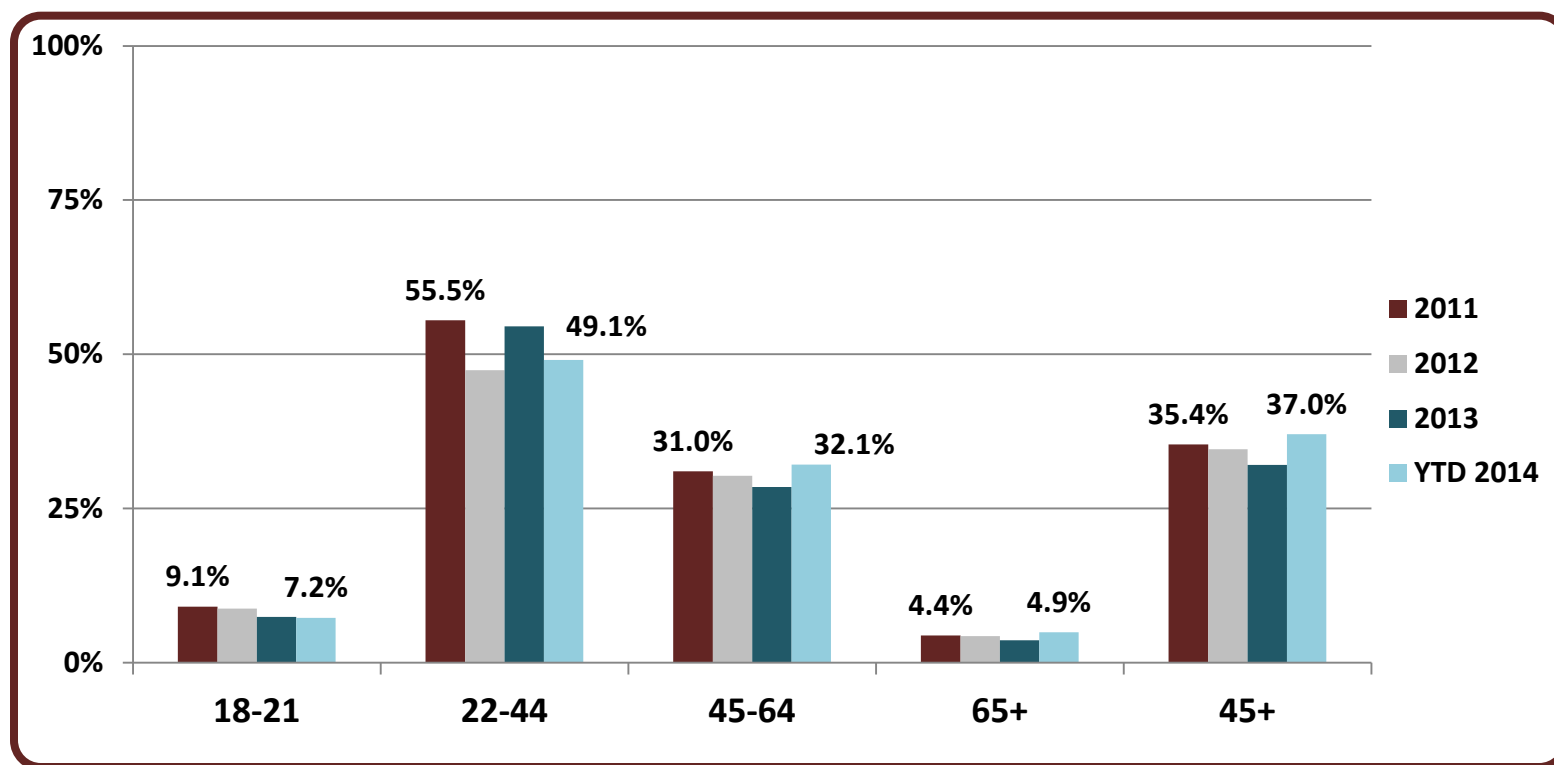


III Outcomes: Percent Present by Residential Setting and Year



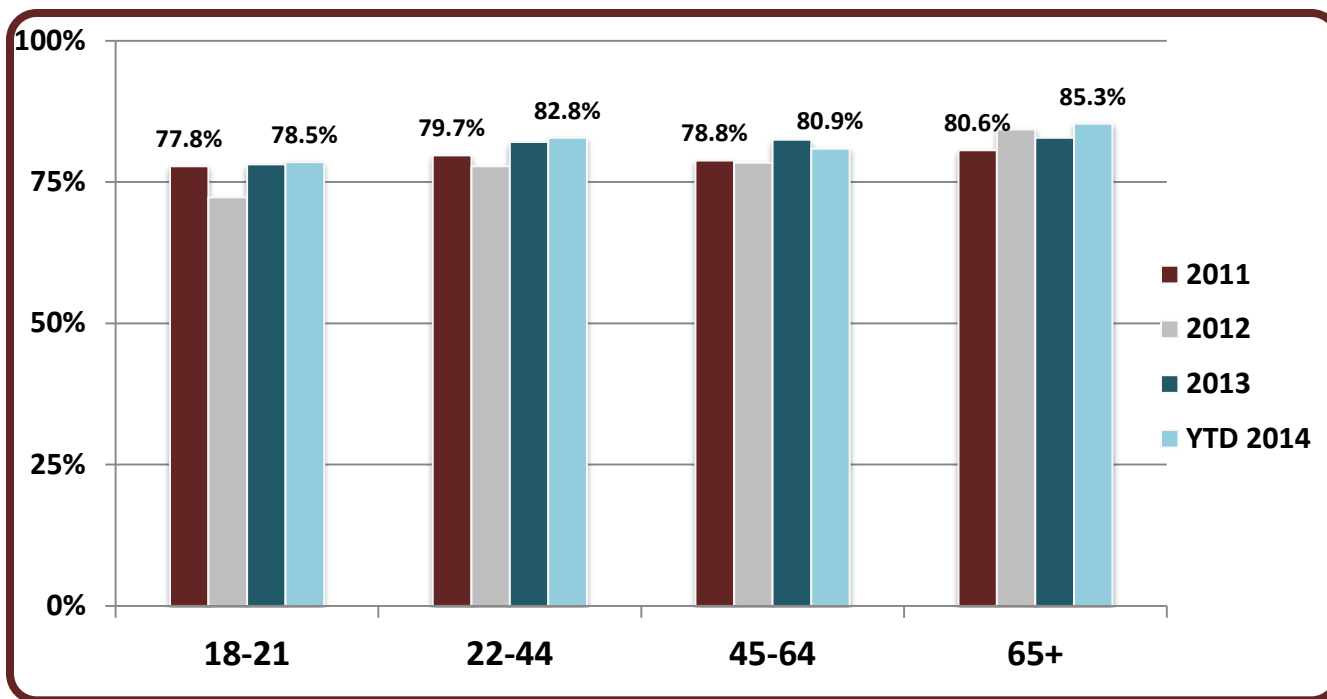


Age Group by Year



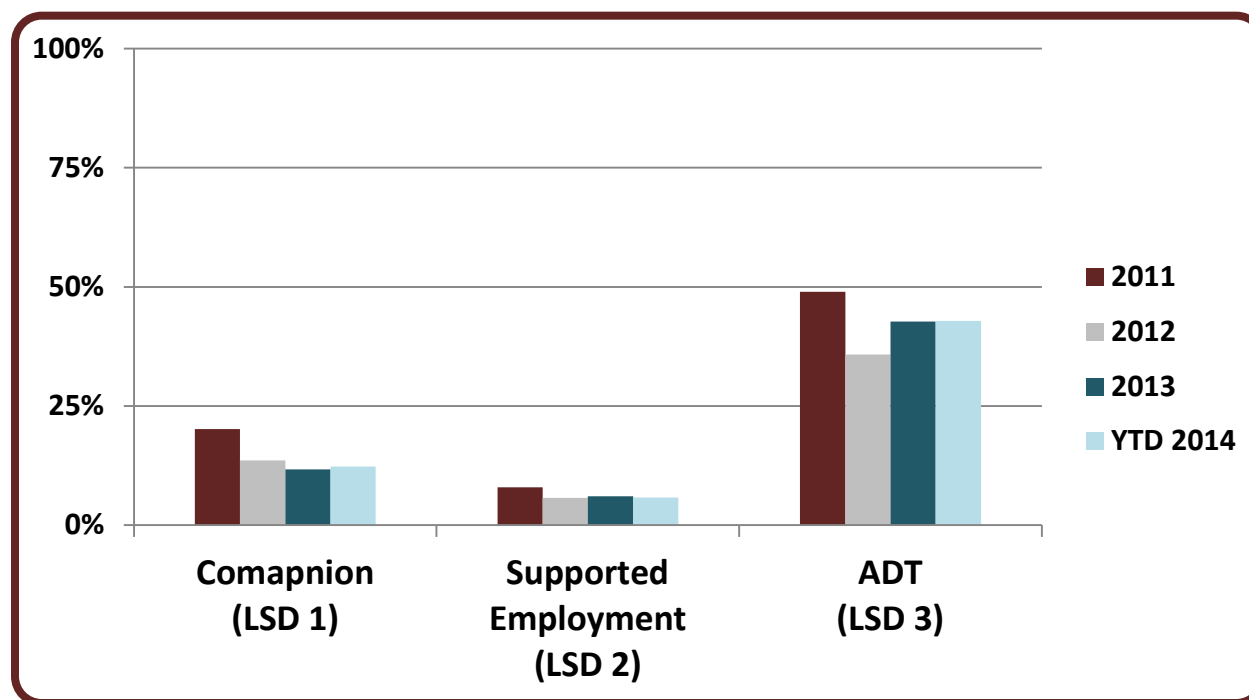


III Outcomes: Percent Present by Age Group and Year



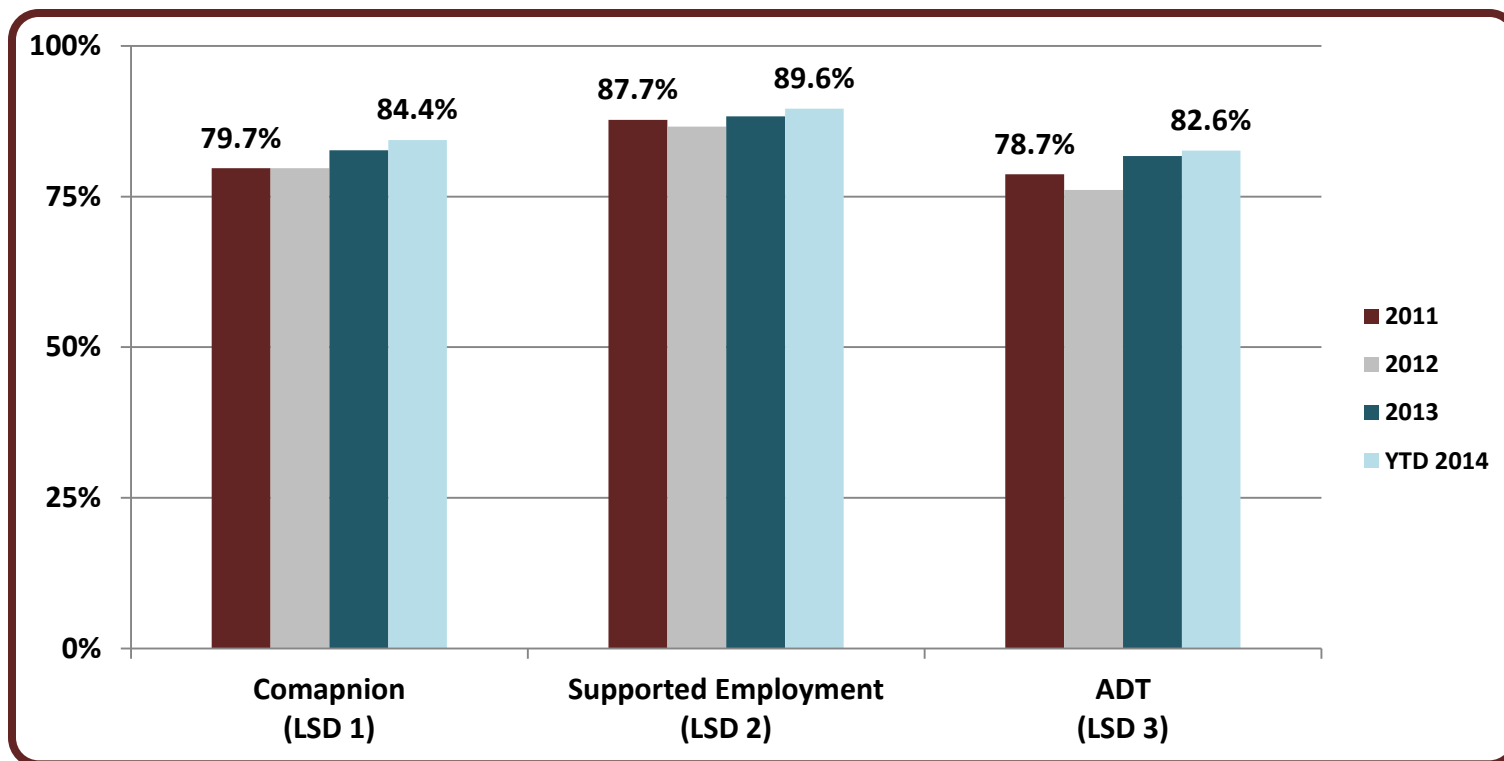


Service by Year



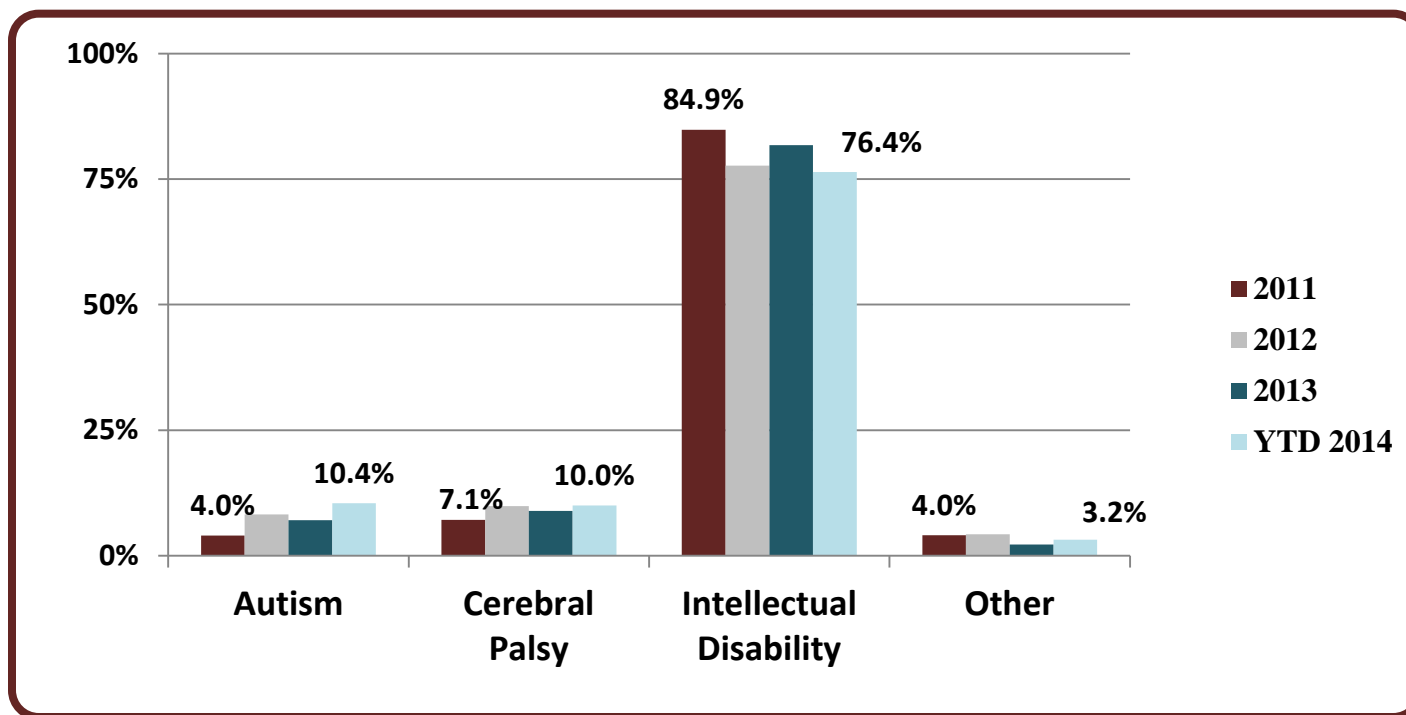


III Outcomes: Percent Present by Service and Year



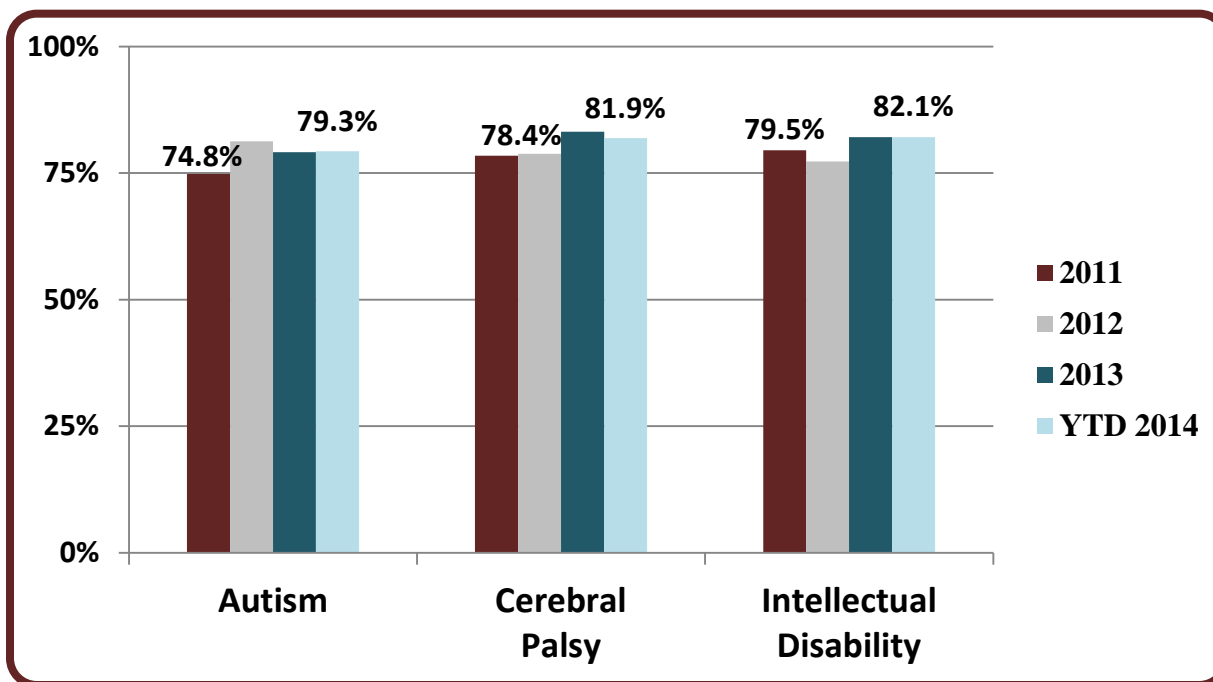


Disability by Year





III Outcomes: Percent Present by Disability and Year





National Core Indicator Results Focused Outcome Areas

NCI Consumer Survey Results by Focused Outcome Areas					
January - June 2014					
	Percent Negative	Percent Positive	2013 Positive	2012 Positive	2011 Positive
Person Centered Approach	13.6%	76.9%	74.7%	76.1%	78.2%
Choice	18.8%	47.1%	47.5%	43.8%	44.1%
Safety/Security	4.2%	88.1%	89.6%	88.3%	89.0%
Rights	8.1%	88.6%	88.7%	89.1%	88.5%
Community Inclusion	34.0%	62.8%	64.6%	65.5%	66.6%
	Poor		Excellent/ Very Good		
Health	5.0%	56.7%	54.9%	35.6%	33.7%



Consumer Directed Care

Ill Outcomes

• 84.4%

CDC+ Consultant

• 93.9%

CDC+ Representative

• 92.8%



Provider Discovery Review Results

Policy and Procedure

• 98.3%

Qualifications and Training

• 96.0%

Service Specific Record Review

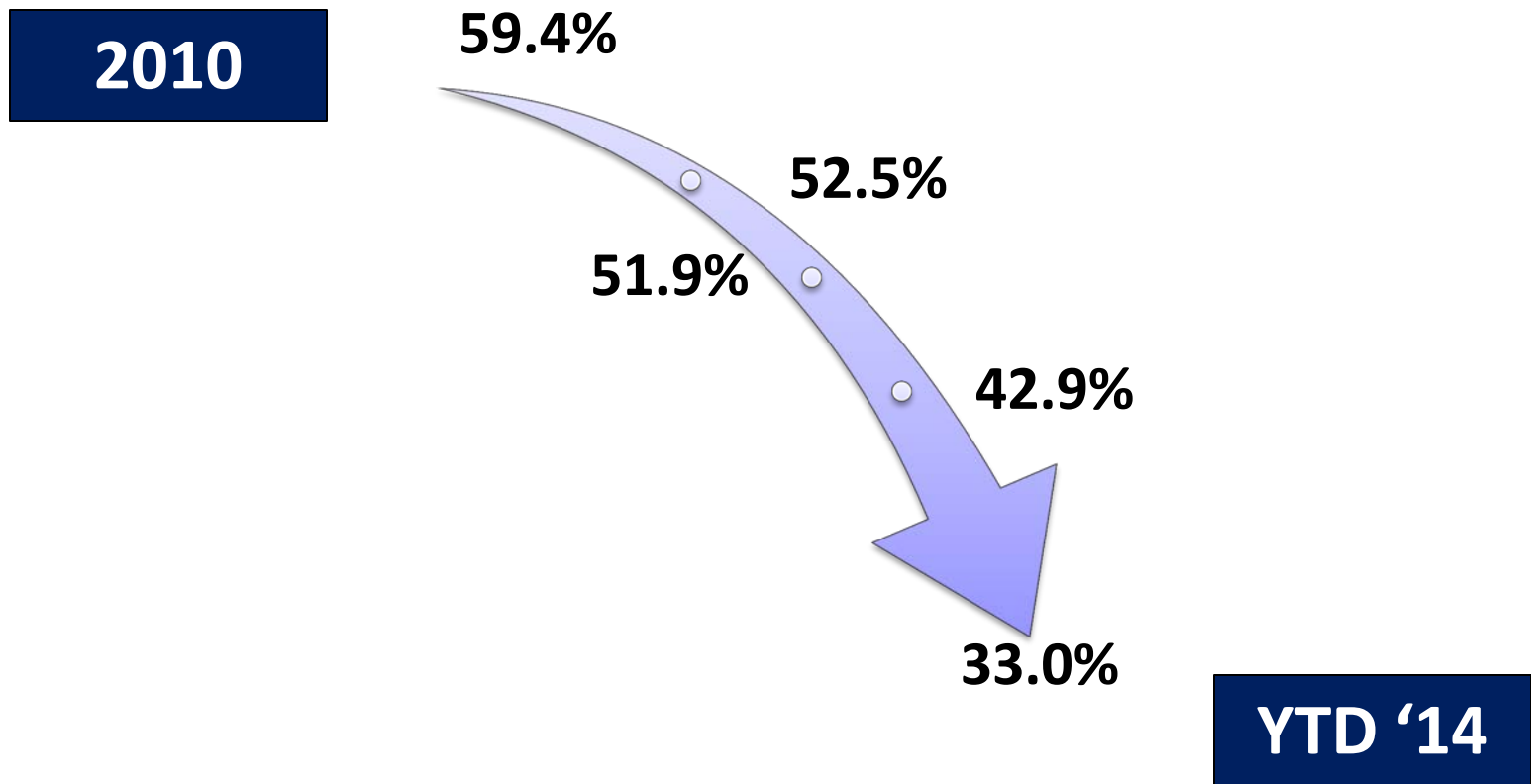
• 94.7%

Observation

• 98.8%

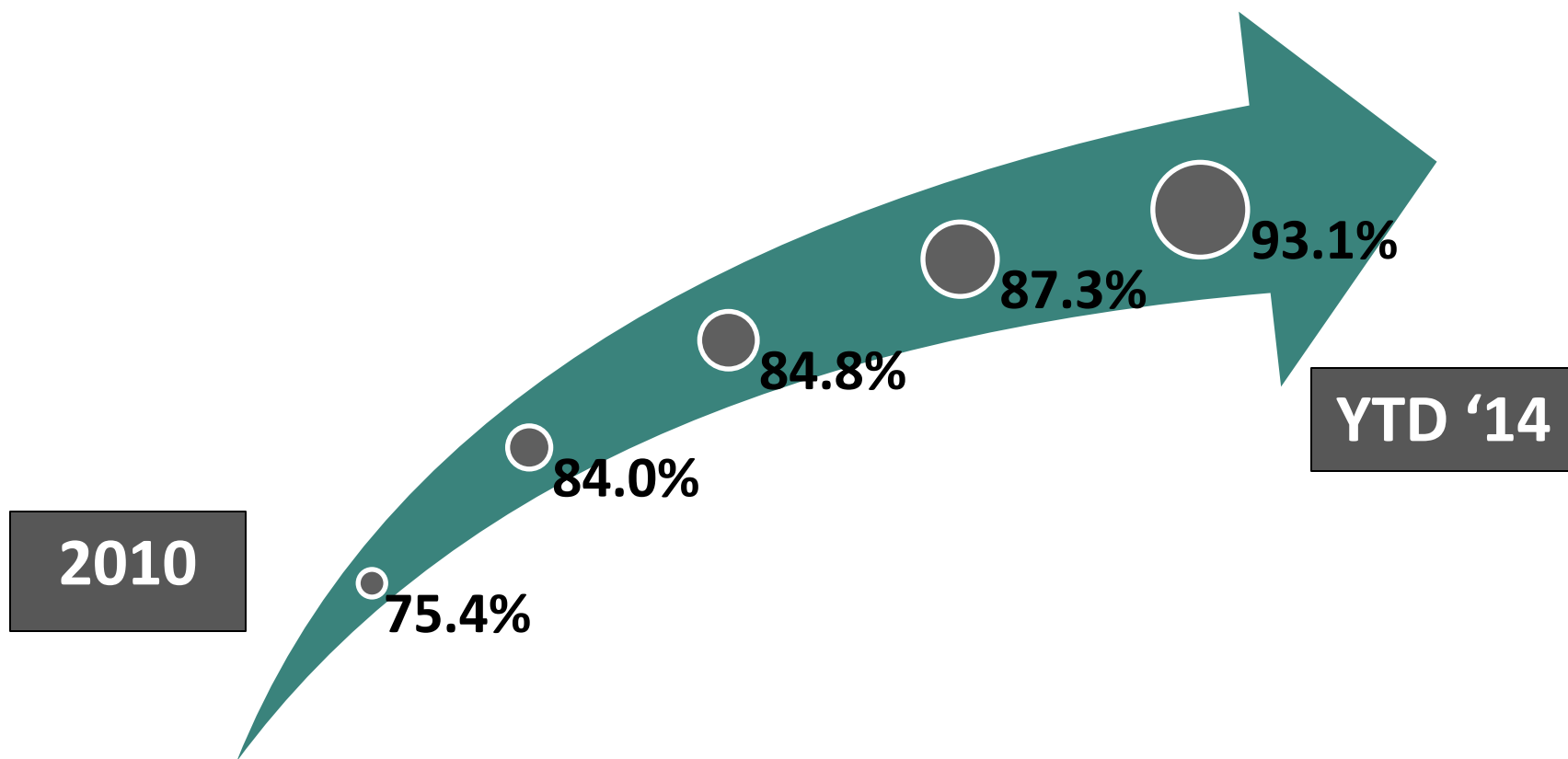


Percent of providers with at least one billing discrepancy





Percent of providers with background screening compliance met





Reason Background Screening was Not Met January – June 2014

- **Employee records most often missing**
 - **Local Criminal Records Check (32.2%)**
 - **FDLE Screening (20.6%)**
 - **FBI Screening (17.2%)**



Questions?

Comments?

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