

ROLE AND IMPACT OF FLORIDA'S STATEWIDE QUALITY COUNCIL

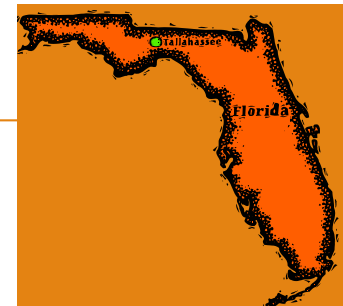
USING DATA FOR QUALITY IMPROVEMENT

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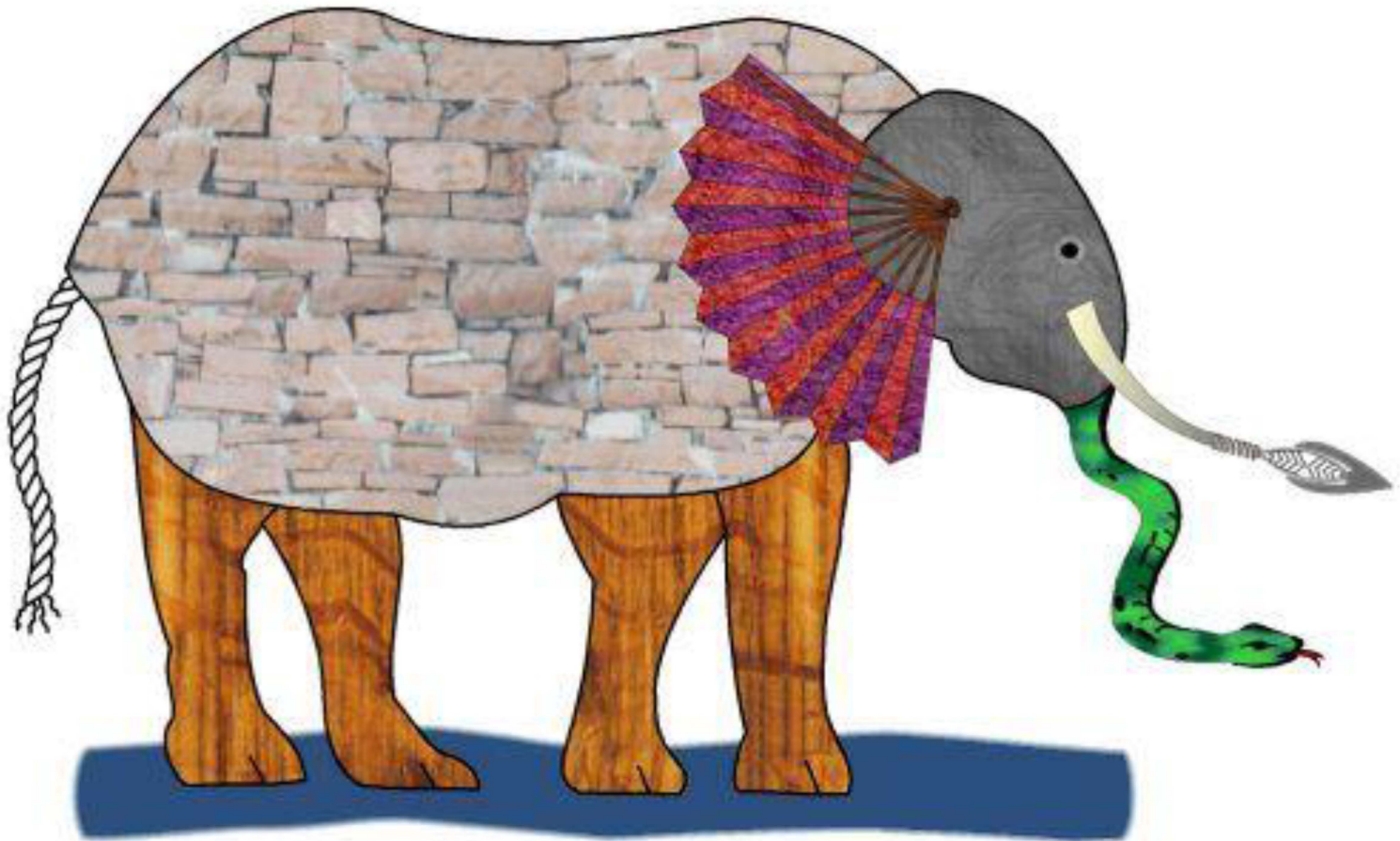
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Fable of Blind Men and the Elephant:

Quality Councils are a Way to Consider the Whole Picture



Quality Councils Are Useful to State Managers

- Brings together internal and external stakeholders, including people with disabilities and their families
- Review and analyze statewide information
- Identify issues, causes, & areas for further review
- Recommend priority areas for state administrators to work on
- Provide feedback on policy and practices, & usefulness of information

Florida Statewide Quality Council Goal

To collaborate with stakeholders, organizations and agencies to ensure Floridians with developmental disabilities are receiving the highest quality of services from providers; to allow individuals to utilize their abilities to the fullest extent.



Florida Quality Council Role

To assist the Agency for Persons with Disabilities and Agency for Health Care Administration by providing your collective opinion on matters of quality.

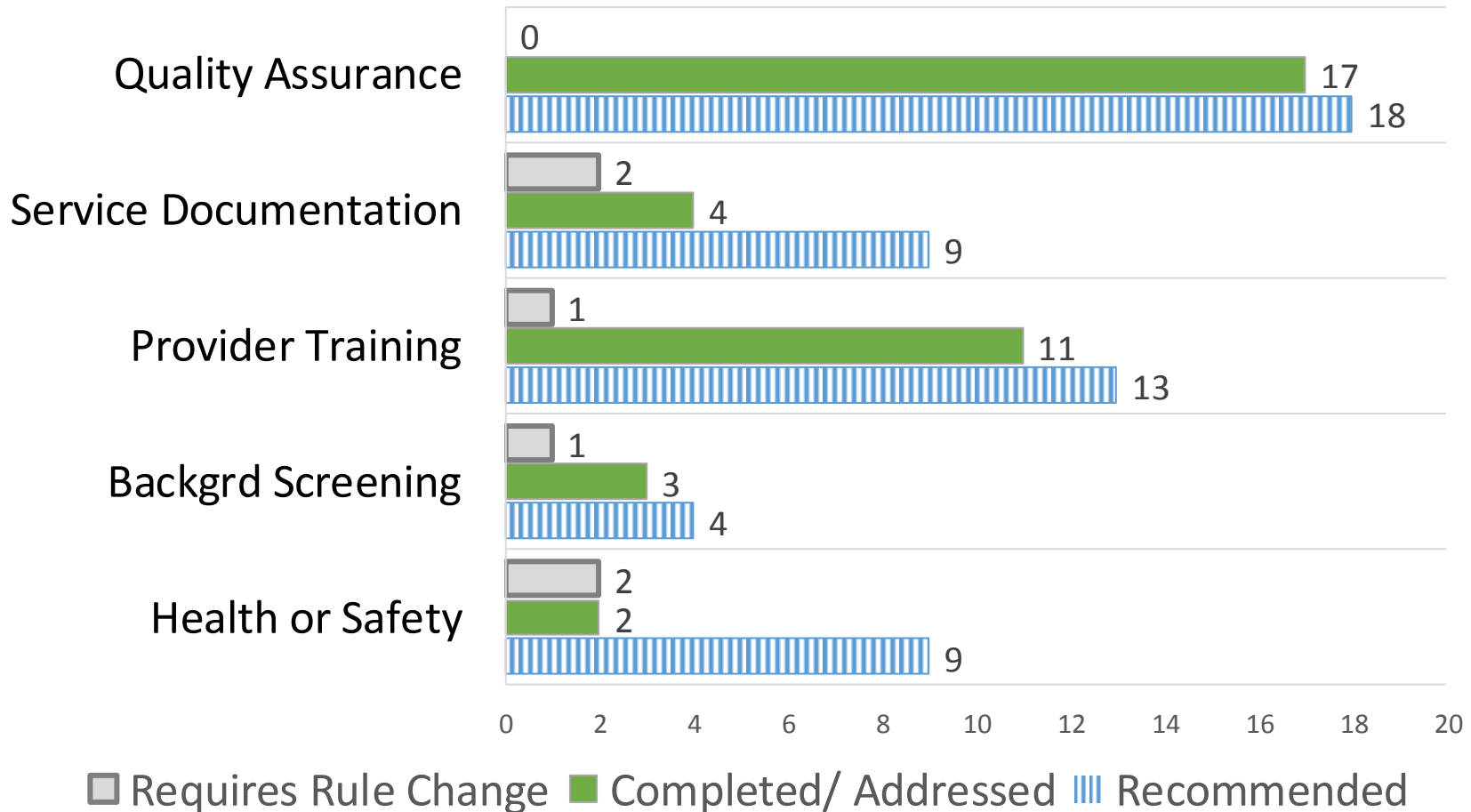
Specific responsibilities to:

- Review information from Delmarva's Discovery Reviews and NCI and suggest areas for improvement in health, safety and quality of life for people receiving services.
- Provide feedback on how quality assurance reviews are implemented.

ACTING ON THE DATA: QUALITY COUNCIL IMPACT

**Five Years of Recommendations
& Advocacy At A Glance**

Quality Council Recommendations 2011-2016



Adopted QC Recommendation Examples

<p>Standardize statewide training for Waiver Support Coordinators</p>	<p>QC workgroup members reviewed & provided updated curriculum for a standardized WSC training module.</p>
<p>Increase social connections and friendships and thus increase wellness benefits and reduce loneliness</p>	<p>Distribution of Angela Amado's <i>Friends</i> workbook to QC members and to APD regional staff with request to disseminate to providers and WSCs.</p>

Examples of QC Recommendations Still Outstanding

<p>Provide additional Waiver Support Coordinator mentors in each region</p>	<p>QC workgroup members recommended an apprenticeship program and offered to participate in piloting the initiative.</p>
<p>Create clear definition of a service log with example 'good' and 'bad' service logs in handbook</p>	<p>In 2011 QC workgroup developed example service log for Companion service to be posted. Approved by APD; waiting AHCA approval and updated Handbook.</p> <p>To be revisited during July and October 2016 QC meetings.</p>

Quality Council Evolution

- Representation by people using services, family members, providers, support coordinators
- 1 full day meeting plus travel time (entails an overnight stay for many members)
- One meeting per year held beyond Tallahassee
- Members of the public attend & participate
- Some QC recommendations offered on the spot as well as a focus on issues in work groups (e.g., support coordination training and mentoring, self advocacy and social connections, dental care access, employment)

Recent QC Data Conversations

- Slow uptick in community employment and VR capability to support people with I/DD to secure community work
- Need for social engagement opportunities and self advocacy
- Training - Standardized training, online training, support coordinator mentoring, need for family training and information
- State's transition plan and activities to comply with HCBS setting rule
- Help people understand they have choices; change environments to be fully inclusive.



Florida's HCBS Statewide Transition Plan

- Public comment period August 26 to September 25, 2016. Anyone can send an email to CMS about settings anytime!
HCBS@cms.hhs.gov
- State finds no significant impediments to compliance by deadline 3/2019
- Administrative rule changes (12/2016) for partially compliant areas: opportunities to work in integrated settings, rental agreements, & visitors at any time in residential settings
- 191 presumed institutional settings:
 - ✓ inpatient setting = 6
 - ✓ isolated from community = 55
 - ✓ gated community for people with disabilities = 20
 - ✓ multiple settings co-located and operationally related = 57
 - ✓ home & day in same building or physically close = 20
 - ✓ multiple services at one site = 1



WHAT NEXT FOR FLORIDA'S STATEWIDE QUALITY COUNCIL?



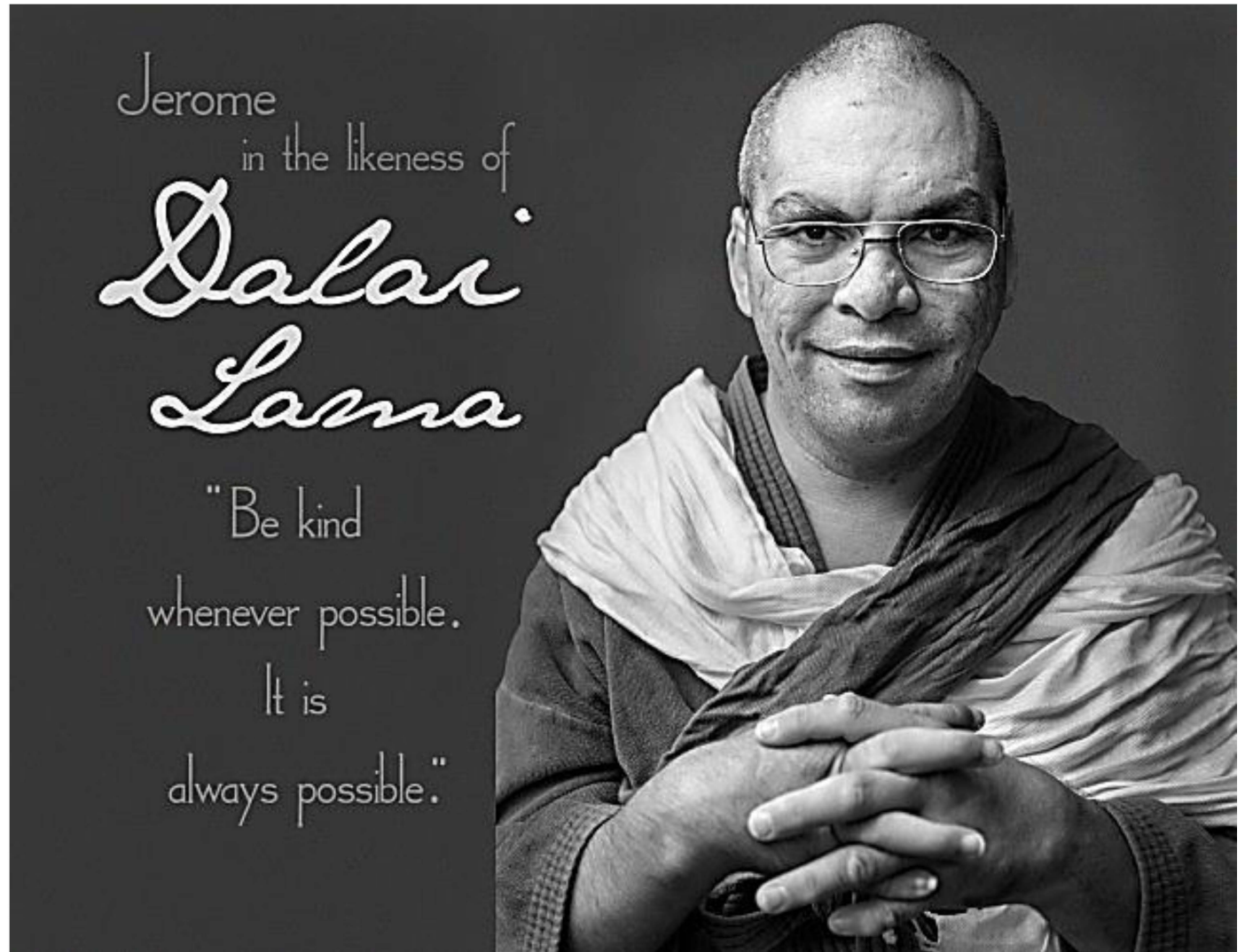
FL QC

WHAT
NEXT



- Is data shared in ways that generate discussion & your recommendations for changes or priority issues?
- What structure and/or support for QC meetings best facilitates making specific recommendations to APD/AHCA?

Jerome (posing as Dalai Lama) loves being social and is looking for a job as a busboy.



<http://www.cpr.org/news/story/people-developmental-disabilities-pose-famous-icons>