



statewide quality assurance program



Delmarva Foundation — Florida

Quality Council Meeting

March 2016





Overview:

- **Summary of Data**
- **PCR Results**
- **Health Data**
- **PDR Results**
- **Alerts**



Number of PCRs by Region January – December 2015

- Northwest
 - 115 DD Waiver
 - 38 CDC+
- Northeast
 - 234 DD Waiver
 - 64 CDC+
- Central
 - 265 DD Waiver
 - 88 CDC+
- Suncoast
 - 287 DD Waiver
 - 67 CDC+ P
- Southeast
 - 253 DD Waiver
 - 82 CDC+
- Southern
 - 201 DD Waiver
 - 44 CDC+
- State
 - **1355 DD Waiver**
 - **383 CDC+**



PCR II Results by Region January – December 2015

- **Northwest**
 - **DD Waiver 95.5%**
 - **CDC + 98.4%**
- **Northeast**
 - **DD Waiver 96.6%**
 - **CDC+ 99.4%**
- **Central**
 - **DD Waiver 94.1%**
 - **CDC + 97.6%**
- **Suncoast**
 - **DD Waiver 97.7%**
 - **CDC + 97.8%**
- **Southeast**
 - **DD Waiver 96.2%**
 - **CDC + 98.2%**
- **Southern**
 - **DD Waiver 94.6%**
 - **CDC+ 97.6%**
- **State**
 - **DD Waiver 95.9%**
 - **CDC+ 98.1%**



PCR by Residential Setting January – December 2015

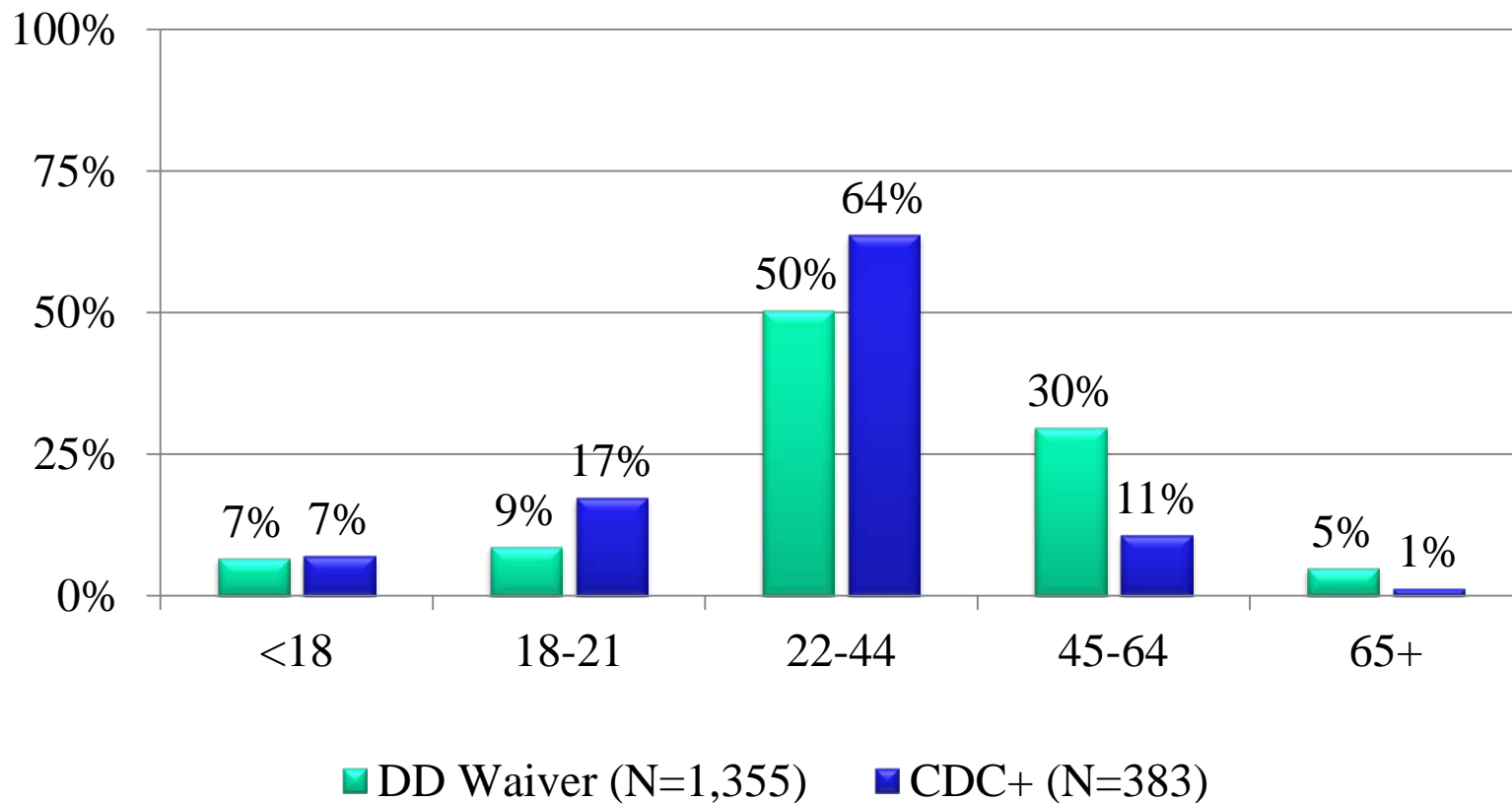
- 48% individuals (DD waiver) and 92% of CDC+ participants lived in the **family home**.
- 18.5% individuals (DD) and 8% of CDC+ participants lived **independently or had supported living**.
- 31% of individuals (DD) lived in a **group home**.



PCR II Results by Residential Setting January – December 2015

- **Family Home**
 - **DD Waiver 96.4%**
(n=653)
 - **CDC+ 98.1%** (n=352)
- **Group Home**
 - **DD Waiver 94.6%**
(n=423)
 - **CDC+ (n=0)**
- **Independent/Supported**
 - **DD Waiver 97.1%**
(n=250)
 - **CDC + 98.0%** (n=31)
- **Other**
 - **DD Waiver 94.9%**
(n=29)
 - **CDC+ (n=0)**

PCR by Age Group January – December 2015





PCR II Results by Age Group January – December 2015

- <18
 - **DD Waiver 96.8% (n=89)**
 - **CDC+ 99.6% (n=27)**
- 18 - 21
 - **DD Waiver 95.0% (n=117)**
 - **CDC+ 98.6% (n=66)**
- 22 - 44
 - **DD Waiver 95.5% (n=683)**
 - **CDC+ 98.1% (n=244)**
- 45 - 64
 - **DD Waiver 94.4% (n=401)**
 - **CDC+ 96.7% (n=44)**
- 65+
 - **DD Waiver 96.9% (n=65)**
 - **CDC+ (n=5)**



PCR by Primary Disability January – December 2015

- **Intellectual Disability**
 - 78% DD
 - 54% CDC+
- **Autism**
 - 9% DD
 - 21% CDC+
- **Cerebral Palsy**
 - 9% DD
 - 18% CDC+
- **Other Disability**
 - 4% DD
 - 7% CDC+



PCR II Results by Primary Disability January – December 2015

- Intellectual Disability
 - **DD Waiver 95.9%**
(n=1,057)
 - **CDC+ 97.8%** (n=208)
- Autism
 - **DD Waiver 96.1%**
(n=126)
 - **CDC+ 98.4%** (n=82)
- Cerebral Palsy
 - **DD Waiver 95.8%**
(n=123)
 - **CDC+ 98.3%** (n=68)
- Other
 - **DD Waiver 95.1%**
(n=49)
 - **CDC+ 99.6%** (n=25)

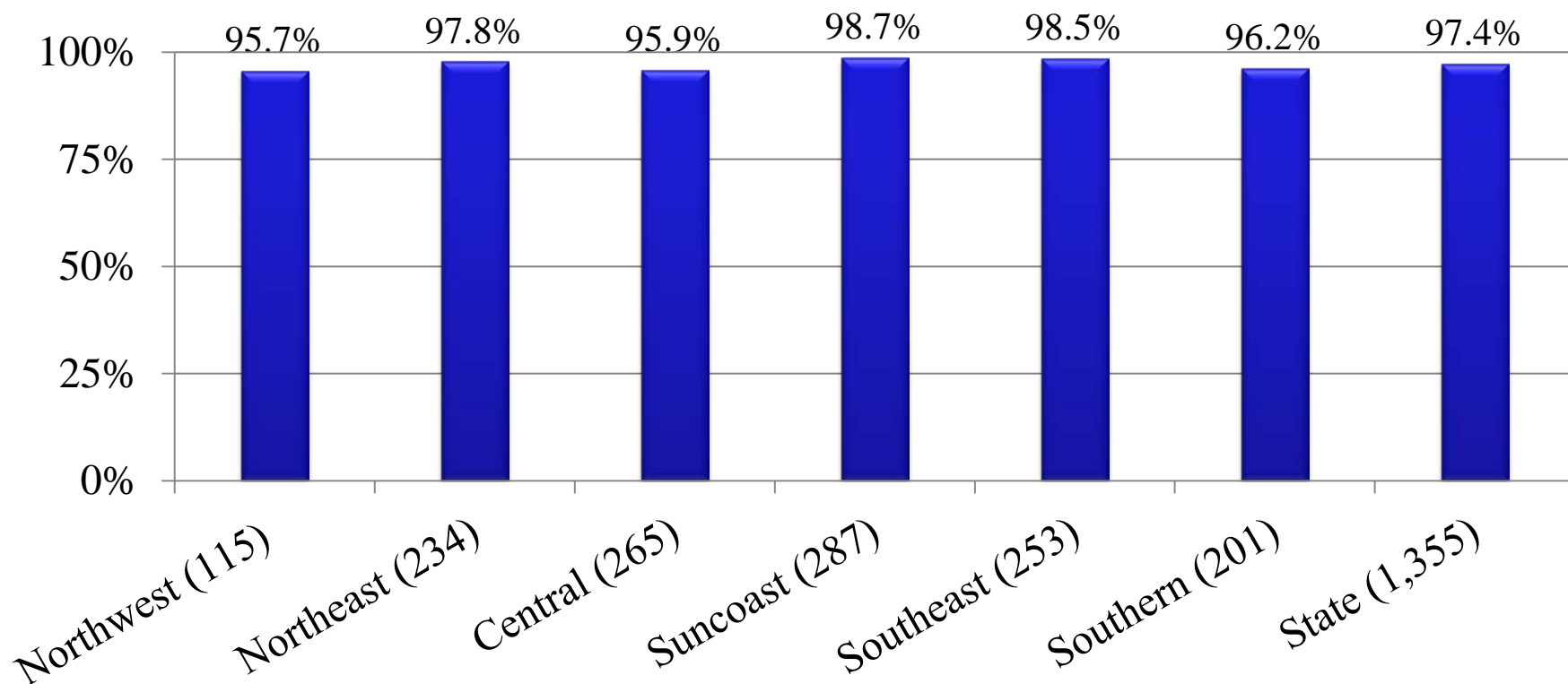


WSC RR and CDC+ Consultant Results by Region January – December 2015

- **Northwest**
 - DD Waiver 96.4% (n=115)
 - CDC+ 98.3% (n=38)
- **Northeast**
 - DD Waiver 96.0% (n=234)
 - CDC+ 98.0% (n=64)
- **Central**
 - DD Waiver 95.6% (n=265)
 - CDC+ 97.7% (n=88)
- **Suncoast**
 - DD Waiver 96.2% (n=287)
 - CDC+ 96.7% (n=67)
- **Southeast**
 - DD Waiver 96.7% (n=253)
 - CDC+ 98.4% (n=82)
- **Southern**
 - DD Waiver 95.8% (n=201)
 - CDC+ 98.8% (n=44)
- **State**
 - DD Waiver 96.1% (n=1,355)
 - CDC+ 97.9% (n=383)



WSC Interview Results by Region January – December 2015





Lowest Scoring PCR Indicators

- **PCR Individual Interview (DD Waiver)**
 - Person is not provided education/ information about social roles in the community (86.8%)
 - Person has had limited opportunities to develop new friendships/relationships (89.1%)
- **WSC Interview**
 - Support Coordinator does not provide education/information to the person about social roles in the community (89.2%).
- **WSC Record Review**
 - Level of care is completed accurately using the correct instrument/form (89.3%).



Key Health Questions Percent Yes: Jan – Dec 2015

In the past 12 months:	Waiver (1355)	CDC+ (385)
Has the Abuse Hotline been contacted by you or others to report abuse, neglect, or exploitation in the past twelve (12) months?	2.8%	0.3%
Have Reactive Strategies under 65G-8 been used due to behavioral concerns in the past twelve (12) months?	2.4%	0.5%
Have you been admitted to the hospital (including baker acts) ?	15.8%	10.9%
Have you been to an Emergency Room	21.4%	15.3%



Key Health Questions by Region Jan – Dec 2015

Region	Taking 4+ Prescription Medications		Have Health Concerns, Needs Not Met	
	Waiver	CDC+	Waiver	CDC+
Northwest	43.5%	21.1%	2.6%	0.0%
Northeast	38.0%	28.1%	3.0%	1.6%
Central	37.7%	25.0%	5.7%	2.3%
Suncoast	38.3%	29.9%	2.4%	1.5%
Southeast	36.8%	23.2%	0.8%	1.2%
Southern	45.3%	34.1%	0.5%	0.0%
State	39.3%	26.6%	2.6%	1.3%



Service Provider Reviews by Region January 01, 2015 - December 31, 2015

Region	PDRs	P & P	Q & T	Staff		Observations	
				Interview	PII	A	Un-A
Northwest	141	141	253	198	197	18	14
Northeast	262	262	590	398	417	83	46
Central	197	197	491	334	342	135	31
Suncoast	284	284	733	500	507	228	26
Southeast	229	229	571	410	407	131	40
Southern	175	175	469	290	310	97	40
State	1,288	1,288	3,107	2,130	2,180	692	197



PDR Component Scores by Region Service Providers: Jan – Dec 2015

- P & P
 - Northwest 98.8%
 - Northeast 97.3%
 - Central 95.8%
 - Suncoast 98.0%
 - Southeast 97.9%
 - Southern 97.6%
 - **State 97.5%**
- Q & T
 - Northwest 95.1%
 - Northeast 95.3%
 - Central 92.2%
 - Suncoast 95.3%
 - Southeast 94.3%
 - Southern 93.8%
 - **State 94.4%**
- SSRR
 - Northwest 90.9%
 - Northeast 90.1%
 - Central 88.9%
 - Suncoast 91.4%
 - Southeast 91.4%
 - Southern 91.3%
 - **State 90.7%**
- SI
 - Northwest 96.7%
 - Northeast 97.0%
 - Central 93.7%
 - Suncoast 98.0%
 - Southeast 94.9%
 - Southern 95.6%
 - **State 96.1%**
- PII
 - Northwest 96.8%
 - Northeast 96.8%
 - Central 94.0
 - Suncoast 97.0
 - Southeast 95.2
 - Southern 95.2
 - **State 95.9%**



PDR Observation Scores by Region Service Providers: Jan – Dec 2015

- **Announced**
 - NW 96.1%
 - NE 95.9%
 - C 92.7%
 - SC 96.5%
 - SE 96.7%
 - S 96.6%
 - **State 95.7%**
- **Unannounced**
 - NW 90.5%
 - NE 96.8%
 - C 93.5%
 - SC 97.7%
 - SE 95.4%
 - S 92.9%
 - **State 94.9%**



Number of PDRs by Region and Component Support Coordinators

Region	Policy & Procedure	Qualifications & Training	WSC Record Reviews	
			Announced	Unannounced
Northwest	36	49	115	72
Northeast	90	114	228	128
Central	111	135	270	159
Suncoast	93	127	286	162
Southeast	99	135	257	154
Southern	66	96	201	115
State	495	656	1357	790



PDR Component Scores by Region WSCs: Jan – Dec 2015

- Policies and Procedures (P & P)
 - Northwest 98.0%
 - Northeast 99.5%
 - Central 99.3%
 - Suncoast 97.3%
 - Southeast 98.4%
 - Southern 100%
 - **State 98.7%**
- Qualifications and Training (Q & T)
 - Northwest 97.6%
 - Northeast 96.9%
 - Central 95.7%
 - Suncoast 96.4%
 - Southeast 96.0%
 - Southern 96.4%
 - **State 96.3%**
- Announced Observations
 - Northwest 96.3%
 - Northeast 95.0%
 - Central 95.0%
 - Suncoast 96.1%
 - Southeast 96.6%
 - Southern 95.2%
 - **State 95.8%**
- Unannounced Observations
 - Northwest 95.9%
 - Northeast 93.6%
 - Central 95.3%
 - Suncoast 93.4%
 - Southeast 97.1%
 - Southern 96.0%
 - **State 95.2%**



Lowest Scoring Services January – December 2015

- Life Skills Development 1 (Companion) (89.3%)
- Life Skills Development 2 (SEC) (89.2%)
- Personal Supports (89.5%)
- Respite (88.3%)
- Supported Living Coaching (89.2%)



Lowest Scoring PDR Standards

- **P & P**
 - If provider operates Behavior Focus group homes, required on-site oversight for residential services is provided (87.9%).

- **Q & T**
 - The provider has completed eight hours of annual in-service training related to employment for Life Skills Development 2 (86.4%).
 - The provider completed eight hours of annual in-service training related to the implementation of individually designed services for Life Skills Development 3 (88.2%).



Lowest Scoring PDR Standards

- **Staff Interview**
 - Provider does not solicit the person's preferences concerning social roles in the community (89.5%).
 - Provider does not provide person with information about potential social roles in the community (83.2%).

- **PDR II**
 - Person is offered no opportunity to lock the bedroom door or secure belongings at home (89.7%).
 - Person's preferences concerning social roles in the community are not solicited (88.8%).



Lowest Scoring PDR Standards

- **PDR II**
 - Person is not provided information about social roles in the community (81.7%).
 - Person has had limited opportunities to develop new friendships/relationships (87.8%).

- **Observations (ADT) (n=105)**
 - 35 of 71 indicators scored 100%.
 - Training in the use of public transportation is not available and/or facilitated (72.1%).
 - Individuals did not participate in the development of the 'house rules' (87.5%).

Lowest Scoring PDR Standards

- **Observations (ResHab) (n=784)**
 - Individuals do not have a key to their home (52.3%).
 - Training in the use of public transportation is not available and/or facilitated (76.3%).
 - Individuals did not participate in the development of the 'house rules' (79.6%).
 - Bedroom doors (82.6%), bathroom doors (88.9%) do not lock; cannot lock bathroom door (89.6%).
 - Individuals do not have a choice in roommates (87.0%).
 - Individuals are not making meaningful connections in the community (89.2%).
 - Living areas do not reflect people's interests and hobbies (89.%).



CDC+ Representative Results by Region January – December 2015

- **Northwest**
 - **89.4%** (n=44)
- **Northeast**
 - **94.5%** (n=76)
- **Central**
 - **92.9%** (n=95)
- **Suncoast**
 - **89.8%** (n=69)
- **Southeast**
 - **95.1%** (n=86)
- **Southern**
 - **97.4%** (n=44)
- **State**
 - **93.3%** (n=414)



Lowest Scoring PDR Standards

- **CDC+ Representative (n=414)**
 - Accurate Signed and approved Timesheets for all Directly Hired Employees (DHE) are available for review (89.1%).
 - Corrective Action Plan (if applicable) is available for review (80.8%).
 - Background screening results for all providers who render direct care are available for review (82.4%).
 - Documentation is available to support the reconciliation of Monthly Statements (83.5%).



Service Provider Alerts January – December 2015



11 Alerts



28 Alerts



7 Alerts



121 Alerts



12 Alerts



Alerts Identified by Region January - December 2015

Region	Total # of PDRs	% of PDRs with an Alert	Rights	Health & Safety	Abuse, Neglect, & Exploitation	Background Alerts	Medication Administration	Driver's License & Insurance
Northwest	141	17.7%	2	4	0	14	3	2
Northeast	262	10.7%	0	2	1	20	3	2
Central	197	20.8%	3	1	2	22	12	1
Suncoast	284	20.4%	1	14	0	27	12	4
Southeast	229	17.0%	3	0	4	21	9	2
Southern	175	22.9%	2	7	0	17	13	1
State	1288	17.9%	11	28	7	121	52	12

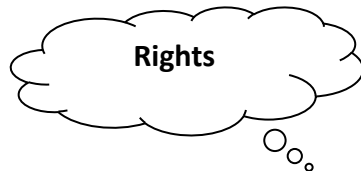


**Abuse, Neglect,
& Exploitation**

- “Resident stated that she had been slapped twice by her roommate.”
- "Individual was observed to have a small yellowing bruise under her left eye. She told reviewer she was hit by another resident of the home...Staff stated the individual engages in SIB and maybe that was what caused the injury. They indicated the individual wears makeup and this may be why they did not notice the bruise."
- “[Individual] reported the landlady he resides with asked ...for his food stamps money/card... He reported the landlady stole one pair of sneakers from him and he found her boyfriend wearing them. He reported his landlady is verbally abusive and threatens physical harm."
- “[Individual] noted there was pain in his hip during his bath when completed by [provider]. He said she was too slow because while he was in the bath she left him and spent time on the phone and smoking cigarettes outside. His roommate immediately expressed he received the same treatment from [the provider]. Both gentleman require total assistance for bathing.”
- “...[individual] had sustained injuries at her day program ...She then stated three weeks ago it happened again resulting in a black eye.”
- “[Individual] reported he has been asked by his staff for money. He reported giving his employee money...”



- “ During an interview with [individual], it was stated that she did not have her diabetic medication. ...[individual] indicated she had been out of insulin/medication since Saturday. [The provider] was notified and stated he was not aware of her being out of her medications. He stated he would assure these are ordered immediately.”
- “An individual scheduled to have been given medication at 7a, had not been given medications at the time of the observation, 9:15a to 9:45a.”
- “ During the observation at the [Group Home], the main medication cabinet was noted to be properly locked; however, when staff unlocked the main med cabinet the controlled med lockbox was not locked. The controlled med lock box did contain controlled meds. Upon discovery staff immediately secured the controlled meds lockbox.”
- “MAR was not signed for the following medications: Carbamazepine and Vitamin D3.”
- “The home has a total of four exit doors to the outside of the home. Three of the doors, including the front, side and back door, had code key door knobs that locked from the inside and outside, thus preventing residents living in the home from getting out without staff entering the code first. The one other door was a sliding glass door leading to a patio that residents could open. In the case of a fire or other emergency, the residents could not get out of the home from 3 of the 4 doors.”



- “ADT facility has cameras in the common areas and the classrooms. Provider had not documented the individuals' consent for the cameras.”
- “...one individual was observed wearing socks on both hands. Staff in the home indicated the individual often bites his hands so the socks are in place to prevent him from doing this. ...there was no behavior plan in place authorizing the use the use the socks and was being done for the individual’s safety. Upon entering [another facility] it was discovered that another individual was also wearing socks on both of his hands...he did not have a behavior plan in place either. The socks for this individual were reported to provide a cushion as the individual sometimes gets excited and hits both of his cheeks with both hands. ”
- “During the observation at [group home] ... it was noted three individuals had alarms on their bedroom doors, that alarmed when opened and closed...the same individual stated he wanted access to the internet and had asked for some time however was told he had to earn access which he listed all the behaviors he thought were required...There was no documentation at the time of the observation to show there was consent and approval for the use of monitoring system.”
- “Reviewers observed video monitoring screens located in common living areas during the observations at the following locations. ”



Thank you!

Questions??