

# Quality Council Meeting Qlarant Data Presentation

March 26, 2020

**Qlarant** 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

# Outline

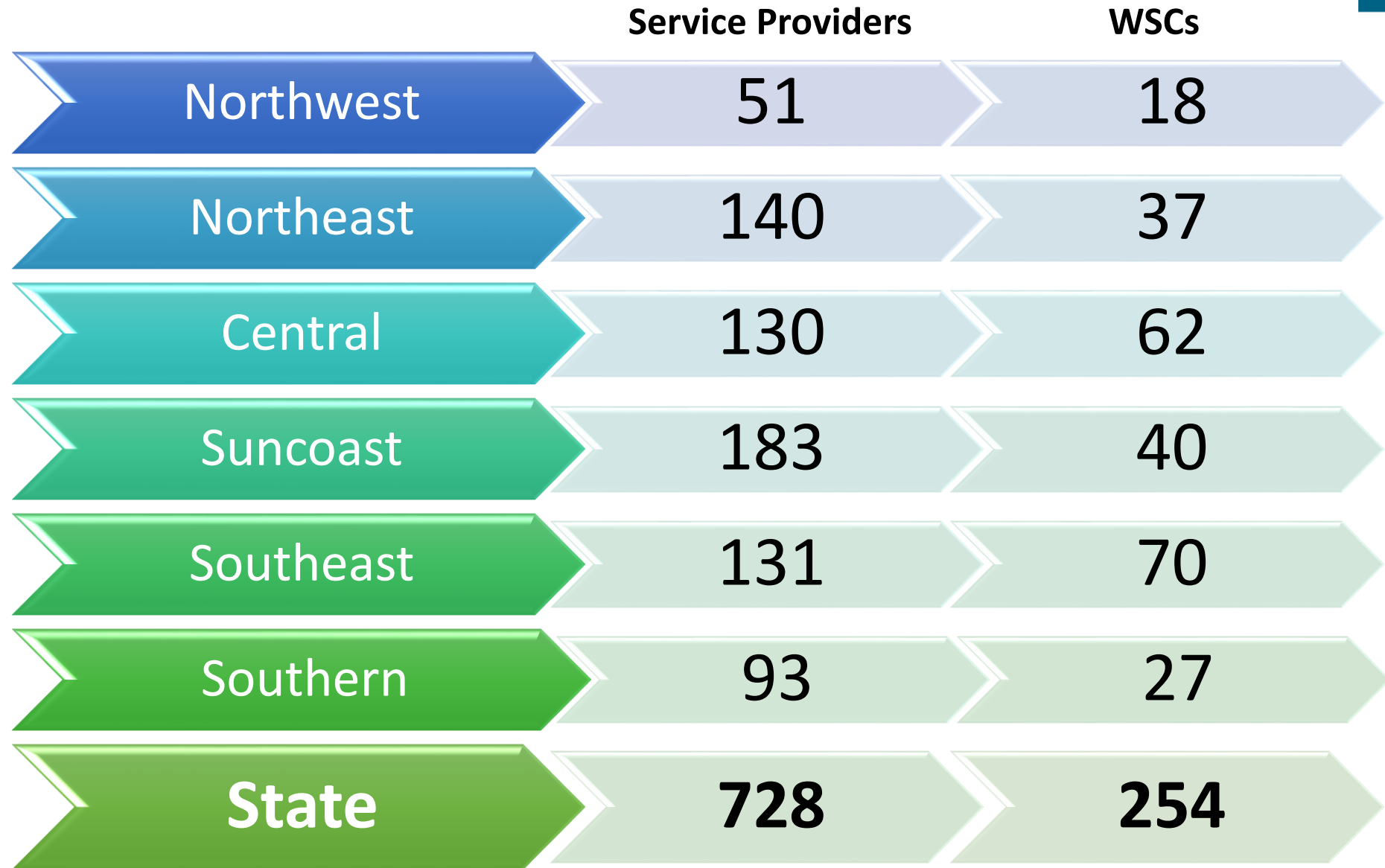
## FY 2020, Quarter 2: July 2019 -December 2019

- **Provider Discovery Review (PDR)**
  - Service Provider Scores
  - WSC Scores
  - SSRR and Billing Discrepancies
  - Alerts
- **Person Centered Review (PCR)**
  - Individual Demographics
  - My Life Interview Scores
    - Outcomes & Supports
    - Stability
    - Satisfaction
  - WSC/CDC+ Record Reviews
  - Health Summary

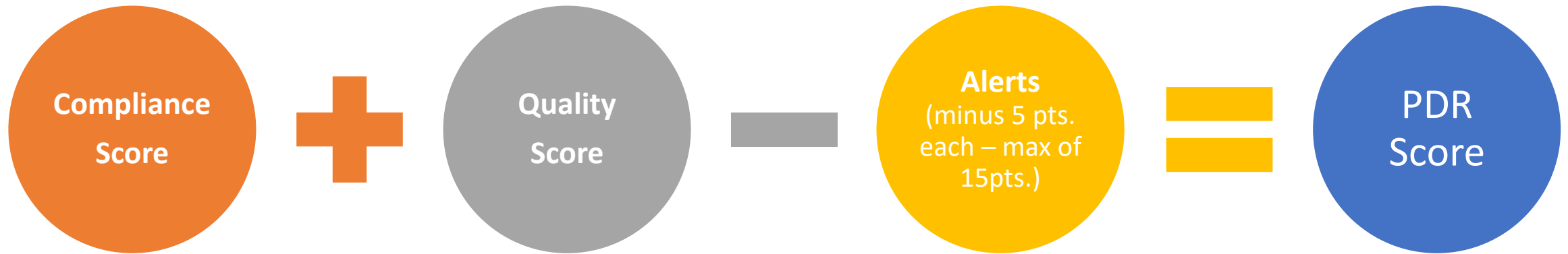
# Provider Discovery Reviews

July 2019 – December 2019

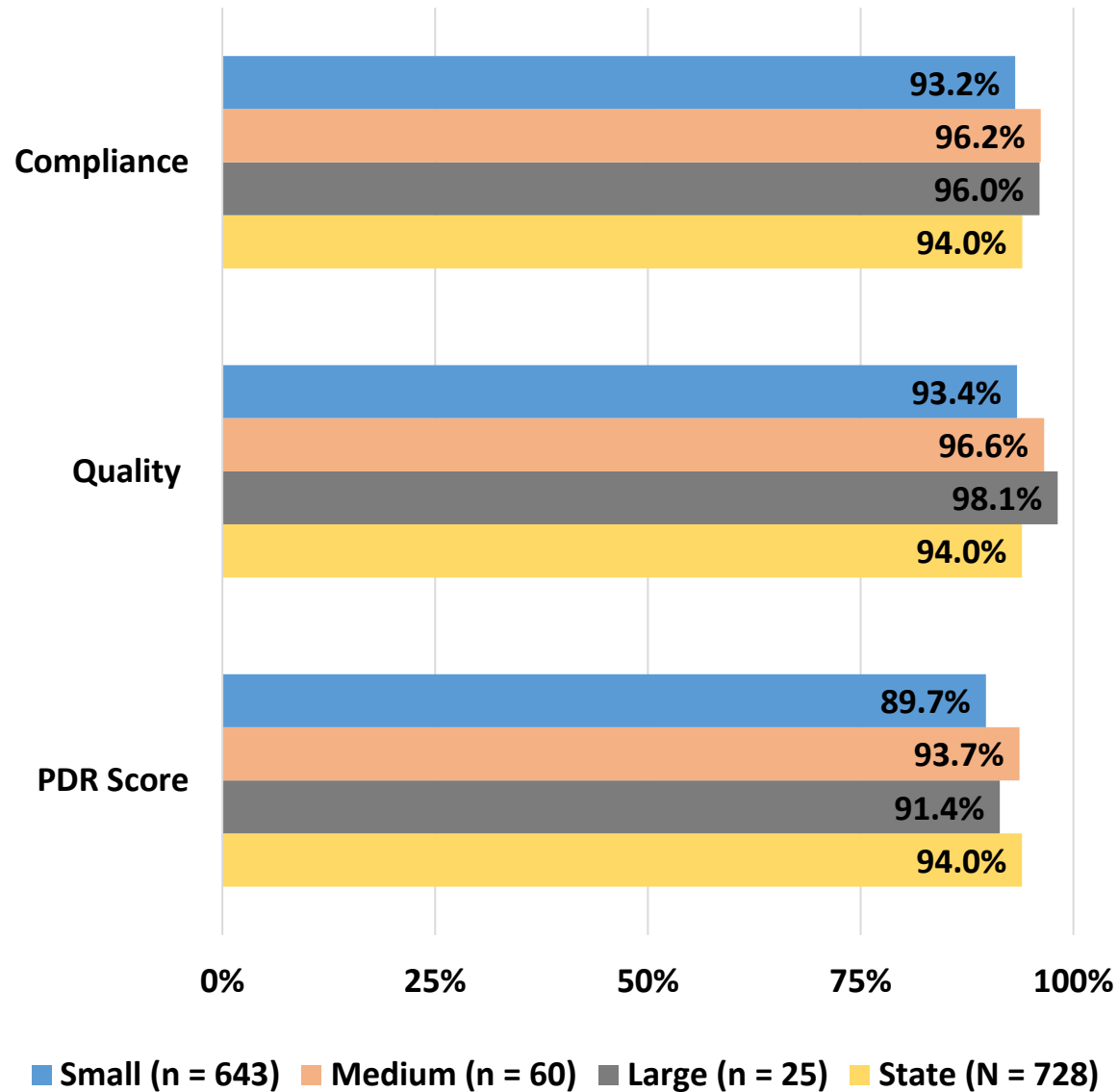
# PDRs by Region



# Provider Scores



# Service Provider Scores by Provider Size



Large: 100+ individuals

Medium: 30-99 individuals

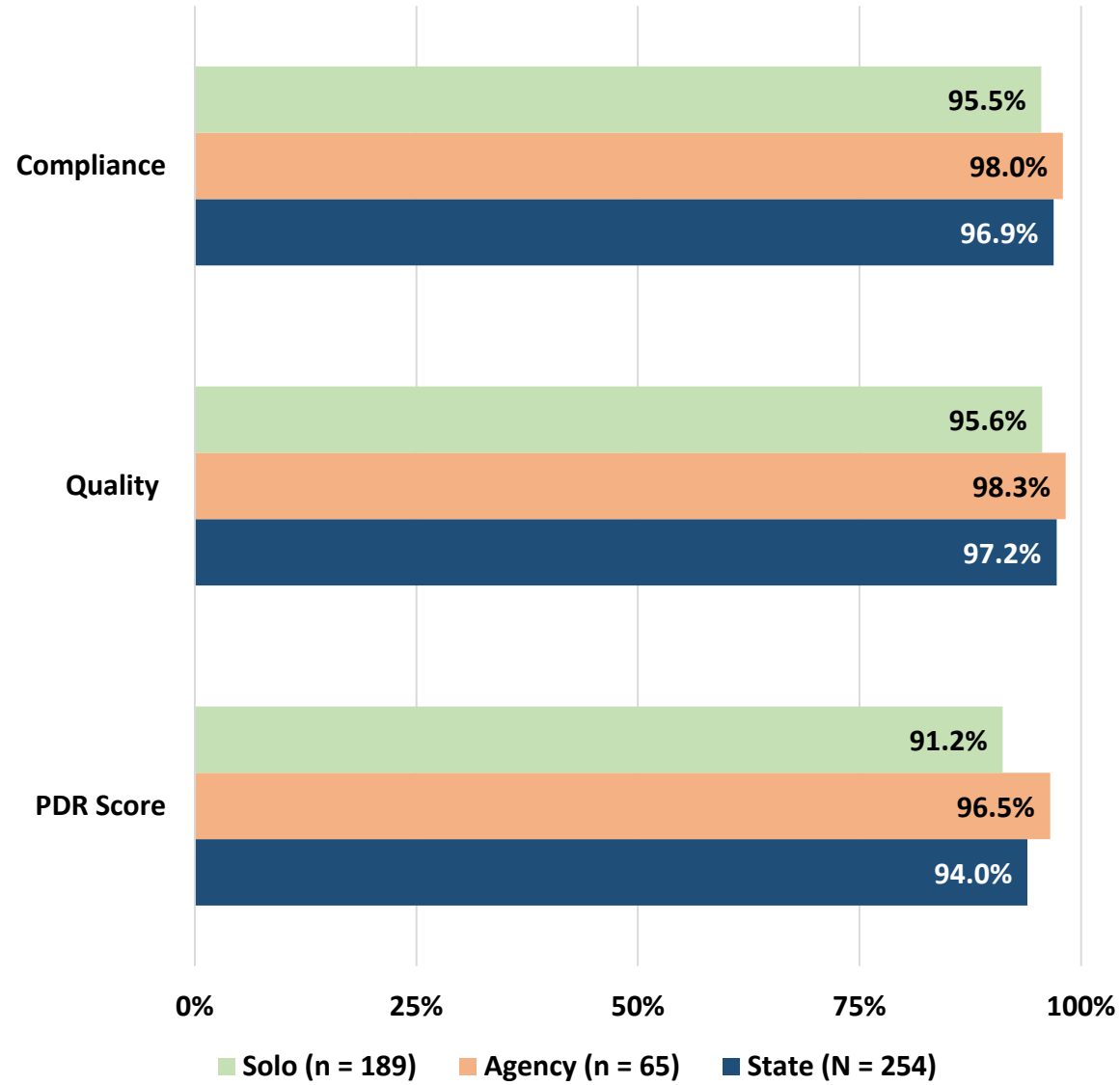
Small: <30 individuals

| Size   | # of PDRs | Alerts |                  | 1+ Potential Billing Discrepancies |                  |
|--------|-----------|--------|------------------|------------------------------------|------------------|
|        |           | #      | Rate per 10 PDRs | #                                  | Rate per 10 PDRs |
| Small  | 643       | 192    | 2.99             | 269                                | 4.18             |
| Medium | 60        | 18     | 3.00             | 28                                 | 4.67             |
| Large  | 25        | 17     | 6.80             | 16                                 | 6.40             |
| State  | 728       | 227    | 3.12             | 913                                | 4.30             |

# Service Provider Scores by Region & Tool

| Region       | My Life Interview<br>(N = 1,108) |          | Observations<br>(N = 642) |                          | Q & T<br>(N = 1,886) | P & P<br>(N = 728) | SSRR<br>(N = 2,756) |
|--------------|----------------------------------|----------|---------------------------|--------------------------|----------------------|--------------------|---------------------|
|              | Outcomes                         | Supports | Announced<br>(n = 364)    | Unannounced<br>(n = 278) |                      |                    |                     |
| Northwest    | 90.3%                            | 96.3%    | 99.3%                     | 99.7%                    | 91.3%                | 94.3%              | 91.8%               |
| Northeast    | 94.6%                            | 98.9%    | 98.5%                     | 98.1%                    | 92.0%                | 92.6%              | 87.5%               |
| Central      | 93.9%                            | 98.3%    | 98.5%                     | 96.4%                    | 92.2%                | 93.9%              | 90.5%               |
| Suncoast     | 89.4% <b>&lt; 9.3 pts.</b>       | 98.7%    | 98.9%                     | 97.5%                    | 92.9%                | 94.0%              | 88.0%               |
| Southeast    | 86.9% <b>&lt; 12.2 pts.</b>      | 99.0%    | 99.1%                     | 98.9%                    | 93.8%                | 94.8%              | 93.5%               |
| Southern     | 95.0%                            | 99.0%    | 98.9%                     | 97.3%                    | 94.3%                | 94.6%              | 92.8%               |
| <b>State</b> | 91.4%                            | 98.6%    | 98.8%                     | 97.8%                    | 92.9%                | 94.0%              | 90.1%               |

# WSC Scores: Agency vs. Solo



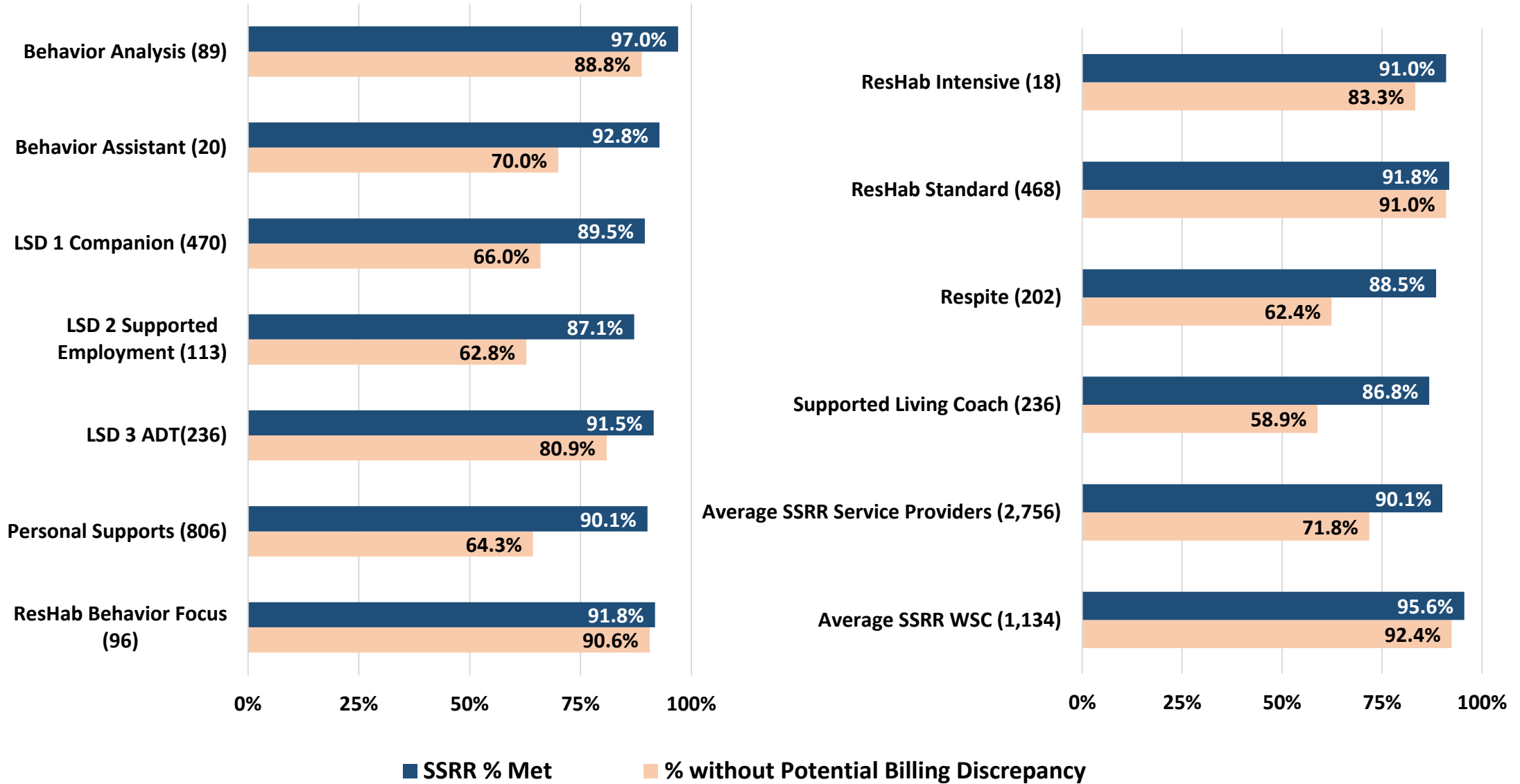
| WSC Type     | # of PDRs  | Alerts    |                  | 1+ Potential Billing Discrepancies |                  |
|--------------|------------|-----------|------------------|------------------------------------|------------------|
|              |            | #         | Rate per 10 PDRs | #                                  | Rate per 10 PDRs |
| Solo         | 189        | 25        | 1.32             | 72                                 | 1.96             |
| Agency       | 65         | 5         | 0.77             | 24                                 | 2.15             |
| <b>State</b> | <b>254</b> | <b>30</b> | <b>1.18</b>      | <b>96</b>                          | <b>2.01</b>      |



# WSC Scores by Region & Tool

| Region       | Q & T<br>(N = 152) | P&P<br>(N = 112) | WSC Record Reviews<br>(N = 482) |                          |
|--------------|--------------------|------------------|---------------------------------|--------------------------|
|              |                    |                  | Announced<br>(n = 299)          | Unannounced<br>(n = 183) |
| Northwest    | 98.4%              | 100.0%           | 96.9%                           | 97.8%                    |
| Northeast    | 97.9%              | 98.7%            | 94.0%                           | 93.9%                    |
| Central      | 94.6%              | 93.1%            | 93.5%                           | 95.0%                    |
| Suncoast     | 95.9%              | 96.1%            | 93.7%                           | 92.1%                    |
| Southeast    | 96.5%              | 97.6%            | 96.6%                           | 96.8%                    |
| Southern     | 96.4%              | 98.5%            | 97.5%                           | 98.1%                    |
| <b>State</b> | <b>96.3%</b>       | <b>97.0%</b>     | <b>95.2%</b>                    | <b>95.4%</b>             |

# Service Specific Record Review Scores by Service



Note: Scores for ResHab EIB (n = 1) and Special Medical Home Care ( n=1) are not displayed

# Most Common Potential Billing Discrepancy Reasons

The provider has complete Service Logs covering services provided and billed during the period under review.

- Respite: 71.8%
- Personal Supports: 82.1%
- LSD1 (Companion): 72.7%

The provider has complete Daily Progress Notes for each date of service provided and billed during the period under review.

- Supported Living Coaching: 73.0%

The provider has complete Service Logs covering services provided and billed during the period under review.

- LSD 2 (SEC): 82.3%

The Provider is in compliance with billing procedures and the Medicaid provider agreement.

- Behavior Assistant: 83.2%
- Respite: 83.2%
- Personal Supports: 86.2%
- Supported Living Coaching: 87.2%
- LSD 2 (SEC): 87.6%
- LSD 1 (Companion): 88.5%

# 253 Alerts



★ KNOW ★  
— YOUR —  
RIGHTS

Rights

- 8



HEALTH  
& SAFETY

Health and Safety

- 0

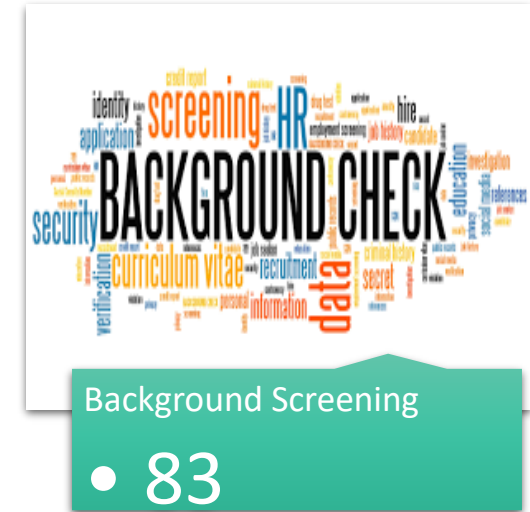


abuse  
neglect  
exploitation

STOP

ANE

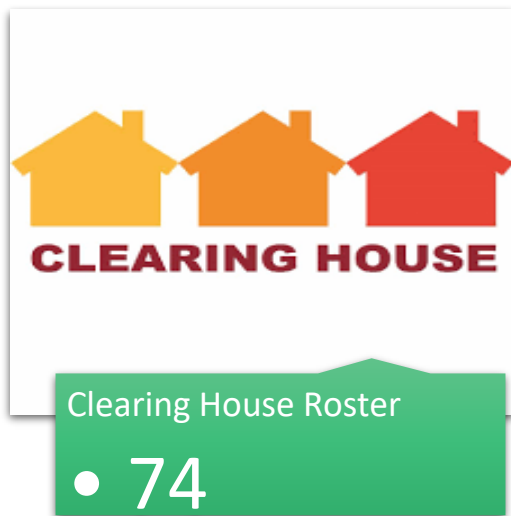
- 2



BACKGROUND CHECK

Background Screening

- 83



CLEARING HOUSE

Clearing House Roster

- 74



MEDICATION  
Administration

Med.  
Administration/Training

- 23



Medication Storage

- 53



SPRINGFIELD  
DRIVER LICENSE

B47U89RE243

BART SIMPSON  
742 EVERGREEN TERR,  
SPRINGFIELD, USA

BIRTHDATE 02-11-70  
SEX HT EYES WT  
M 4'0 BL 85

Drivers License/Insurance

- 10

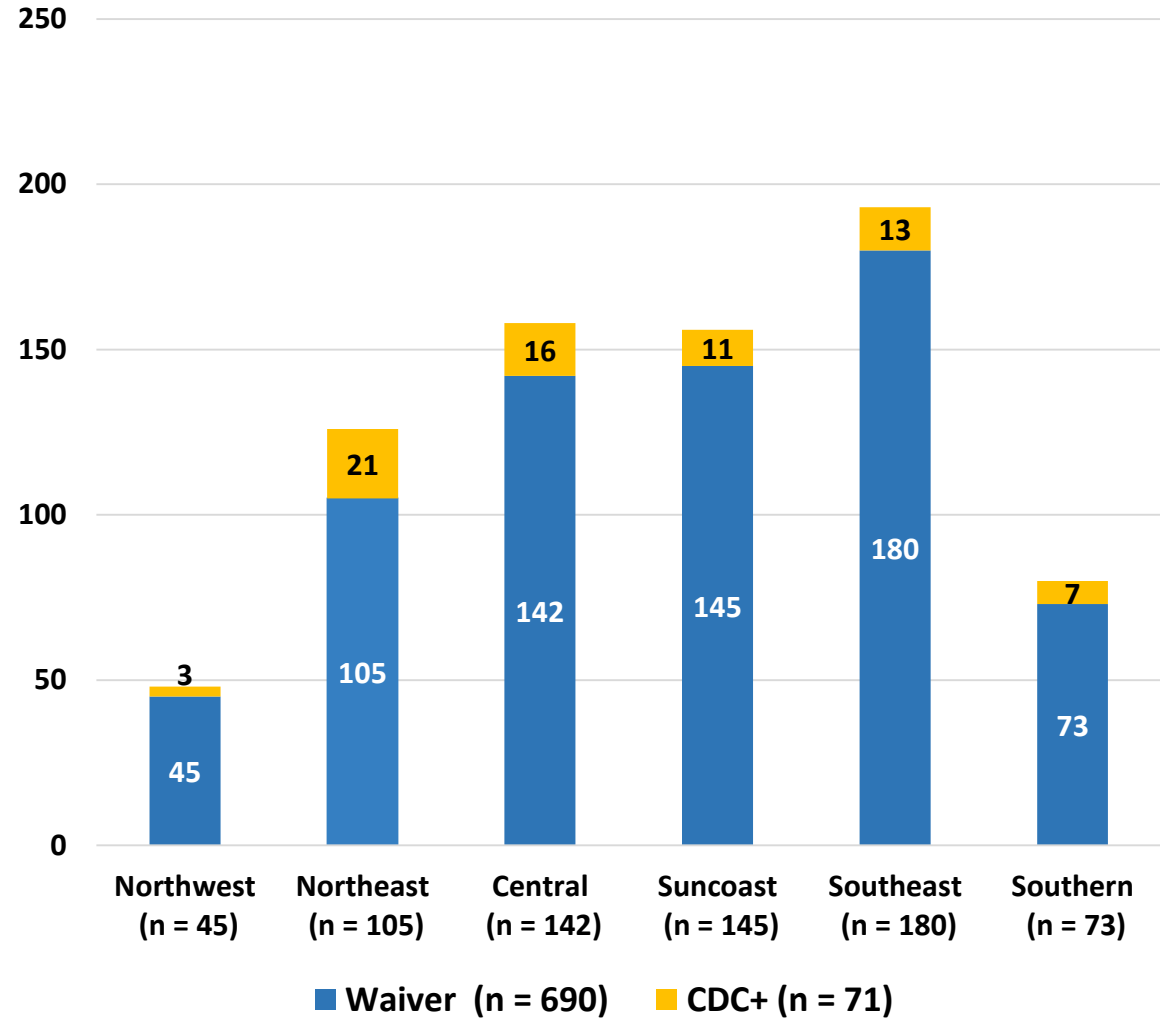
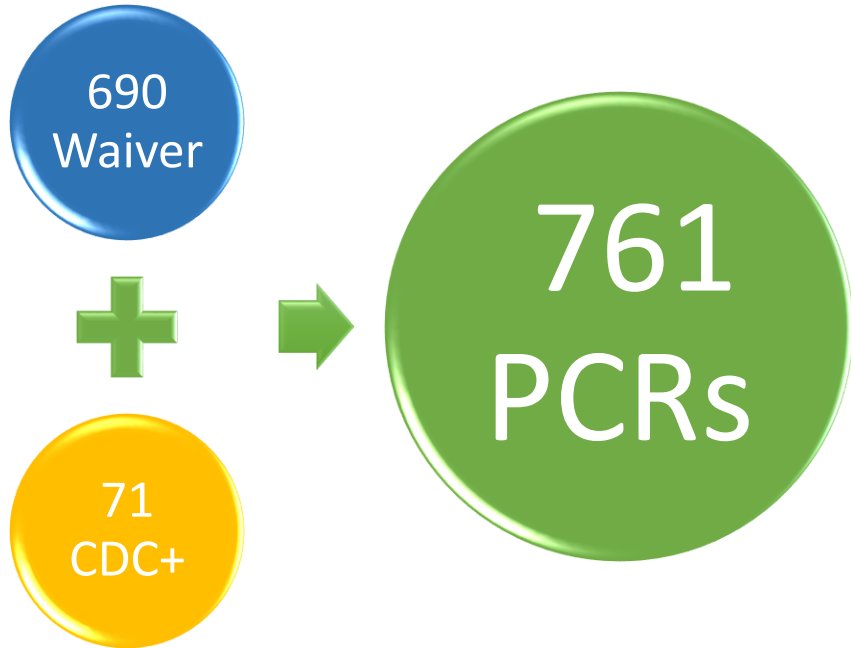
# Distribution of Alerts by Region (Greatest proportion by Region in Red)

| Region                | Rights<br>(n = 8) | Health &<br>Safety<br>(n = 2) | ANE<br>(n = 2) | Background<br>Screening<br>(n = 83) | Clearing<br>House<br>Roster<br>(n = 74) | Medication<br>Admin/Trng<br>(n = 53) | Medication<br>Storage<br>(n = 53) | Drivers<br>License/<br>Insurance<br>(n = 10) |
|-----------------------|-------------------|-------------------------------|----------------|-------------------------------------|---|--------------------------------------|-----------------------------------|--|
| Northwest<br>(n = 11) | 0.0%              | 0.0%                          | 0.0%           | 18.2%                               | 54.5%                                   | 18.2%                                | 9.1%                              | 0.0%   |
| Northeast<br>(n = 57) | 0.0%              | 0.0%                          | 1.8%           | 47.4%                               | 28.1%                                   | 3.5%                                 | 10.5%                             | 8.8%   |
| Central<br>(n = 64)   | 1.6%              | 3.1%                          | 0.0%           | 32.8%                               | 34.4%                                   | 4.7%                                 | 18.8%                             | 4.7%   |
| Suncoast<br>(n = 62)  | 0.0%              | 0.0%                          | 0.0%           | 24.2%                               | 25.8%                                   | 17.7%                                | 32.3%                             | 0.0%   |
| Southeast<br>(n = 36) | 5.6%              | 0.0%                          | 2.8%           | 41.7%                               | 25.0%                                   | 5.6%                                 | 13.9%                             | 5.6%   |
| Southern<br>(n = 27)  | 18.5%             | 0.0%                          | 0.0%           | 11.1%                               | 18.5%                                   | 11.1%                                | 33.3%                             | 7.4%   |
| State<br>(N = 257)    | 3.1%              | 0.8%                          | 0.8%           | 32.3%                               | 28.8%                                   | 8.9%                                 | 20.6%                             | 4.7%   |

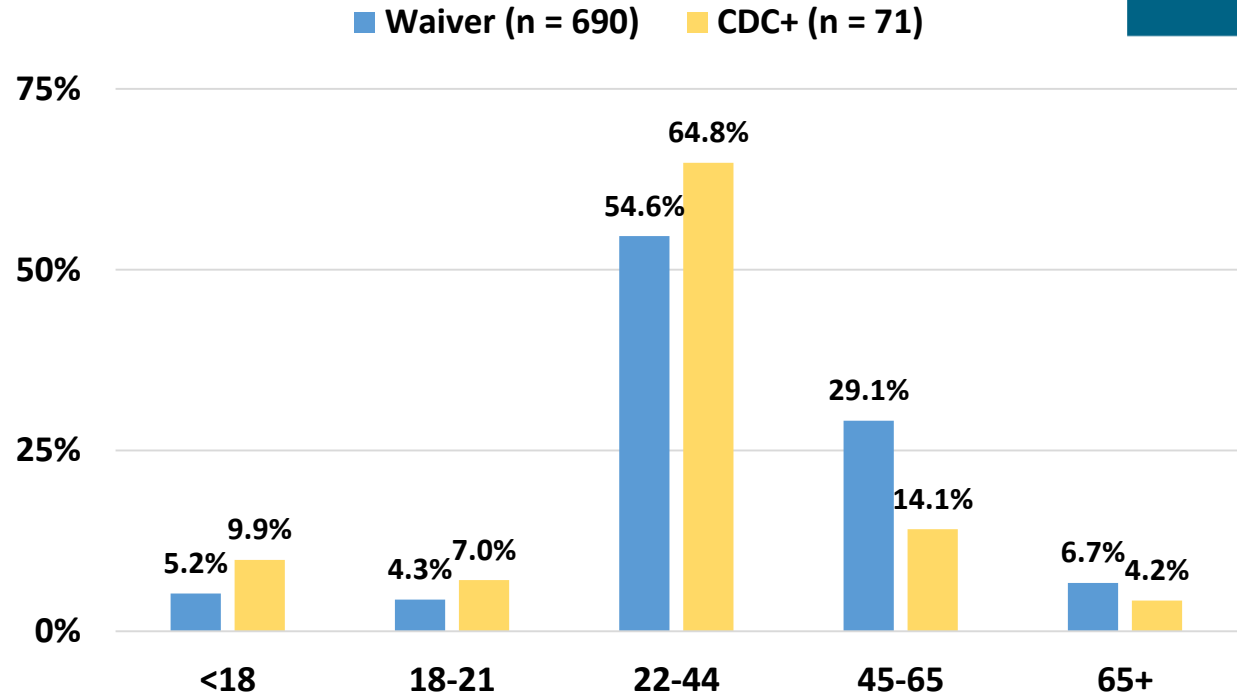
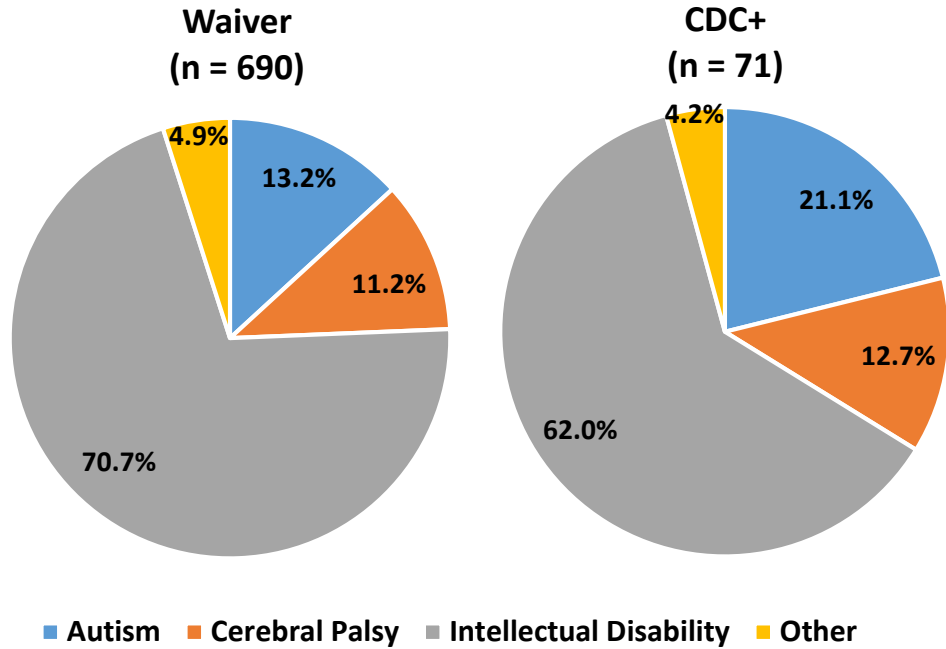
# Person Centered Reviews

July 2019 – September 2019

# Person Centered Reviews



# Individual Demographics



| Home Type                    | Waiver (n = 690) | CDC+ (n = 71) |
|------------------------------|------------------|---------------|
| Family                       | 47.0%            | 88.7%         |
| Group                        | 34.8%            | -             |
| Independent/Supported Living | 17.2%            | 11.3%         |
| Other**                      | 1.0%             | -             |

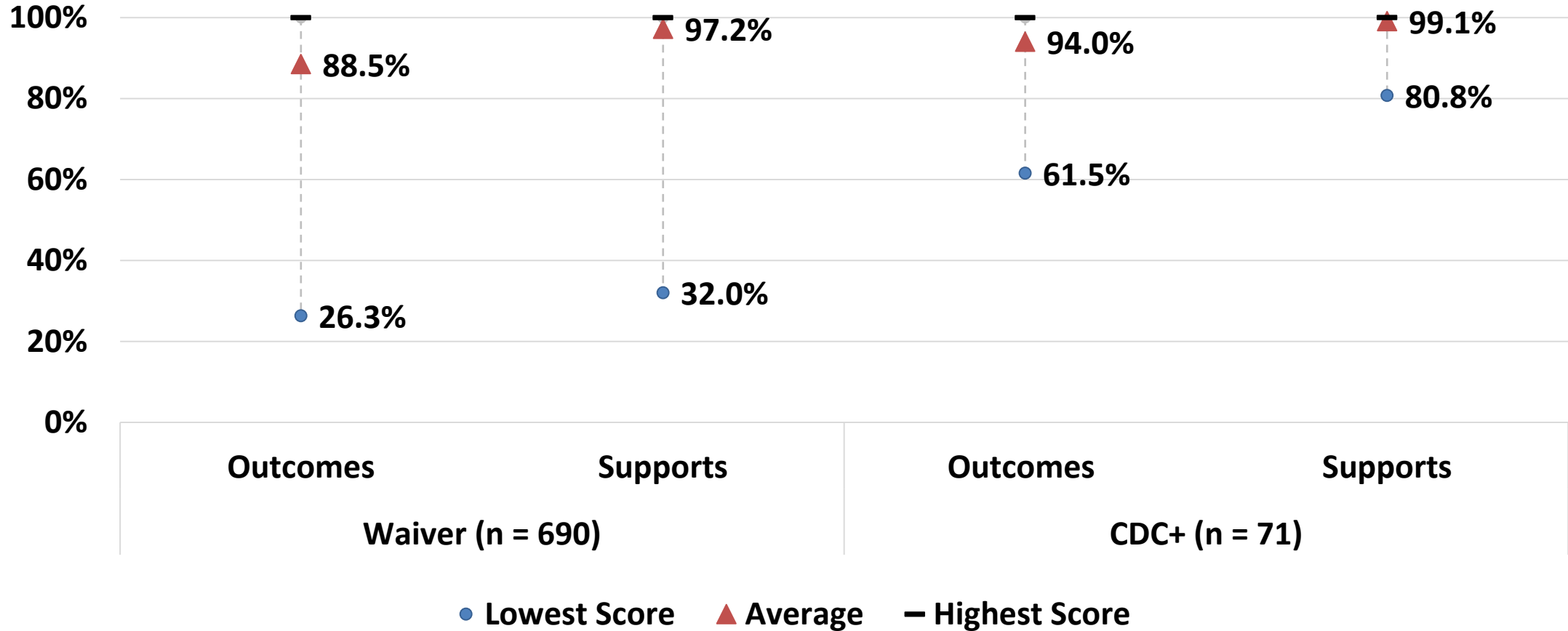
\*Other Disability Types: Waiver : 20 Downs Syndrome; 7 Spina Bifida; 3 Prader will; 1 Other; CDC+: 2 Downs Syndrome; 1 Spina Bifida

\*\*Other Home Types: 6 ALF, 1 Foster Home.



# My Life Interview

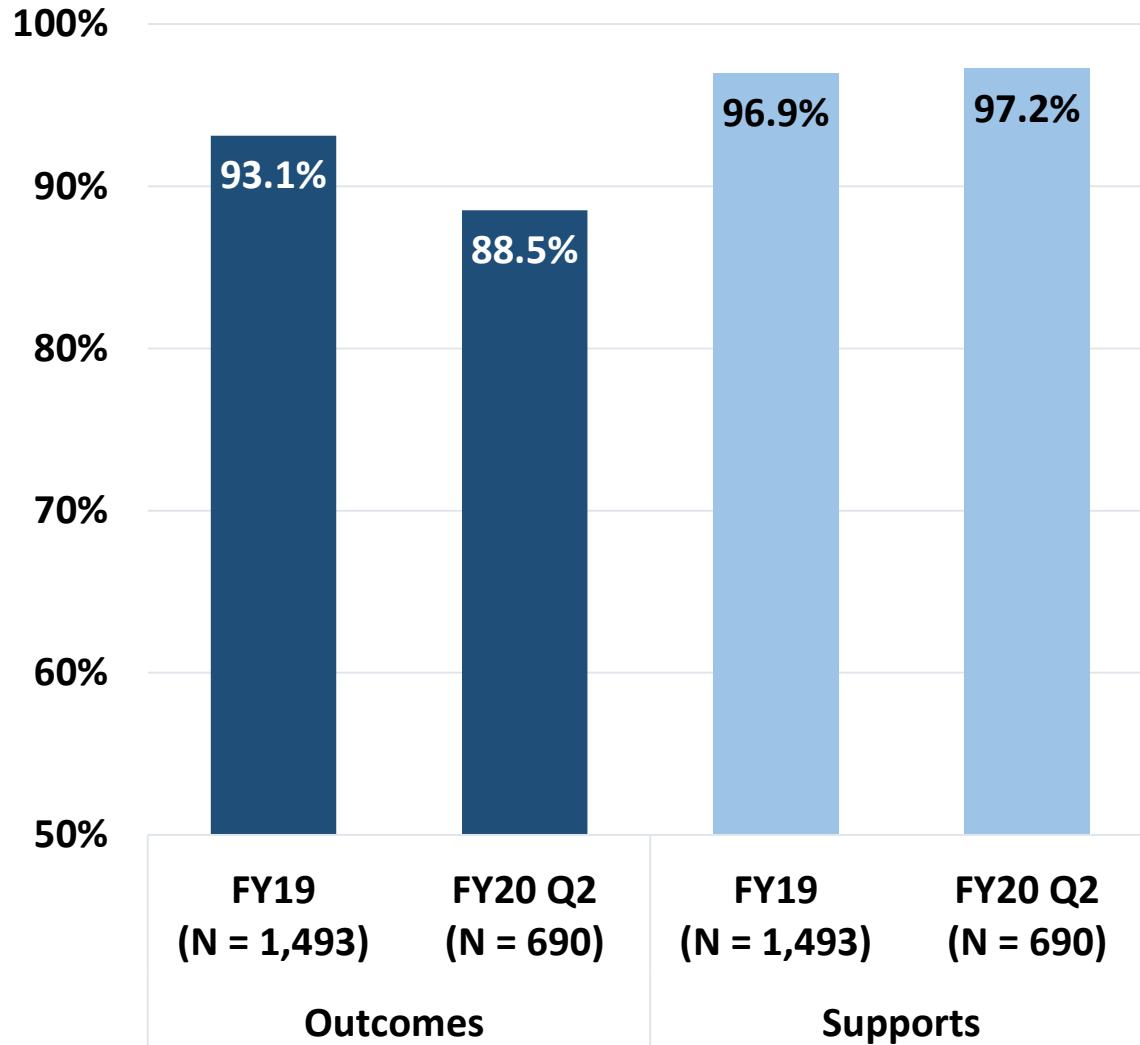
# My Life Interview Outcomes and Supports: Lowest, Average, and Highest\* Scores



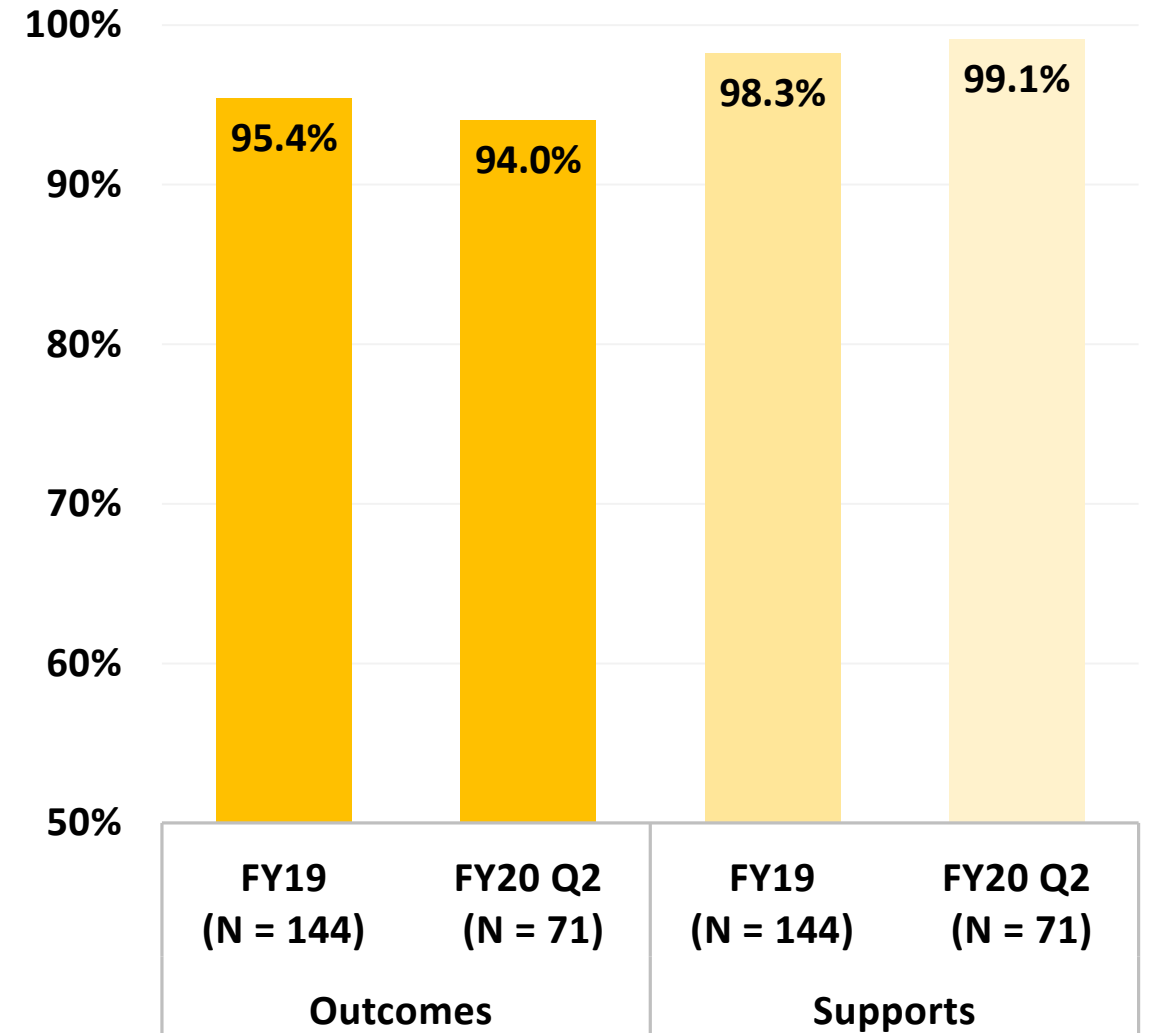
\*Highest score was 100% for both Outcomes and Supports for Waiver and CDC+

# My Life Interview Scores: FY19 versus FY20

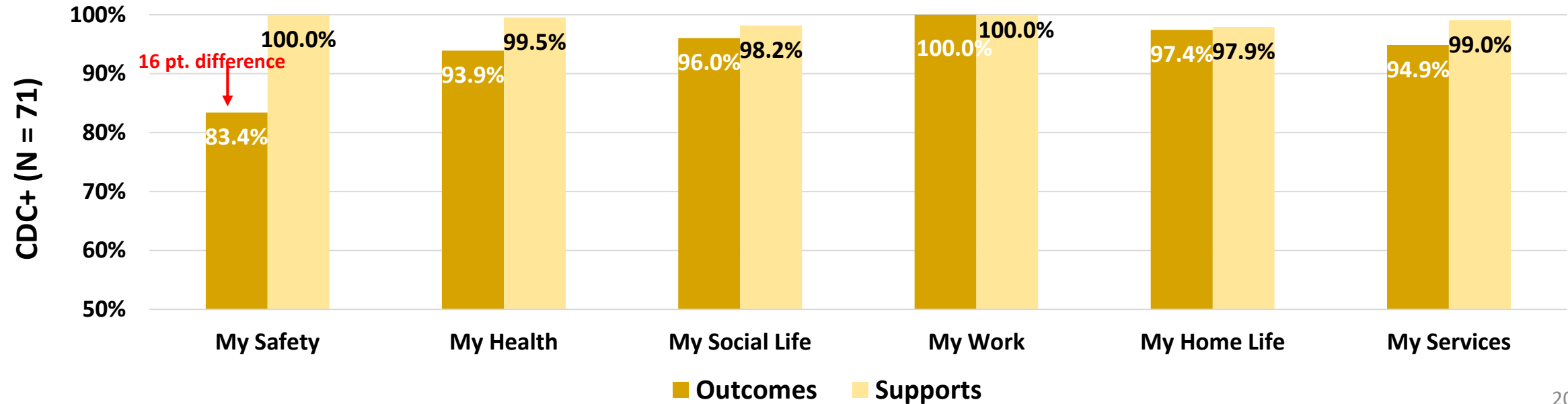
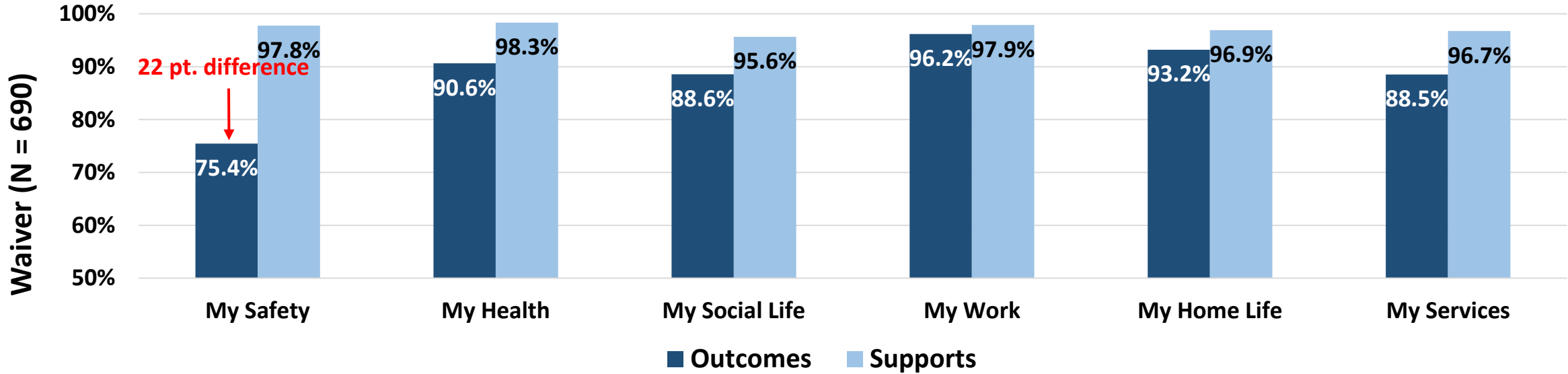
## Waiver



## CDC+



# Individual Outcomes and Supports by Life Area

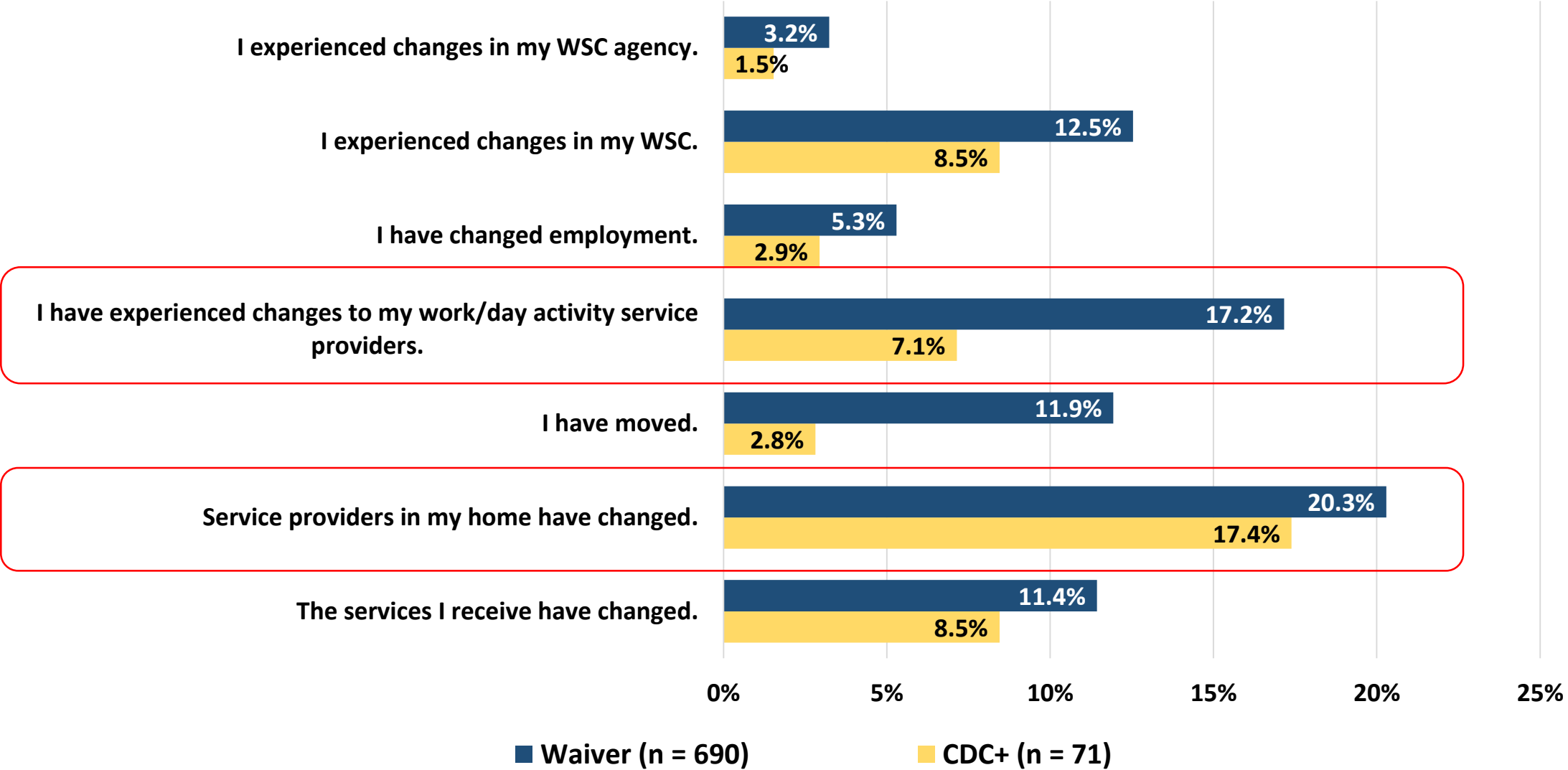


# Low Scoring Safety Outcomes and Top 3 Reasons Not Met\*

| Indicator   | Waiver                           | CDC+                            |
|---|----------------------------------|---------------------------------|
| <b>Safety - I understand what abuse, neglect and exploitation (ANE) mean.</b>                     | <b>59.6%</b><br><b>(n = 643)</b> | <b>76.6%</b><br><b>(n = 64)</b> |
| I do not understand what exploitation means   | 68.5%<br>(n = 178)               | 53.3%<br>(n = 8)                |
| I do not understand all the different types of abuse (e.g., physical, emotional, verbal, sexual). | 65.0%<br>(n = 169)               | 93.3%<br>(n = 14)               |
| I do not understand what neglect means.   | 60.4%<br>(n = 157)               | 53.3%<br>(n = 8)                |
| <b>Safety – I know what to do if abuse, neglect, or exploitation (ANE) occurs.</b>                | <b>67.0%</b><br><b>(n = 640)</b> | <b>73.0%</b><br><b>(n = 63)</b> |
| I do not know where to find the Abuse Hotline number.   | 59.2%<br>(n = 125)               | 64.7%<br>(n = 11)               |
| I do not know what the Abuse Hotline is.  | 57.8%<br>(n = 122)               | 52.9%<br>(n = 9)                |
| I am not aware of what to do if ANE occurs.   | 42.7%<br>(n = 90)                | 29.4%<br>(n = 5)                |

\*Note: There may be multiple reasons why an indicator is scored not met; therefore, the not met reasons do not sum to 100%.

# Within the past 12 months...



# Two Most Common Changes and Reasons Why for Waiver and CDC+ Combined

Within the past 12 months...

Service Providers in my home changed.

(People with 1+ Change = 138)

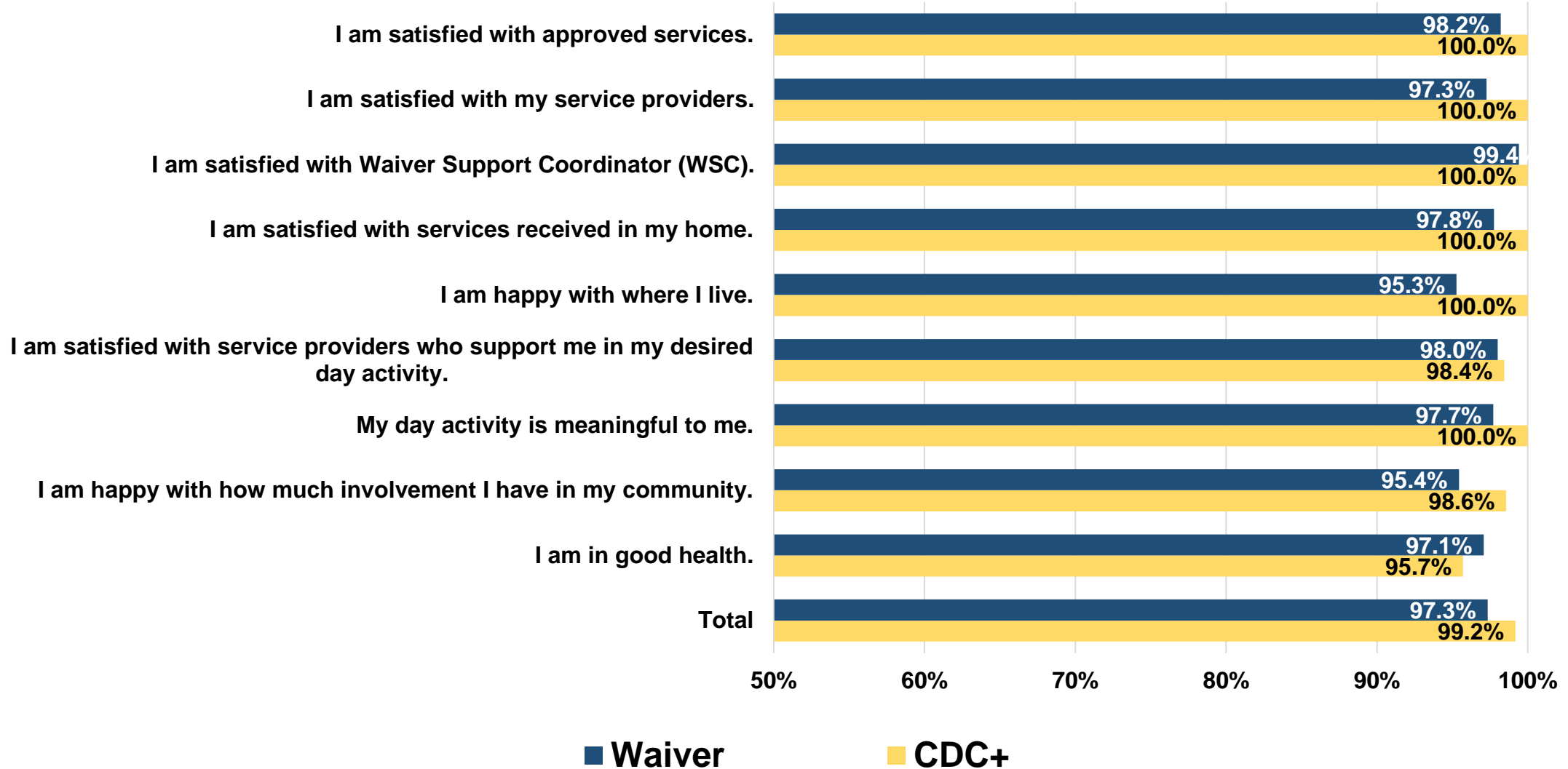
- Change was made by my paid supports (38.4%)
- **Change was my choice (28.9%).**
- Change was made by my natural supports (26.1%)

I have experienced changes to my work/day activity service providers.

(People with 1+ Change = 108)

- Change was made by paid supports (42.6%)
- **Change was my choice (36.1%)**
- Change was made by natural supports (18.5%).

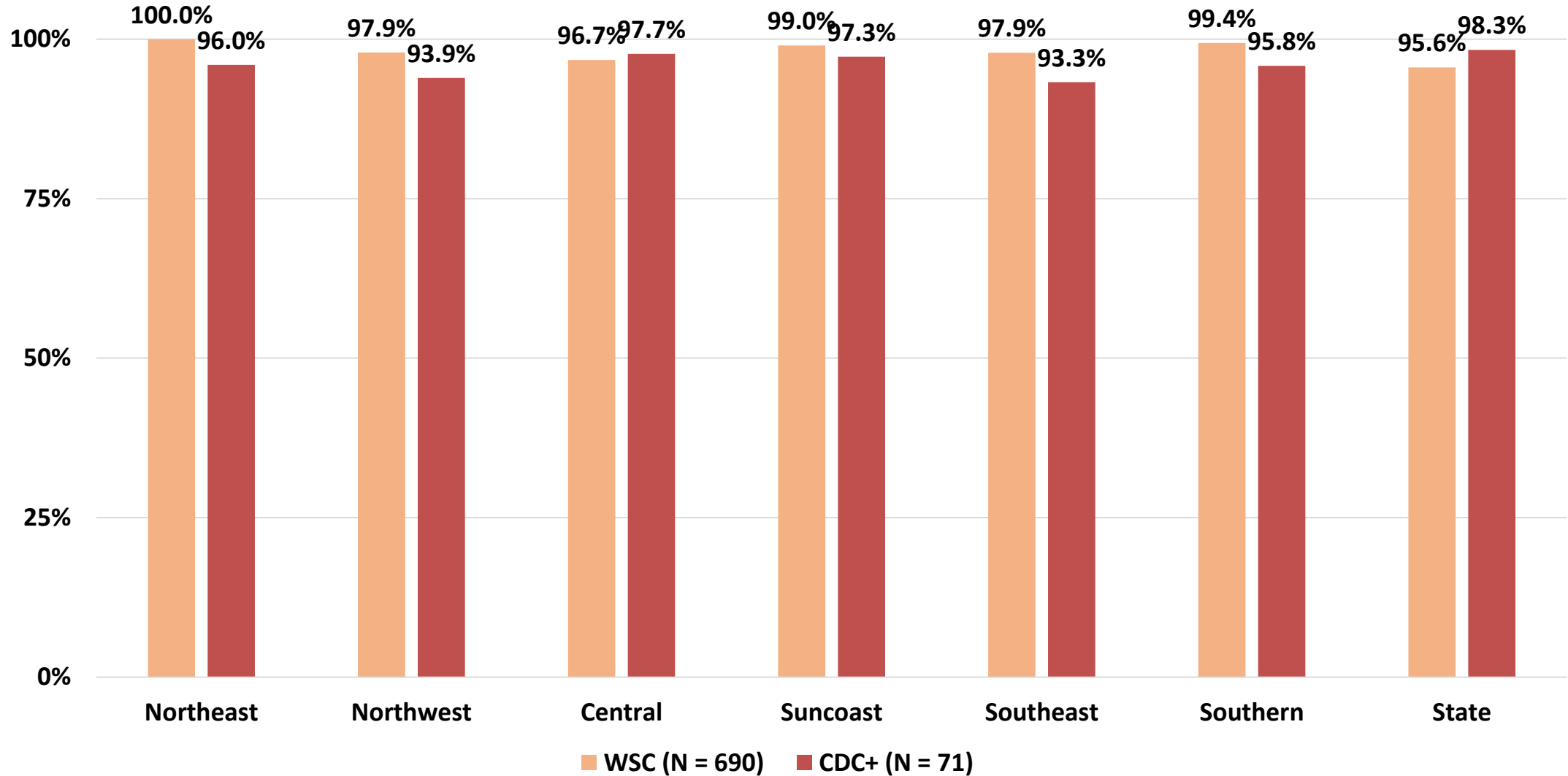
# Satisfaction: Percent Agree or Strongly Agree





# WSC/CDC+ Consultant Record Review

# WSC/CDC+ Consultant Record Review



# Standards < 90% Met

The Support Coordination Progress Notes demonstrate pre-Support Plan planning activities were conducted

• 85.0% Met

The Support Coordinator documents ongoing efforts to assist the person to define abuse, neglect, and exploitation including how the person would report any incidents

• 85.1% Met

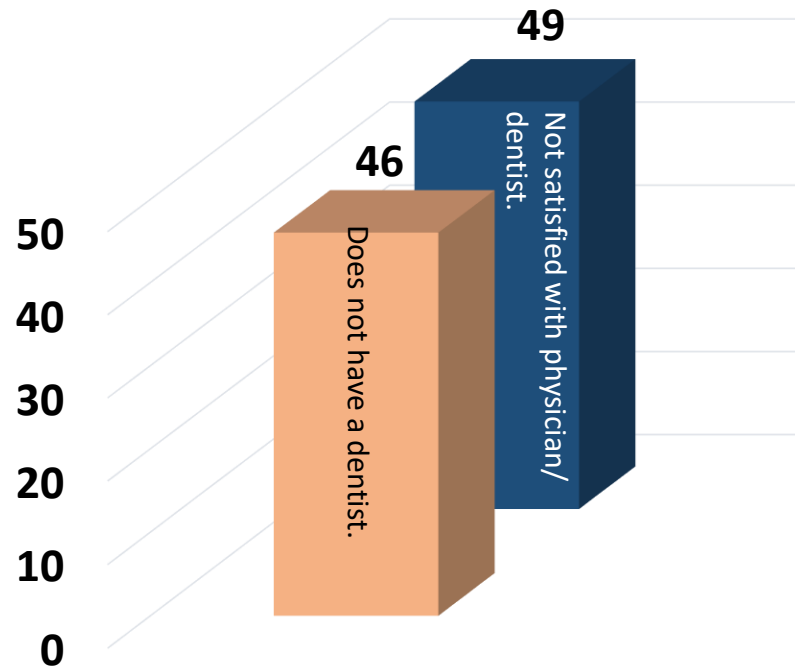
The CDC+ Consultant documents ongoing efforts to assist the person to define abuse, neglect, and exploitation including how the person would report any incidents

• 87.0% Met

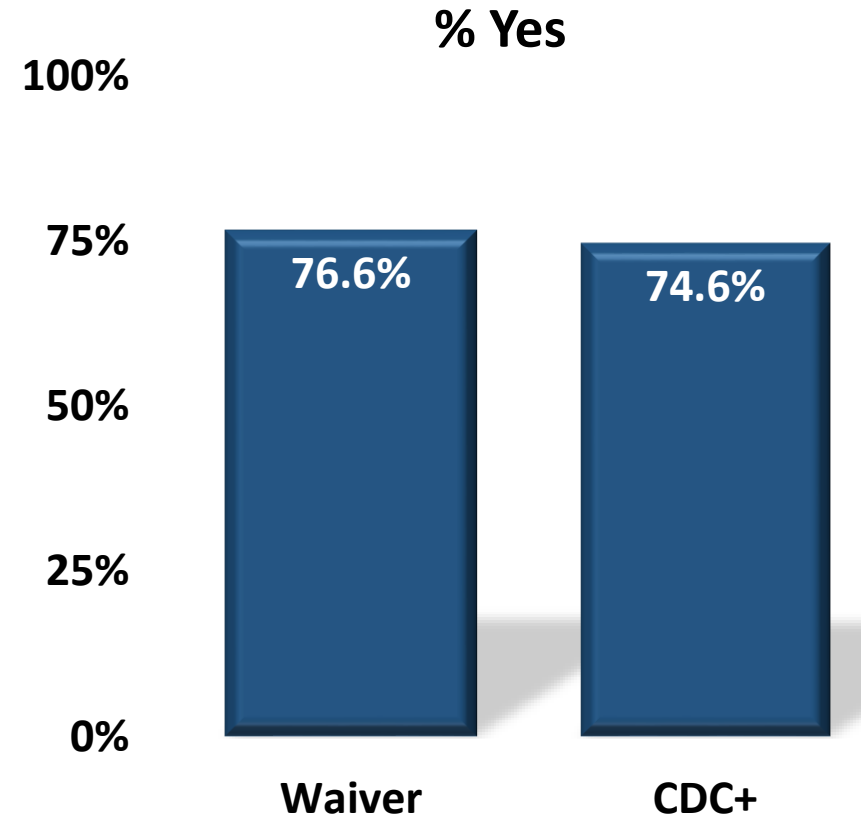
# Health Summary

# Dental Care

- **My Life Interview: I am satisfied with my physician/dentist.**
  - CDC+/Waiver Combined: 93.4% Met
  - 46 out of the 49 people who did not meet this outcome reported that they do not have a dentist.

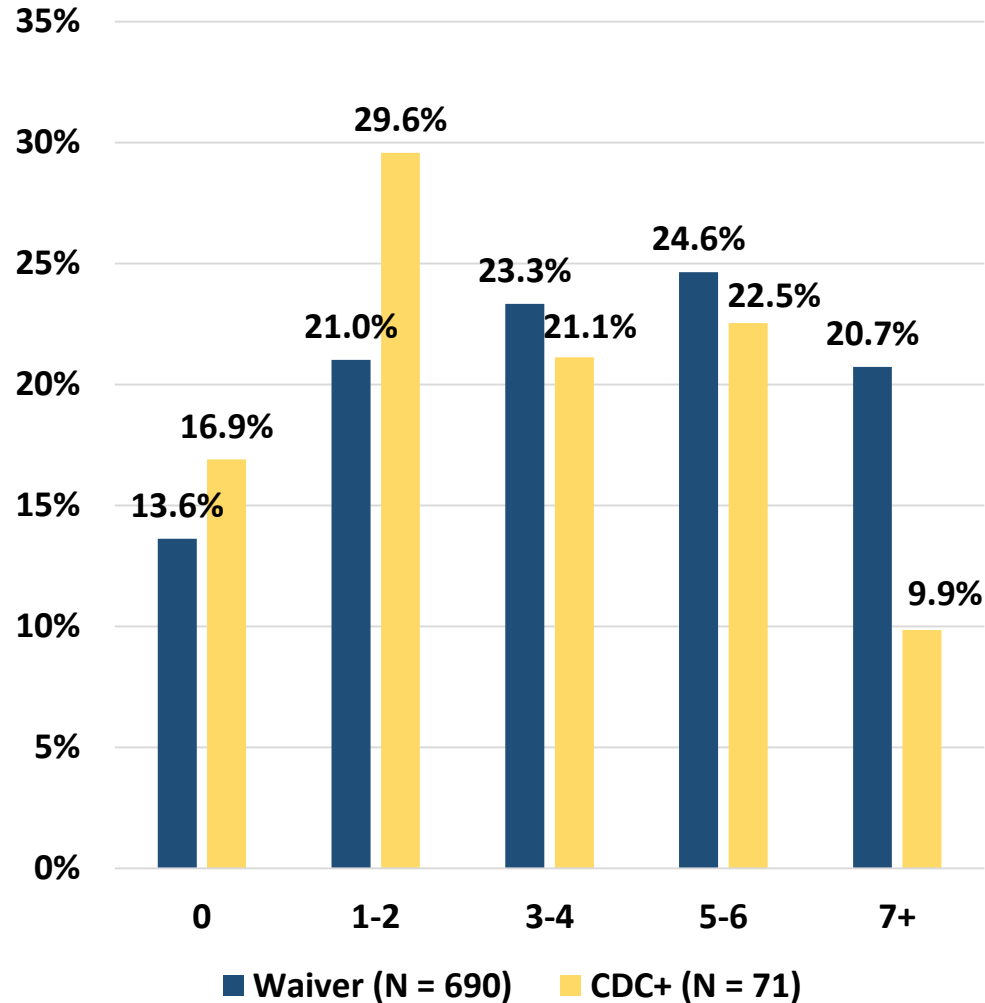


- **Health Summary: Have you seen a Dentist in the last 12 months?**

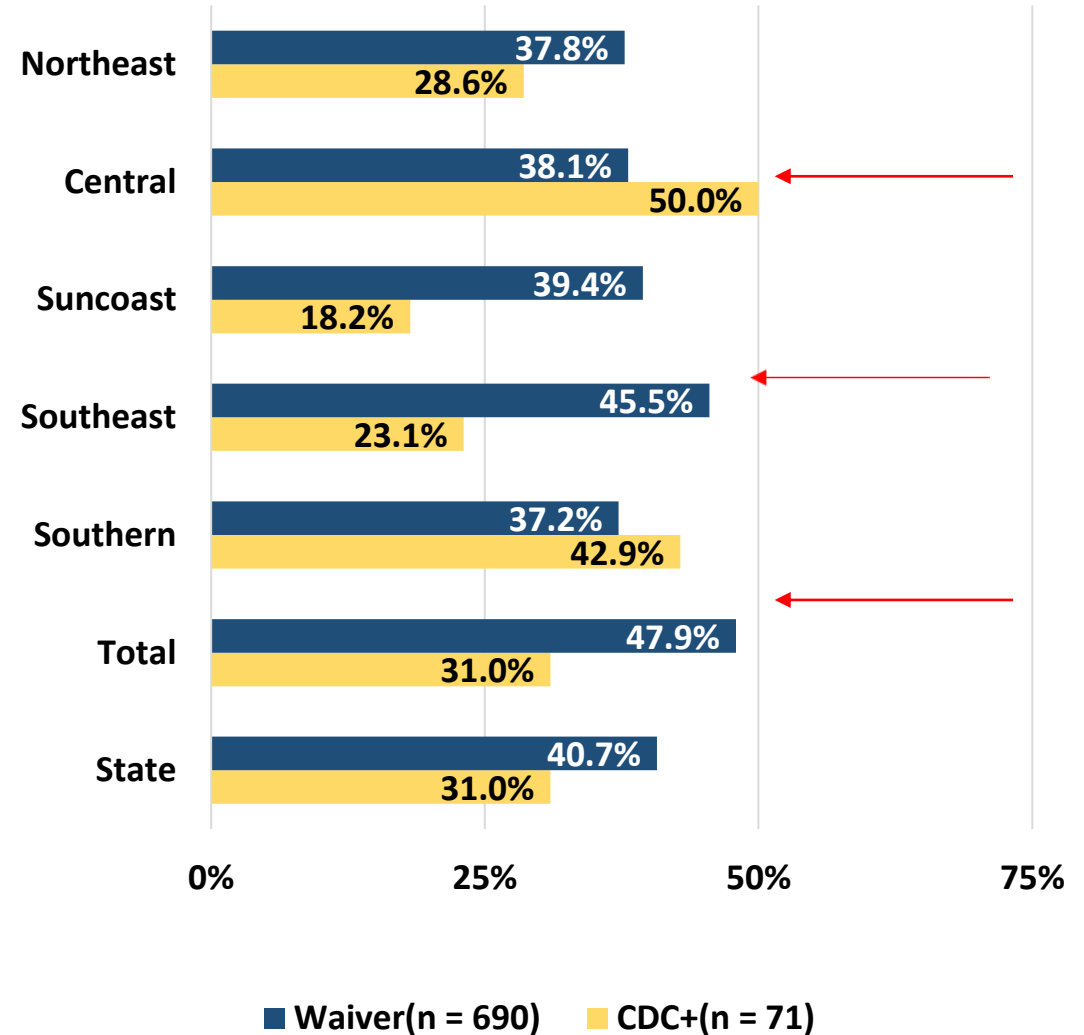


# Number of Prescription Medications

By Waiver Type

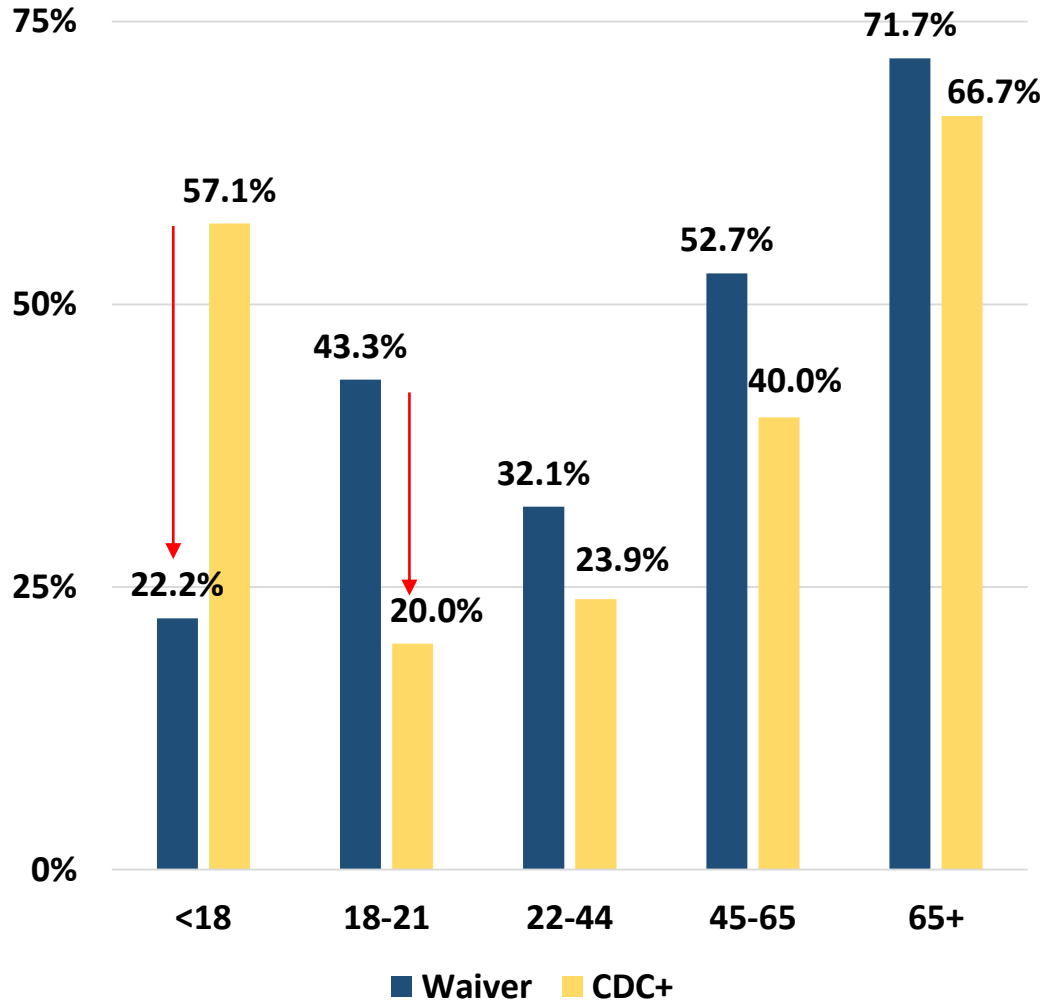


% 5 or more Medications by Region

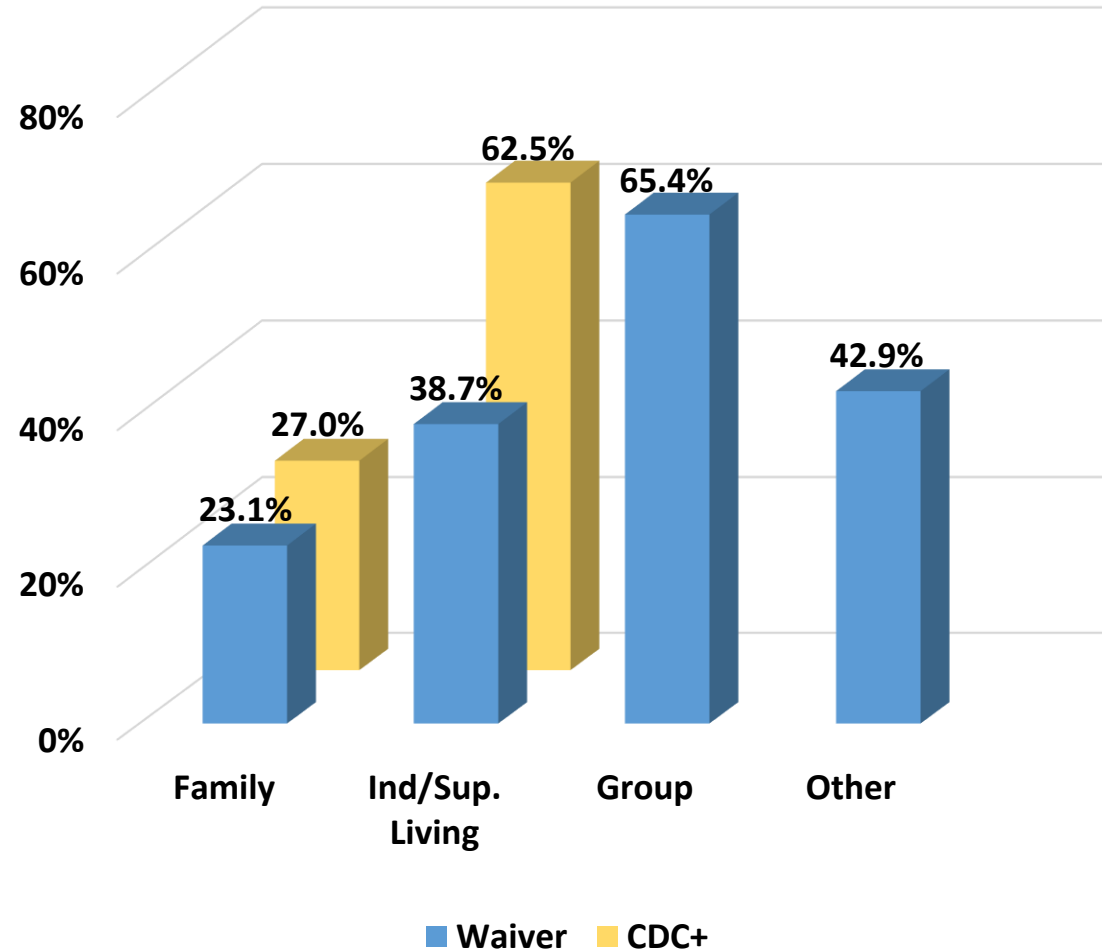


# 5 or more Medications

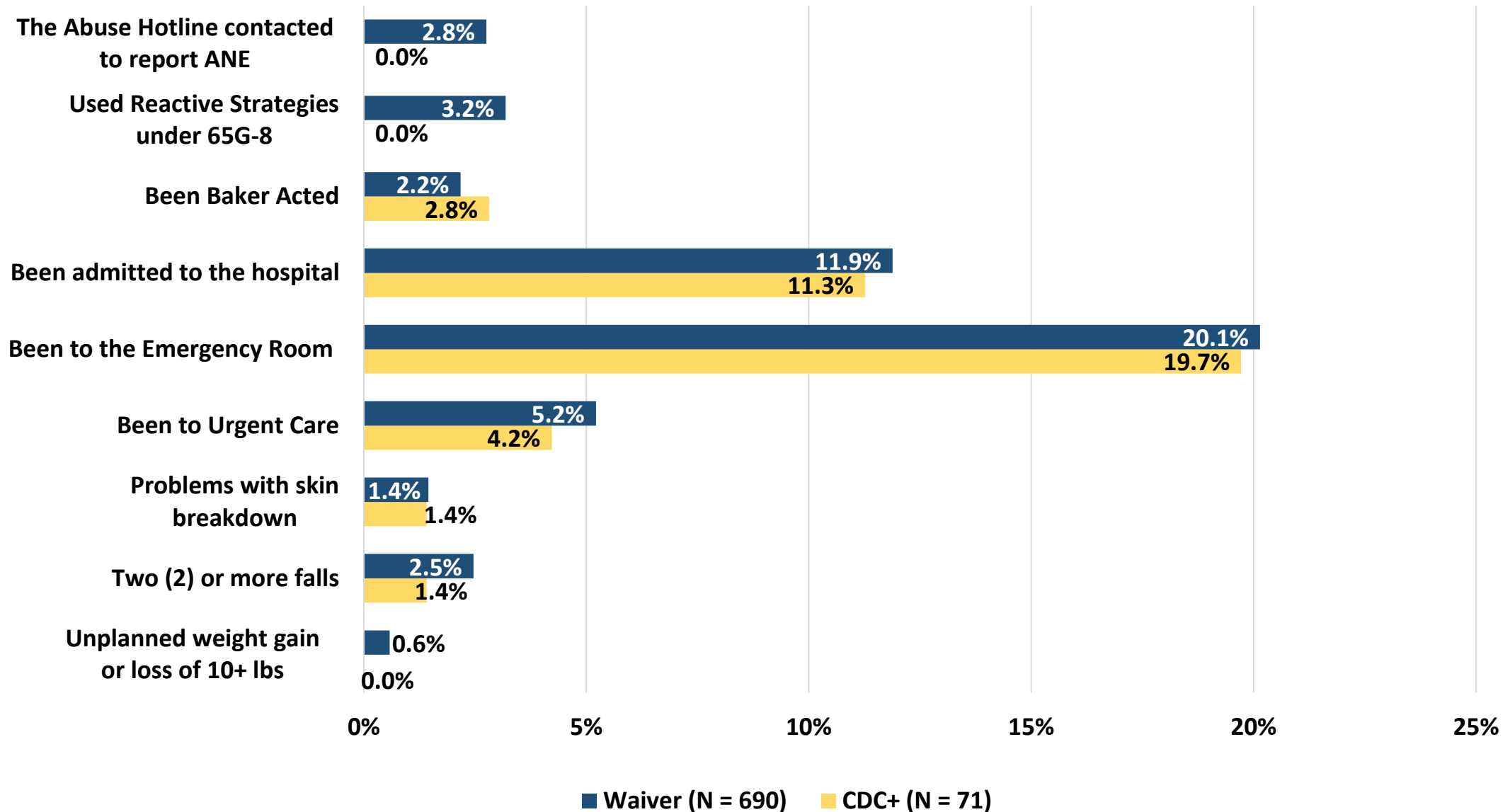
By Age Group



By Home Type



# In the past 12 months, the individual has...





# Thank you!

Questions? Comments?

Contact:

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