

QUALITY COUNCIL MEETING MINUTES

Holiday Inn 2725 Graves Rd. Tallahassee, Florida

9:00 a.m. – 4:00 p.m.

Thursday March 8, 2018

Type of meeting:

Quality Council Meeting

Facilitator(s):

Theresa Skidmore

Attendees:

David Roosa, Family Member

Don Welde, Solo WSC

Jill MacAlister, CDC Consultant

John Collins, Self-Advocate

Patty Houghland, Disability Rights Florida

Holly Hohmeister, FDDC

Veronica Gomez, Agency WSC

Jose Hernandez, Agency Provider

Pauline Lipps, Family Care Council Florida

APD Attendees:

Edwin DeBardeleben

Beth Mann Pace

Pam London

Kaleema Muhammad

Denise Arnold

AHCA Attendees:

AndraLica McCorvey

Qlarant Attendees:

Bob Foley

Theresa Skidmore

Kristin Allen

Charlene Henry

Robyn Turlakis

Other Attendees:

Suzanne Sewell, FARF

Absent QC Members:

Kathy Clinton, Family Member

Courtney Swilley, FARF

Theresa Wyres, Small Agency Provider

Scribes:

Charlene Henry, Qlarant

Acronyms:

ABC- Allocation, Budget and Control System

ADT- Adult Day Training

AHCA- Agency for Health Care Administration

ANE- Abuse, Neglect, and Exploitation

APD- Agency for Persons with Disabilities

CDC+-Consumer Directed Care

CMS- Centers for Medicare and Medicaid Services

CMS- Consumable Medical Supplies

DD- Developmental Disability

FARF- Florida Association of Rehabilitation Facilities

FBI-Federal Bureau of Investigations

FCCF- Family Care Council Florida

FDDC- Florida Development Disabilities Council

FDLE- Florida Department of Law Enforcement

FSQAP - Florida Statewide Quality Assurance Program

HCBS-Home and Community Based Services

HSRI- Human Services Research Institute

iBudget- Individual Budget

I/DD- Intellectual and Developmental Disabilities

II- Individual Interview

LOC- Level of Care

NCI- National Core Indicators

PCR - Person Centered Review

PDR - Provider Discovery Review

QQS - Qlarant Quality Solutions

QA-Quality Assurance

QAR-Quality Assurance Reviewer
QC-Quality Council
QI-Quality Improvement
SSRR -Service Specific Record Reviews
TRAIN-Training Finder Real-time Affiliate Integrated Network
WSC- Waiver Support Coordinator

1. Welcome & Introductions

Theresa Skidmore, Florida Director – Qlarant

Beginning at approximately 9:00 a.m., Theresa Skidmore opened the meeting. Attendees introduced themselves. Theresa welcomed members and guests.

2. October 2017 Refresher with Approval of Minutes

Theresa Skidmore, Florida Director – Qlarant

Theresa Skidmore, Qlarant, provided a refresher from the October 2017 meeting held in Tallahassee, Florida. Please see the October minutes for details. A motion to approve the minutes was made by Don Welde and seconded by Pauline Lipps.

3. AHCA Update

AndraLica McCorvey, Contract Manager – AHCA

AndraLica McCorvey, AHCA, gave an AHCA update. AndraLica noted the name change from Delmarva Foundation to Qlarant. She indicated that all the paperwork has been completed and the work Qlarant has been contracted to do will continue.

4. APD Update

Edwin DeBardeleben, Chief of Quality Assurance and Clinical Supports -APD

Denise Arnold and Ed DeBardeleben, APD, gave the APD update. Denise began by talking about APD legislatively. She noted an increase in the budget funding request and they are waiting to hear back. One of the biggest cost drivers for APD is now families who are getting older and need support. Next would be funding for employment supports, behavior rates and nursing rates. There are Medication Administration changes in legislation but she is not sure the changes will make it through. John commented on fair wages, as it was a big part of this year's DD Day. He said quality of care matters more to him. Holly Hohmeister commented that they are working on better training for direct staff as it relates to quality and retention. Don Welde asked if anyone is looking at a possible correlation between the provider/staff being enrolled and the training quality. Denise went on to state that APD i-Connect will house new provider enrollment. This will help with administrative activities such as paperwork. The system will also

hold provider documentation and recipient eligibility information. Additionally, there are plans to add a consumer/family portal which should be up and running by 2020. There may be an APD i-Connect preview ready for the July 2018 QC meeting. Ed spoke about QSI improvements. They are currently in process with the Next Generation Assessment (NGA) protocol and will conduct testing on 600 cases in the fall of this year. APD is also looking at doing reliability for the instrument, as well pending budget outcome. Recommendations to be shared at the next QC meeting. John asked about possible cost savings and whether or not there will be additional people served through the waiver. Ed said he did not know the answer to this. Holly asked how the NGA compared to the Supports Intensity Scale. Denise answered that it compares broadly. Don commented on an interaction he recently had with a QSI assessor from Tallahassee. He observed that the QSI is more comprehensive. Denise noted that a year of new QSI data is needed to be able to look into costs for people. Long term, this will help drive the algorithm. New QSI will help feed into the new Support Plan. A new Support Plan advisory has been posted on the APD website. Denise stated there is a new Disaster Plan out. It is not yet posted nor is it required because it hasn't been adopted by Rule yet. She is aware of something to come in legislation regarding Emergency Management and it does effect 393; going to go through an APD Rule process for CDC+ also and they hope to have something come out in April. Holly asked if APD was seeking CDC+ family input. Denise said they are. John asked about stipend funds. Denise said there are no funds for stipends right now. Don commented that the algorithm does make the WSC and family look at budget versus needs. He feels the regular and crisis SANS are being processed the same but should not be. Don then asked about APD i-Connect's sensitivity and viewing notes. Denise said providers would not be able to see WSC notes.

6. CMS Presentation

Kaleema Muhammad, CMS Compliance Coordinator

Kaleema presented an update regarding the CMS Home and Community-based services setting Final Rule. She noted that the rule became effective March 2014 and the initial deadline for ensuring all settings were in compliance was March 2019. This has been extended to March 2022. Regarding Florida's compliance, 241 adult day training and 1381 group home assessments have been completed. Kaleema talked about the Presumptively Institutional settings in Florida. APD identified 13 providers with 12 adult day training and 30 group homes that fall into this category. 12 of the providers have completed evidentiary packages to dispel this designation. They are waiting for CMS to respond on next steps. Finally, Kaleema discussed APDs outreach activities to make sure providers comply with the CMS rule. Activities, such as training on the Final Rule, requirements and technical assistance to providers, have been offered and well received.

8. Qlarant Data Presentation

Katy Glasgow, Health Analyst - Qlarant

Katy Glasgow, Qlarant, presented an overview of data from Person Centered Reviews (PCR), Waiver Support Coordination/Consumer Directed Care (WSC/CDC+) Record Reviews and Provider Discovery Reviews (PDR). Katy discussed PCR demographics noting the number of PCR individuals interviewed that live in the family home, are between the ages 22-44 and are

intellectually disabled. Katy reviewed PCR declines by Region throughout the state and talked about the rate of declines. Katy then discussed lowest scoring indicators for interviews, record reviews and CDC+ Representatives. Regarding the Health Summary, Katy noted the number of people taking four or more prescription drugs alongside the disability type. She then discussed this breakdown by Region. Katy reviewed observation data and lowest scoring indicators as well as policies and procedures and record review data.

Please see slides for more details.

10. Individual Interview Tool Presentation

Theresa Skidmore, Florida Director – Qlarant

Robyn Turlakis and Theresa Skidmore presented information regarding the importance of interviewing people in the review process. They noted how they looked at tools from other states where Qlarant provides services to gain a sense of what we, in Florida, may want for the next interview tool. They highlighted the categories to cover when talking with people and got feedback from members. Theresa noted bringing in reviewers to talk about what they do in the interview process for the July QC meeting. Theresa and Robyn asked members to look at the new interview tool and provide feedback by 3/22/18.

11. Service Log Documentation

Kristin Allen, Regional Manager - Qlarant

Kristin presented examples of documents and talked about service records being reviewed for compliance and quality. Kristin posed a question to the group: can we consider moving away from Billing Discrepancy items and move toward quality on service logs for services such as LSD 1, Personal Supports, Respite, Behavior Analysis and Behavior Assistant? These services tend to not be highly paid services per hour, yet they are being cited more often for discrepancies. Members discussed logs that were not adequate under the proposed question and those that would be acceptable. Don suggested that APD send out “best in class” service logs to providers in order to help them write better documentation. Suzanne Sewell commented that providers should utilize “ask a peer” in their work to improve documentation. Ed noted that i-Connect is setting up a framework for service log documentation. He said he would look into the possibility of sharing this with providers before it comes out so they can get familiar with it.

12. Action Items/Adjourn

Theresa Skidmore, Florida Director – Qlarant

Qlarant implementing Individual Interview Tool revisions. QC members will be pulled in, as needed with this process.

Charlene will facilitate getting the interview tools out to all members for feedback, and forwarding to Theresa and Robyn for continued editing.

Additional Information

Remaining 2018 Meeting Dates:

July 19th- Orlando, Florida

October 11th-Tallahassee, Florida

Attachments:

October 2017 Minutes -Word

Qlarant Data Presentation - PowerPoint