

QUALITY COUNCIL MEETING MINUTES

9:00 a.m. – 4:00 p.m.

Thursday March 25, 2021

Type of meeting:

Quality Council Meeting

Facilitator(s):

AndraLica McCorvey

Theresa Skidmore

Members:

Courtney Swilley, FARF

Mary Jo Pirone, Self-Advocate

Theresa Wyres, Small Agency Provider

Patty Houghland, Disability Rights Florida

Dina Justice, Family Care Council Florida

Holly Hohmeister, FDDC

Jill MacAlister, CDC Consultant

Veronica Gomez, Agency WSC

Latosha Obry, Self-Advocate

Linda Travis, Solo WSC

Absent Members:

John Collins

APD Attendees:

Edwin DeBardeleben

Meghan Torres

Kaleema Muhammad

Shelia Mott

Penny Bos

Lorena Fulcher

AHCA Attendees:

AndraLica McCorvey-Reddick

Qlarant Attendees:

Bob Foley
Theresa Skidmore
Sue Kelly
Charlene Henry
Katy Glasgow
Robyn Turlakis
Kristin Allen
Christie Gentry
Janet Tynes

Other Attendees:

Valerie Bradley, HSRI
Stephanie Giordano, HSRI

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
HHS – Health and Human Services

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
MWEW – Medicaid Waiver Eligibility Worksheet
NASDDS - National Association of State Directors of Developmental Disabilities Services
NCI- National Core Indicators
NGQSI – Next Generation Questionnaire for Situational Information
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
QO- Qualified Organization
SSRR -Service Specific Record Reviews
SC – Support Coordination
TRAIN-Training Finder Real-time Affiliate Integrated Network
WSC- Waiver Support Coordinator

Welcome & Introductions

Theresa Skidmore, Florida Director – Qlarant

Beginning at approximately 9:00 a.m., Theresa Skidmore opened the meeting. Theresa welcomed all members, guests; also provided introductions and housekeeping comments.

October 2020 Refresher with Approval of Minutes

Theresa Skidmore, Florida Director – Qlarant

Theresa Skidmore provided a refresher from the October 2020 meeting held via Zoom. Please see the October minutes for details. A motion to approve the minutes was made by Dina Justice, and seconded by Latosha Obry and Veronica Gomez.

AHCA Update

AndraLica McCorvey, Contract Manager – AHCA

AndraLica greeted attendees and thanked them for participating in the meeting. AndraLica talked about dental providers and filing complaints. The Florida Statewide Medicaid Managed Care Program Complaint Center is available if you need assistance filing your complaint or wish to tell a person, please call toll free 1-877-254-1055; Telecommunications device for the deaf (TDD) 1-866-467-4970 to speak to a Medicaid representative.

Question – How confidential is filing the complaint. AndraLica responded it is confidential; no one will know who filed the complaint.

APD Update

Greeting and Staff Introductions – Ed DeBardeleben, Chief, Program Development, Compliance & Policy

APD iConnect - Shelia Mott, Organizational Change Management and Training Manager (9:30 – 10:00)

Senate Bill 82 - Lorena Fulcher, Bureau Chief of Consumer Supports (10:00 – 10:30)

Covid 19 - Karen Hagan, Emergency Coordination Officer (10:30 – 11:00)

Shelia Mott started by saying all phases of implementation have been completed for EVV services with over 1000 providers enrolled in the system and almost 5,000 workers using it; almost 55,000 service logs in APD iConnect. There will be more resources on the APD website to assist providers with the EVV mobile site. Regions have been running standing meetings to address APD iConnect issues. No change to billing procedures yet; providers are to upload or document services in iConnect before billing in FMMIS. Some documentation will still be paper and others will be in APD iConnect since there is active rolling implementation. Training programs will be on TRAIN FL in the future. They are working on the plan for future functionality of the APD iConnect system. Other providers enrolling in the iConnect system will continue to be based service and procedure code. APD and iConnect teams are working on getting Cost Plans (CP) uploaded for next year.

Questions – when will billing be through iConnect? Shelia said this would be on a rolling schedule and specific by service and procedure code. Can iConnect have a uniform way to use the CP review notes? Shelia said there is a workflow that tells the coordinator when to use certain notes. Veronica asked, when would there be a report feature for case notes (she imagines there will also be one for providers in the future). Shelia said they are working on this feature now and it should be going into the testing mode soon to make sure its working properly. This feature will be also be needed for the Qlarant reviewers. Veronica asked about a feature

to search through each CP to make sure they are certified and to get alerts for coordinators, right now supervising coordinators have to open and read each one. Shelia said the best way to handle this right now is to have the coordinator add the supervisor to get the alerts too. Jill said there is a red asterisk by each service screen from iBudget, is that required to copy the plan to next year. Shelia said if you need to make adjustments then you have to fill in that field, otherwise you can leave blank and it will copy over. Clarity about the 0000 code. Shelia said the code is for additional context. The way it works is that it is tied to the authorization for the person per month; it is designed to allow the coordinator to enter several notes under this code. Status of notes showing up on the APD iConnect dashboard has to do with its workflow.

Lorena Fulcher gave an update about APDs implementation of SB 82. This bill passed last year but goes into effect July 1. She discussed an overview of the bill – Support Coordinator restructuring, SAN process, iConnect and ICF (AHCA). Support Coordinators must work for Qualified Organizations, so there will be no more solo coordinators, there are also training pieces and ethical standards. AHCA has submitted amendments for a federal waiver. APD has been developing several rule chapters. Started receiving applications for QO in February. They've asked existing coordinators about their plans and should know what most are doing by mid-April. There is a video on the APD website so individuals getting services know what the agency is doing with regard to Support Coordinators. APD is also working on an online scorecard; it will include a public registry of any ethical or disciplinary actions for the Qualified Organization as well. It should always be understood individuals could change coordinators at any time. 65G-14 – rules about Qualified Organizations. There's a new Training Rule which will be in effect July 1. Two phases of pre-service – 1) online self-paced training and a competency-based assessment, 2) in-person training with a competency based assessment; new coordinators will have to be a part of a mentoring program. For existing coordinators, they will do the online self-paced training and a competency based assessment. Ed added this training would be available for existing coordinators beginning in May '21. SAN process – process will be centralized in the State Office to ensure a streamlined and consistent method; they are working to ensure inter-rater reliability. 65G-4. Verification of Available Services form – will be used to document ways the coordinator tried to meet service needs outside the waiver before use of waiver funds. There will be training on changes with new SANs Rule; training coming soon. Lorena also noted AHCA is taking the lead on the ICF piece of the bill but APD is staying up to date on how this is going as it may affect individuals getting services under the waiver as well. Question – is there a public log of approved Qualified Organizations? Lorena said she would have to find out. Jill asked about the length of time to enroll a new coordinator as it could take 4-6 months, and there is concern because it may not be done by July. Lorena said the reason they have been inquiring with existing coordinators is so they can hopefully move things

along. Patty, asked when it comes to picking another coordinator, is she picking a Qualified Organization or the Support Coordinator. Lorena responded people would pick the specific Support Coordinator. Patty had a follow-up question; will she get a list of all the available coordinators and the organization they are under? Lorena said yes, the individual would get a list of the available coordinators in your area. Jill commented, there needs to be a discussion on the number of projects and requests being made right now of coordinators. Lorena noted to send her an email about the concerns, as there may be certain areas they can be flexible on while others they can't. Are businesses being forced to have coordinators under a W-2? Lorena said the law requires Support Coordinators to be employees not Subcontractors. Lorena emphasized after July 1 there will be no solo Support Coordinators. Veronica commented they would hire new people but will not be able to if there are not going to be people for them to serve, so if they know there is a demand they can pre-plan better, for hiring. Jill followed it would be helpful to have data on potential demand in each region. Lorena said she would see if there is a way to get data on this for planning purposes/recruitment. Veronica said this is important, as if not well planned you will have many people without a coordinator. Lorena said to visit the Qualified Organization page on the APD website for more information.

Karen Hagan gave a COVID-19 update. She started out by saying APD is a member of the State Emergency Response Team in the Division of Emergency Management, hosted in the Emergency Operations Center. This is day 383. FL COVID-19 numbers: 6% positivity rate, total cases 2,000,000+, 32,000+ deaths and 84,000 hospitalized; 8,000,000+ vaccines distributed, over 4,000,000 people have received the vaccine (first dose and fully vaccinated combined). In the coming weeks the age for eligibility to be vaccinated will be dropping; as of the meeting it is 50 years and up. It is anticipated the eligible age will drop to 40 years old next week and 18 years and up the following week. There are vaccination sites popping up all over the state. Within APD, state run facilities are working on getting people vaccinated by the Health Department and group homes were using CVS and Walgreens as part of the Federal Pharmacy program. CDR Health is also administering vaccinations to group homes. Kristin Korinko developed a training for CDR Health to help them better understand those being served by APD. They are working with ADTs to make sure they have the chance to help people get vaccinated, whether they are APD funded individuals or not. Coordinators have been asked to identify people who are homebound, so CDR Health can reach out to them as well. Karen noted they are trying to work through vaccine hesitancy. They are trying to keep the APD website up-to-date with information for everyone. Holly asked whom people could reach out to be connected, if they are not being supported to access the vaccine. Karen said people could reach out to their region office. Holly gave information about a website to help people be better informed regarding learning more about COVID-19, FL Self Advocacy Central has a COVID-19 resource page and a plain

language guide to help people make a decision to vaccinate or not. She further noted it may be a good consideration for people to think of the J&J vaccine because its one shot instead of two; this is important especially for those who do not do well getting shots or have difficulty taking shots. Maryjo asked, how is it decided who gets what brand shot? Karen said that is determined by what the vendor receives. Holly commented the manufacturers are making vaccines as quickly as they can and they have varying rules about storage. An attendee commented those who have trouble with blood draws are also challenged with being vaccinated. Ed reminded people Dr. Korinko and Dr. Mason of APD developed training to help people cope during this challenging time. Question – CDC Rep frustrated with EVV portal and being assisted by Larry Hill. Mindy (APD CDC+ staff) said Larry is not the only one who can assist. There was a delay in response time but now the response time has improved. Email staff at <https://apd.myflorida.com/cdcplus/cdcevv.htm>. Training can be accessed at the APD CDC webpage, where you will find the EVV page with the training. Is a caregiver able to enter their notes and then be edited later? Mindy said she did not know the answer to this. Larry Hill is the CDC+ Trainer and he works with everyone. Is there support if someone is having issues during the weekend? Mindy suggested taking a screenshot and sending to them via email, so they can share and troubleshoot the issue. Can a caregiver look back at previous entries in the EVV mobile application? Mindy said yes, if it has not already been uploaded yet. An attendee said you could edit notes as long as it has not been submitted.

Qlarant Data Presentation

Sue Kelly, Senior Scientist

Katy Glasgow, Senior Analyst

Katy presented an overview of data from Provider Discovery Reviews (PDR), Waiver Support Coordination/Consumer Directed Care (WSC/CDC+) Service Specific Record Reviews (SSRR) and Person Centered Reviews (PCR) for July 2020 – December 2020. Katy reviewed PDR scores by provider size and region. She also reviewed WSC scores by region and standard. She touched upon service records, billing discrepancies, comparisons between quarter four and the first two quarters of the current year separately as well as the number and types of alerts reported. For PCRs, Katy discussed demographics, interview scores related to outcomes, supports, and key health summary questions.

Please see presentation slides for more details.

APD – Critical Incident Reporting and Management

Meghan Torres, Program Administrator for Quality Improvement

Penny Bos, Management Consultant

Meghan Torres gave an update on Critical Incident Reporting and Management. APD reports on the Fiscal Year, July 1 – June 30. Meghan talked about the data from last year and noted this time last year the incident numbers decreased slightly as this was the beginning of COVID-19 crisis. In looking at the current fiscal year, we see a slight spike in the number of incidents reported in January, which was primarily in the more populated areas of the state, like Suncoast and Central. Overall, decrease of 43% in incidents reported. There has been an increase in the number of incidents reported since July. Critical incidents reported are up. This year there has been a significant increase in life threatening injury/illness; this is a direct correlation to COVID-19 along with being hospitalized and unexpected deaths. She talked about incidents by location, with licensed homes being the top location. Life threatening injury/illness and unexpected death together make up 77% of all incidents reported so far. Theresa asked does each state decide what the categories of reporting will be or is there a national basis, so states can compare if they wanted? Meghan said there are commonalities nationwide but it is up to each state the way they decide to group categories. Most states are reporting on ER/Hospitalizations, life-threatening injury/illness and assault related areas. Valerie noted early on NCI had the idea to capture incident information related to this but quickly realized the challenges of trying to do so since states can categorize differently. Kristin asked about counting COVID-19 in life threatening injury/illness and unexpected death. Meghan said someone contracting the virus would initially be in life threatening injury/illness but also in unexpected death if they passed away. Jill asked does APD look at how our population compares to the general population, especially with COVID-19. Meghan said she does not have specific evidence but she does know APD providers have done an exceptional job with helping APD folks stay safe during this time. Patty asked about the arrest numbers. Meghan said they could be related to provider's personal lives and not just their work with APD individuals. Theresa reminded members Meghan is a standing speaker on meetings to help stimulate ideas and other insights to assist with improvements.

Penny Bos discussed tools for use with data trending.

She started by discussing what we see right now with mandatory training with the emphasis being on identifying signs of abuse and neglect, she noted we need to see the bigger picture in order to move into prevention. She reviewed the two types of reports being used to get to the big picture, which are the Unreported ER Visits and Trending by Diagnosis reports. Penny said everything begins with ER/IMS data.

She noted when they started this analysis July 2020, nearly 50% of the ER visits were not reported to APD, now 73% of the ER visits have been reported and APD anticipates ongoing improvements to reporting in findings each month.

The customized big picture reports are uploaded for use by each Region's Quality Assurance team and is only about individuals in their region. They have also created a monthly user group to meet after each report is released to discuss significant findings. These reports are designed to make it simpler to monitor, track, and trend signs of potential abuse and neglect. Kaleema encouraged members to provide feedback on this presentation. Valerie commented several years ago the Inspector General went to some states to look at incident tracking and found gaps, so the fact APD is starting to go down this path is excellent. Linda commented there might be unintended consequences of trying to help people who are victims of domestic violence and sexual assault. You have to proceed carefully and make sure people are properly trained to assist after being made aware of incidents in this area. Kaleema noted APD will highlight the types of ER visits and incidents and Support Coordinators will have to be trained in how to approach individuals and locate resources. Patty commented the intent right now is just to identify at this point. Linda further commented she is concerned about reporting and individual's safety while still having to report to APD.

Please see presentation slides for more details.

HSRI Presentation

Stephanie Giordano, Policy Analyst

Valerie Bradley, President Emerita

Valerie and Stephanie provided an NCI Overview, with the State and National perspective. They talked about the purpose of NCI. They went over results of the Adult Family Survey. There are three family surveys: one for under 18, another with an adult living outside the family home and the Adult Family in which the person receiving services lives in the home. Florida collected 488 Adult Family Surveys. They reviewed the importance of the data. Demographics of those surveyed was reviewed. Crisis, emergency and respite measures with a focus on COVID-19 support was highlighted. The presentation was rounded out with a discussion on participation in community activities, and how to support people to stay connected during the pandemic.

Please see presentation slides for more details.

Quality Council Follow-Up & Next Steps

Theresa Skidmore, Florida Director – Qlarant

Theresa gave a Qlarant update. She started by noting she and Robyn Turlakis, Regional Manager have been meeting with APD and AHCA to discuss possible

tool changes for Support Coordinators, in line with the implementation of SB 82. She went on to say, Qlarant might delay Support Coordination reviews in the next contract year. Pushing back reviews will mean adjustments to review dates in subsequent years. Qlarant will post tools as soon as they are approved. Qlarant may have QC members look at tools for feedback. An attendee asked about training for Abuse, Neglect and Exploitation. Theresa made the point the intent of this area in the Qlarant tool isn't to have providers check a box but to show their tailored and individualized efforts to help the person served. Educating a person one time a year through a template is not enough.

Miscellaneous and Wrap Up

Patty asked was Florida still using the QSI. Ed said yes and APD is conducting those virtually right now. As soon as they get approval, they will resume in-person surveying for the QSI. The status of the Individual Comprehensive Assessment to be discussed next meeting.

Ed said the Agency is also working on training related to Abuse, Neglect and Exploitation; this will be posted to TRAIN FL. Best Practices for Supported Living Training being developed and hopefully will have it posted to TRAIN FL by end of the summer. It will replace the old Supported Living Coaching curriculum.

Attachments:

October 2020 Minutes

Qlarant Data Presentation

HSRI Data Presentation

APD Big Picture Presentation

APD SB 82 Update Presentation