

Quality Council Meeting Qlarant Data Presentation

October 17, 2019

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Outline

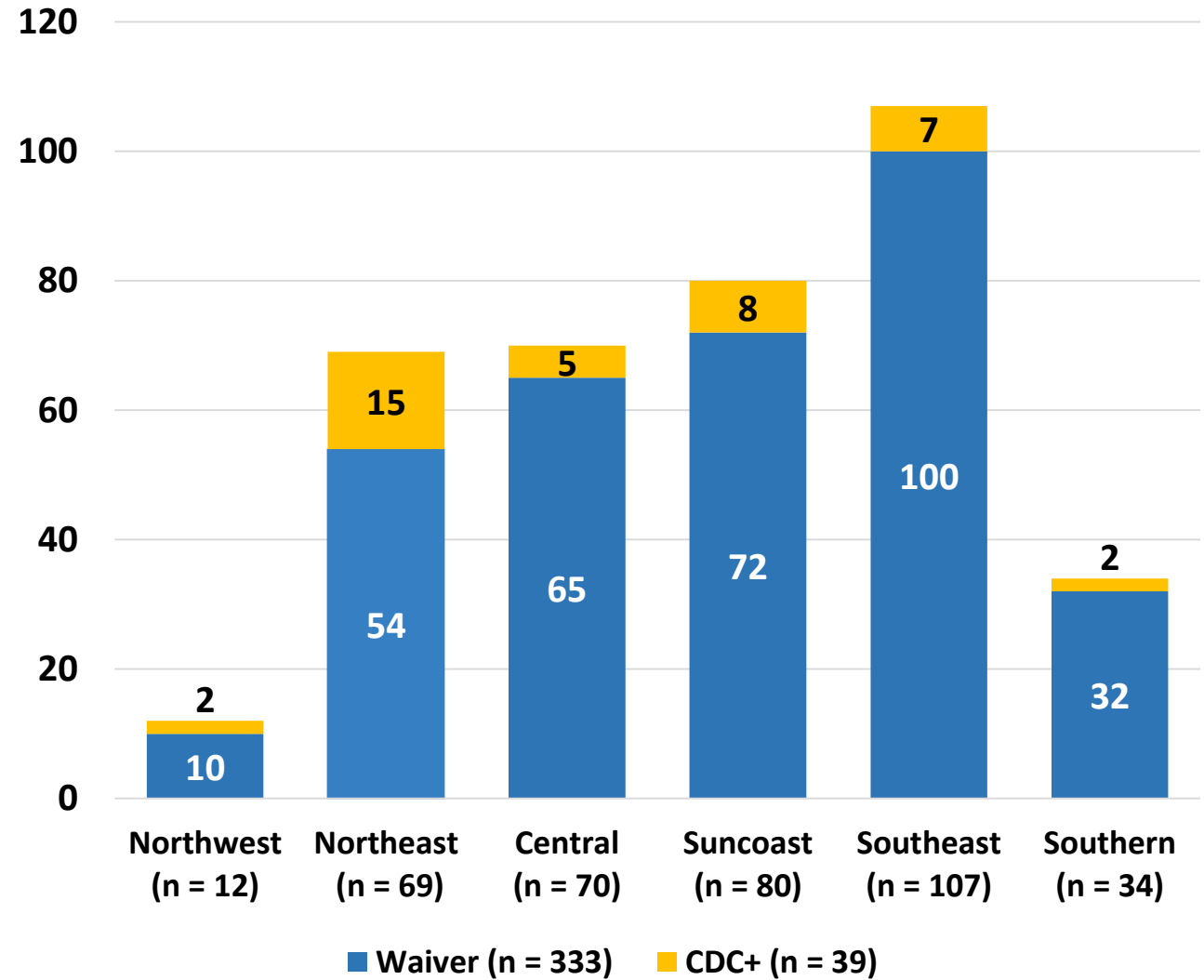
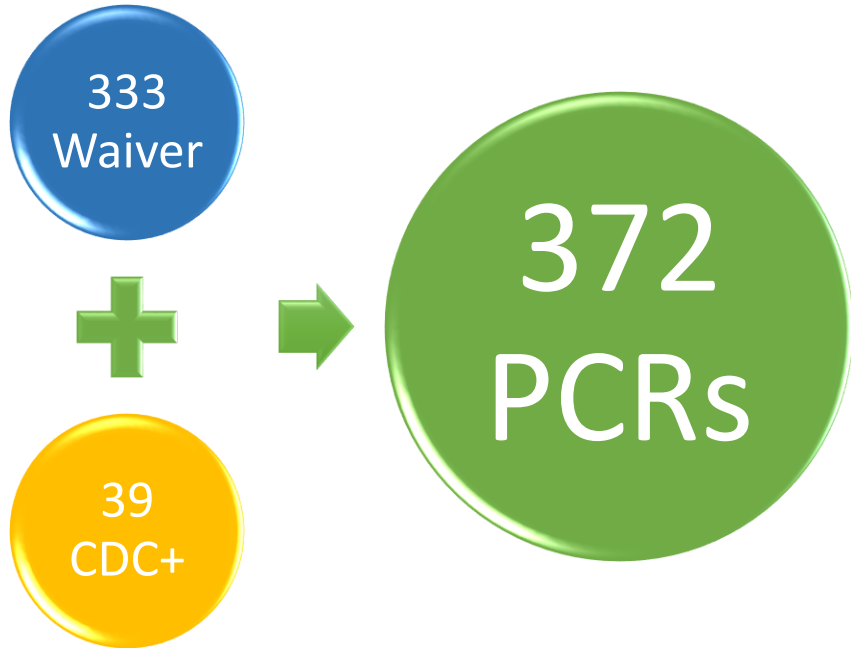
FY 2020, Quarter 1: July 2019 – September 2019

- **Person Centered Review (PCR)**
 - Individual Demographics
 - My Life Interview Scores
 - Outcomes & Supports
 - Stability
 - Key Health Question
- **Provider Discovery Review (PDR)**
 - Service Provider PDR Scores by Size
 - Service Provider Scores by Region & Tool
 - WSC PDR Scores: Solo vs. Agency
 - WSC Scores by Region & Tool
 - Alerts

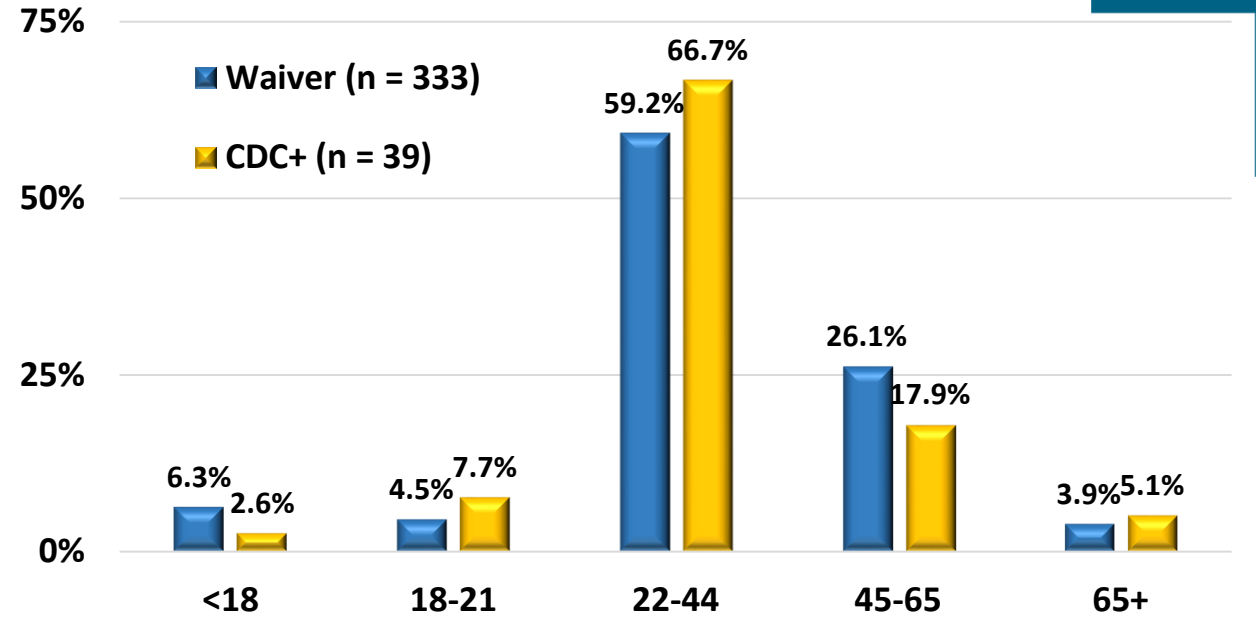
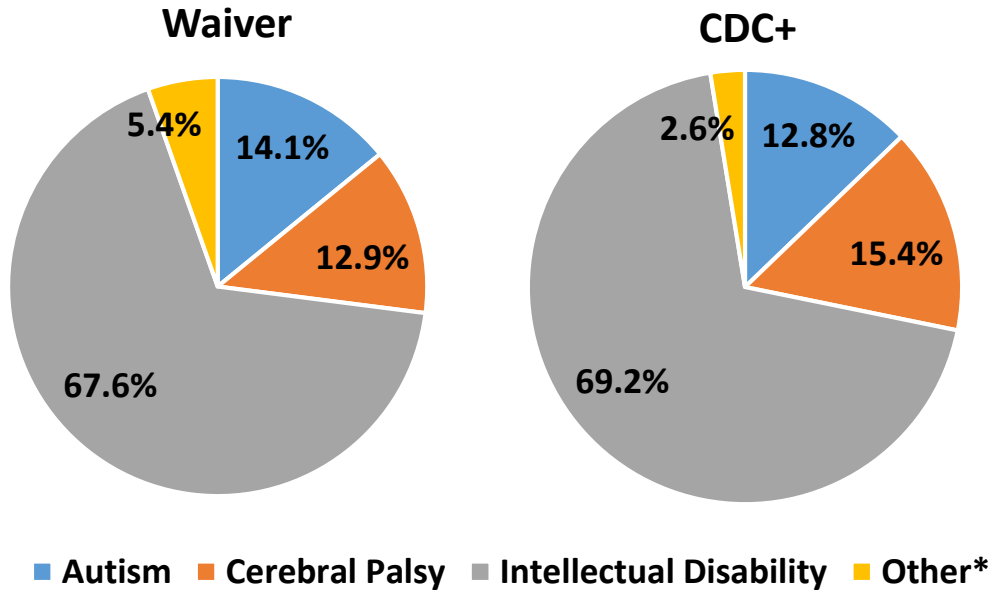
Person Centered Reviews

July 2019 – September 2019

Person Centered Reviews



Individual Demographics



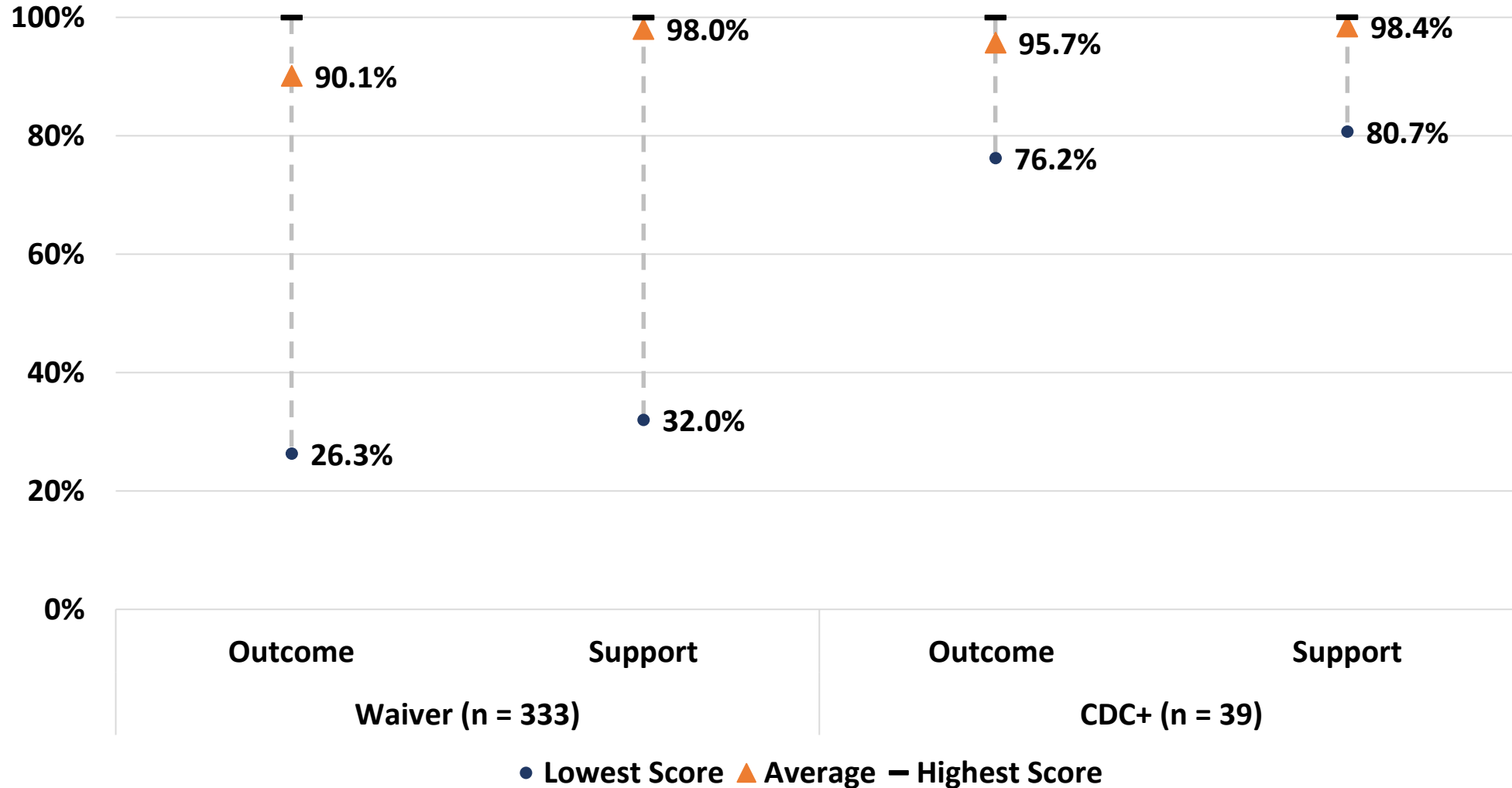
Home Type	Waiver	CDC+
Family	48.9%	82.1%
Group	33.6%	-
Independent/Supported Living	16.2%	17.9%
Other**	1.2%	-

*Other Disability Types: Waiver : 11 Downs Syndrome; 4 Spina Bifida; 1 Prader will; 1 Other; CDC+: 1 Downs Syndrome

**Other Home Types: 4 Foster Home.

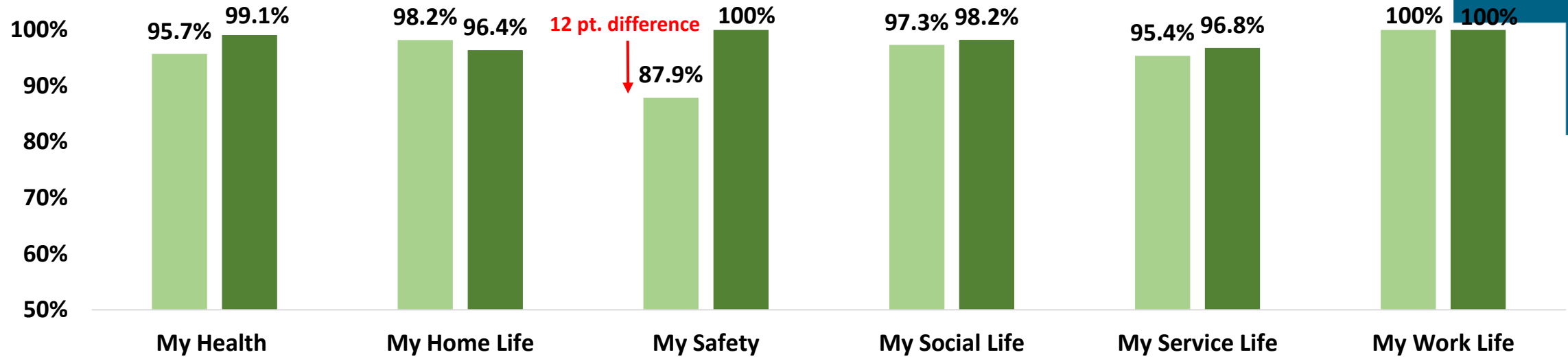
My Life Interview

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

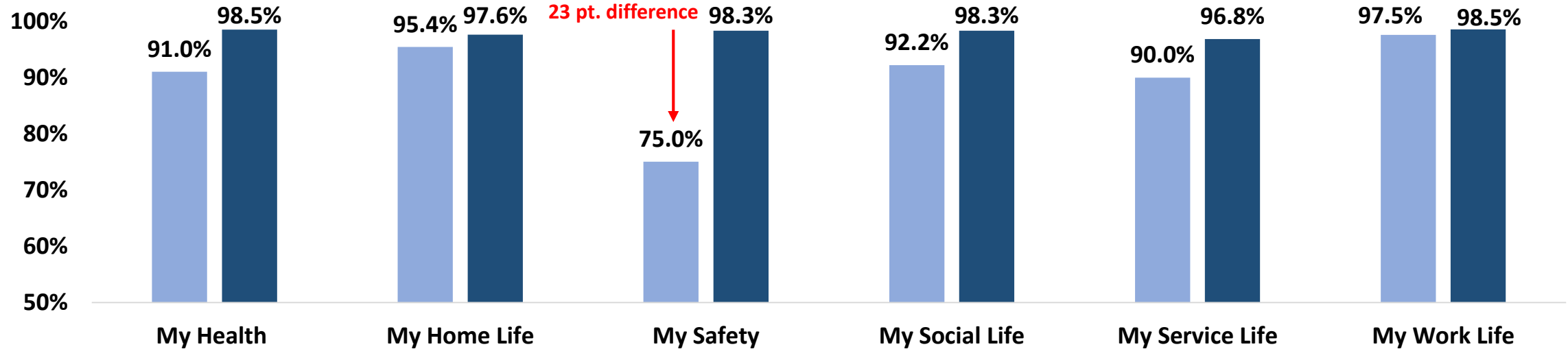


*Highest score was 100% for both Outcomes and Supports for Waiver and CDC+

Individual Outcomes and Supports by Life Area



■ CDC+ Outcomes ■ CDC+ Supports



■ Waiver Outcomes ■ Waiver Supports

Low Scoring Safety Outcomes and Reasons Not Met*

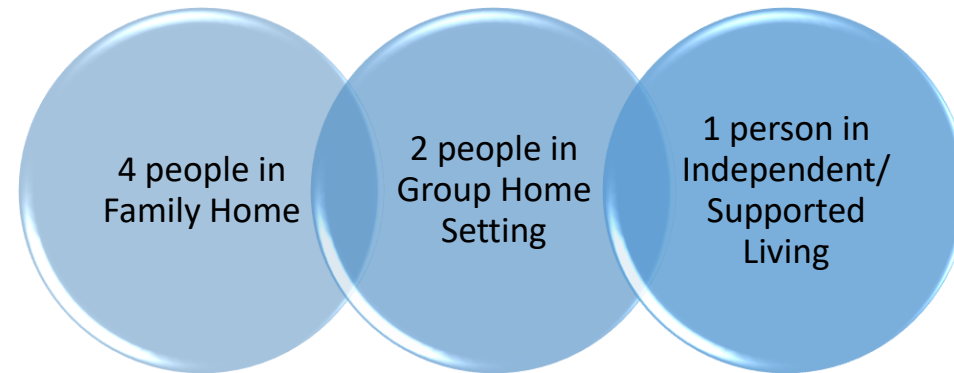
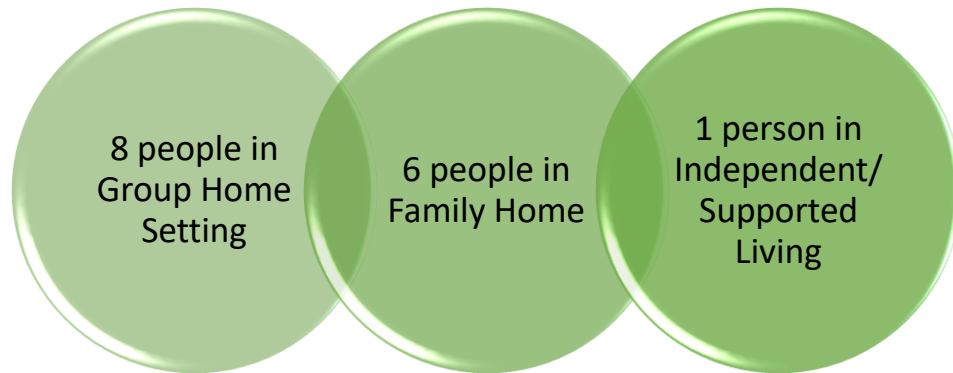
Indicator	Waiver	CDC+
Safety - I understand what abuse, neglect and exploitation (ANE) mean.	58.4% (n = 305)	85.7% (n = 35)
I do not understand what exploitation means	49.4% (n = 88)	60.0% (n = 3)
I do not understand all the different types of abuse (i.e. physical, emotional, verbal, sexual).	48.9% (n = 87)	100% (n = 5)
I do not understand what neglect means.	42.7% (n = 76)	60.0% (n = 3)
I do not understand what abuse means.	24.2% (n = 43)	40.0% (n = 2)
Safety – I know what to do if abuse, neglect, or exploitation (ANE) occurs.	64.1% (n = 306)	82.4% (n = 34)
I do not know what the Abuse Hotline is.	33.2% (n = 65)	66.7% (n = 4)
I do not know where to find the Abuse Hotline number.	33.2% (n = 65)	50.0% (n = 3)
I am not aware of what to do if ANE occurs.	23.5% (n = 46)	33.3% (n = 2)
I am not aware of who to go to if ANE occurs.	14.3% (n = 28)	16.7% (n = 1)

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

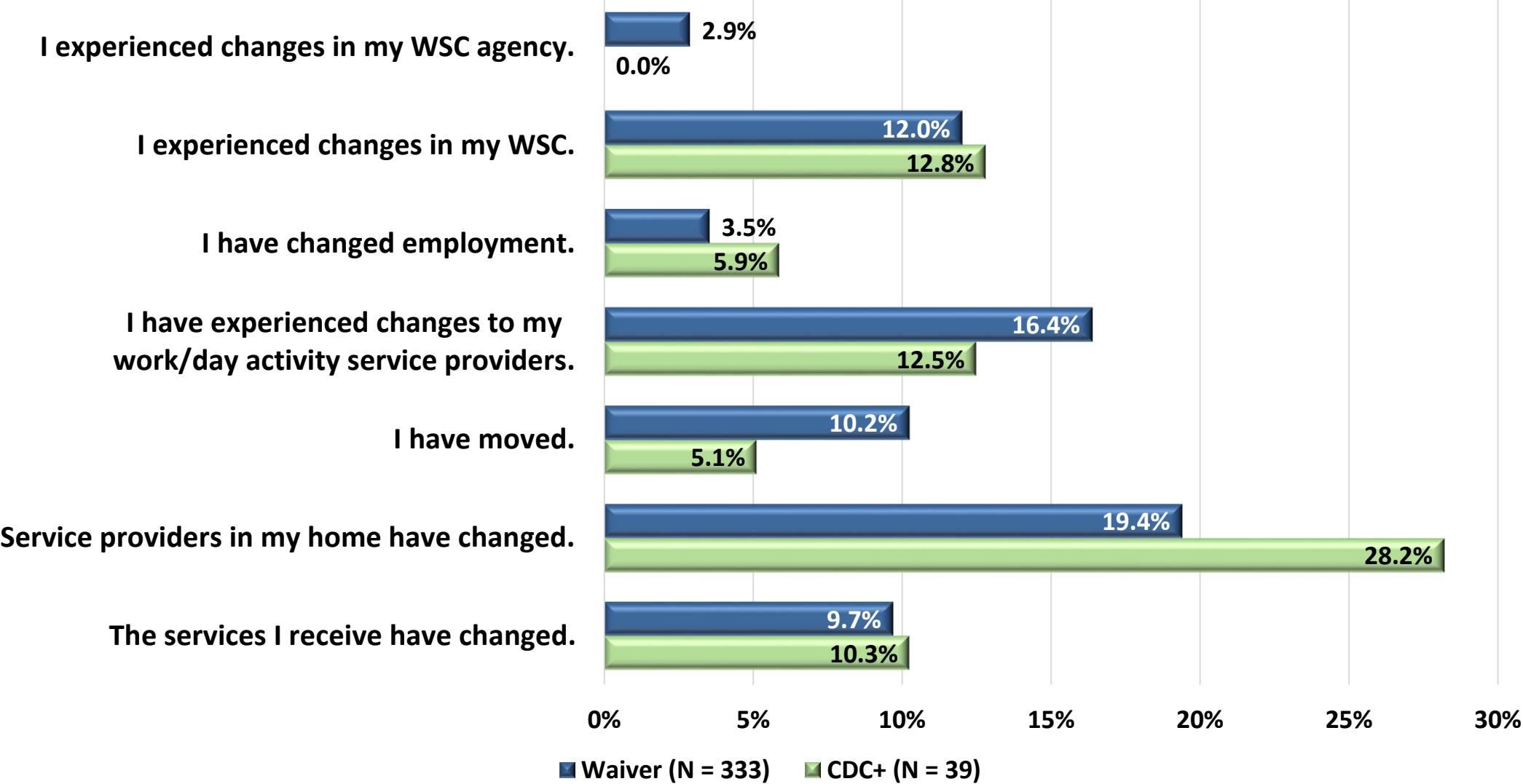
ANE: Exploring Supports and Outcomes

Safety - I understand what abuse, neglect and exploitation (ANE) mean.	Waiver (n = 333)	CDC+ (n = 39)
Both Outcomes and Supports are Present	53.5% (n = 178)	76.9% (n = 30)
Only Support is Present	42.0% (n = 140)	23.1% (n = 9)
Outcome and Supports are Not Present or Unable to be Determined	4.5% (n = 15)	0%

Safety – I know what to do if abuse, neglect, or exploitation (ANE) occurs.	Waiver (n = 333)	CDC+ (n = 39)
Both Outcomes and Supports are Present	58.9% (n = 196)	71.8% (n = 28)
Only Support is Present	39.0% (n = 130)	28.2% (n = 11)
Outcome and Supports are Not Present or Unable to be Determined	2.1% (n = 7)	0%

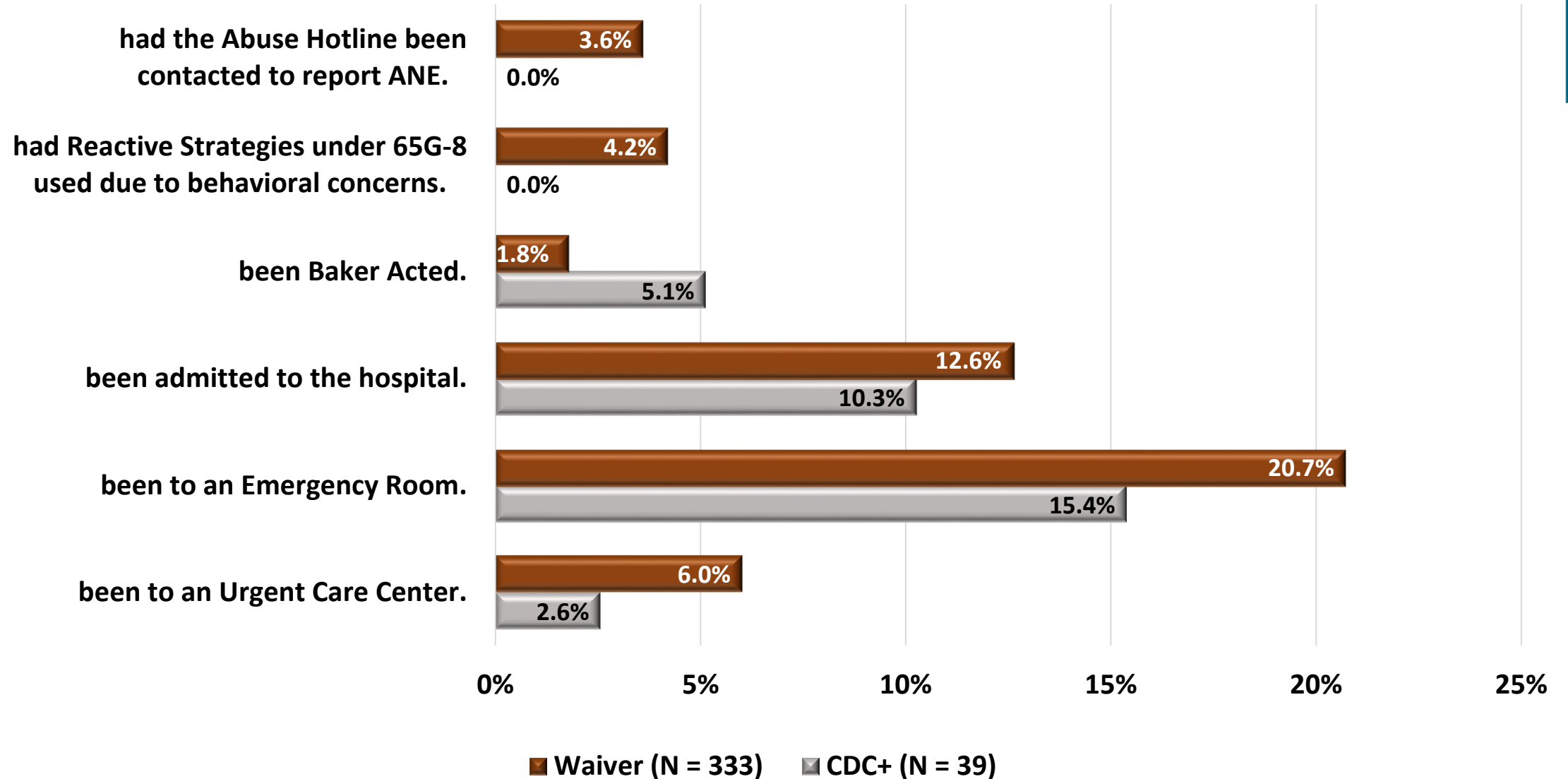


Within the past 12 months...



Health Summary

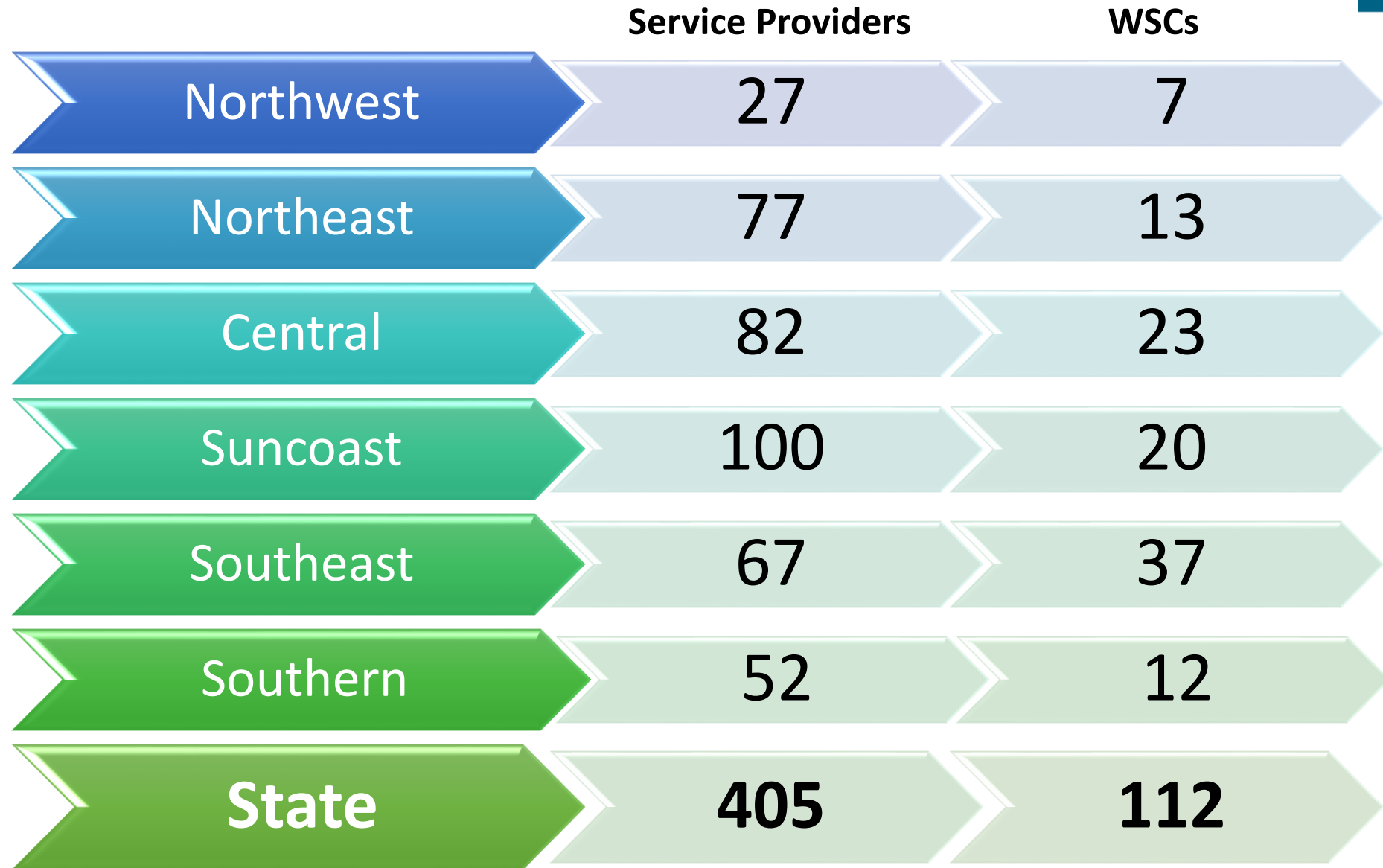
In the past 12 months, the individual has...



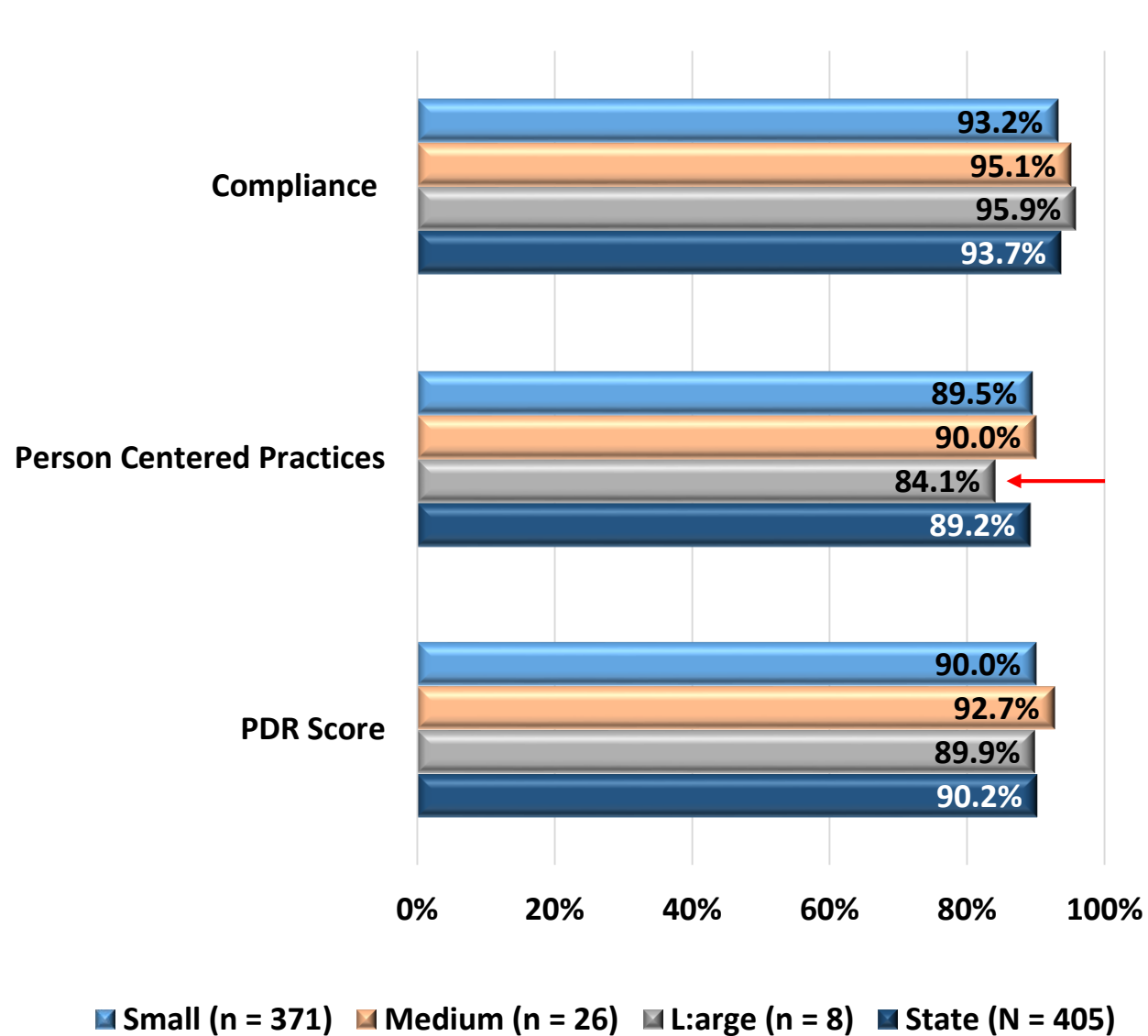
Provider Discovery Reviews

July 2019 – September 2019

PDRs by Region



Service Provider Scores by Provider Size



Large: 100+ individuals

Medium: 30-99 individuals

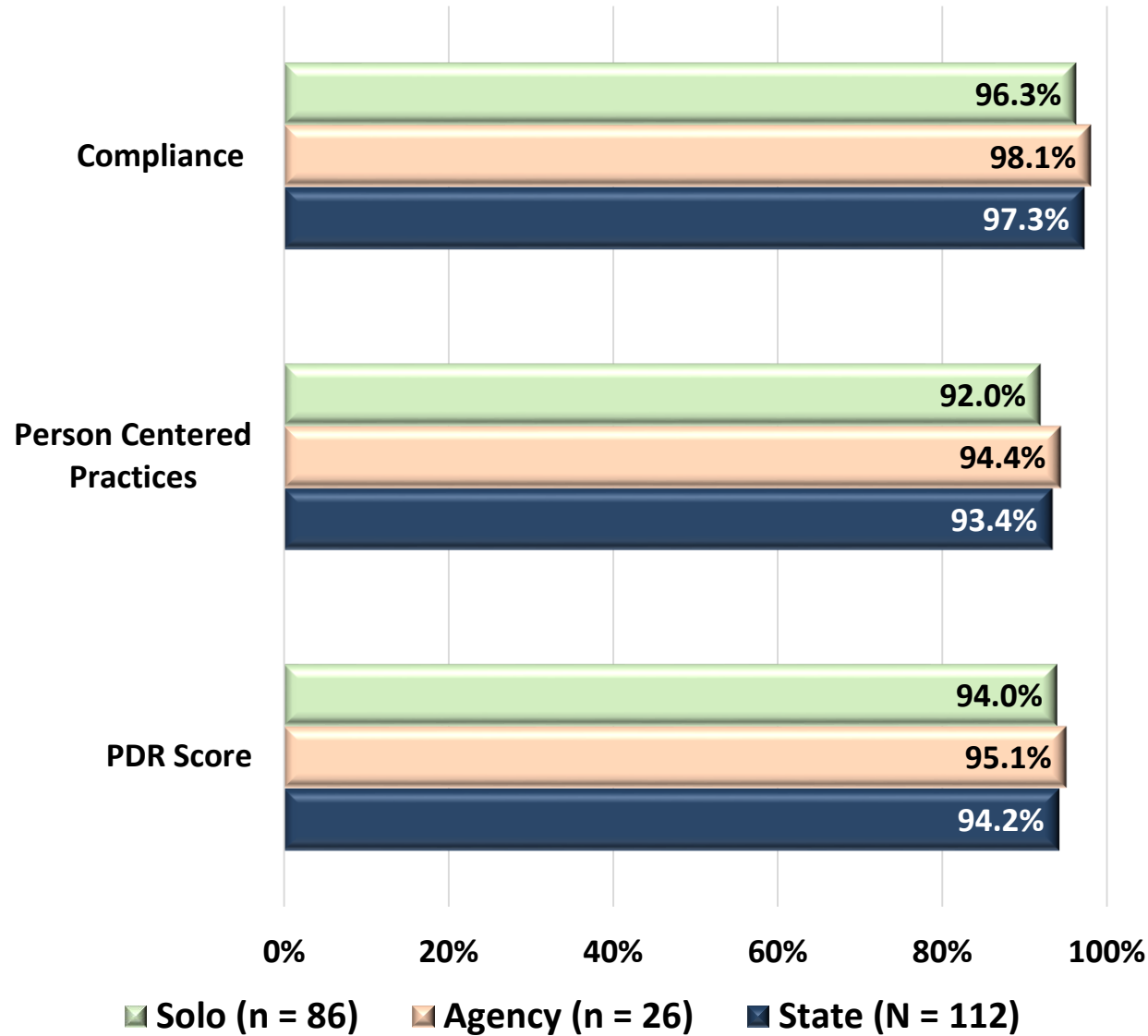
Small: <30 individuals

Size	Alerts		Potential Billing Discrepancies	
	#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	101	2.72	374	10.08
Medium	8	3.08	54	20.77
Large	5	6.25	15	18.75
State	114	2.81	443	10.94

Service Provider Scores by Region & Tool

Region	My Life Interview (N = 584)		Observations (N = 274)		Q & T (N = 1,042)	P & P (N = 405)	SSRR (N = 1,441)
	Outcomes	Supports	Announced (n = 153)	Unannounced (n = 151)			
Northwest	90.6%	95.4%	99.3%	100.0%	93.4%	94.9%	92.4%
Northeast	94.7%	98.0%	98.0%	97.6%	92.2%	93.5%	89.4%
Central	94.3%	98.2%	98.8%	96.2%	91.9%	94.5%	90.3%
Suncoast	91.4% <7.6 pts.	99.1%	98.8%	97.3%	92.6%	93.8%	87.9%
Southeast	91.8% <7.8 pts.	99.6%	99.5%	98.9%	92.8%	94.5%	91.0%
Southern	94.5%	99.1%	98.8%	97.1%	92.9%	93.4%	92.0%
State	93.0%	98.6%	98.2%	97.3%	92.5%	94.0%	89.9%

WSC Scores: Agency vs. Solo



WSC Type	Alerts		Potential Billing Discrepancies	
	#	Rate per 10 PDRs	#	Rate per 10 PDRs
Solo	11	1.28	20	2.33
Agency	4	1.54	8	3.08
State	15	1.34	28	2.50

WSC Scores by Region & Tool

Region	Q & T (N = 152)	P&P (N = 112)	WSC Record Reviews (N = 482)	
			Announced (n = 299)	Unannounced (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%
State	96.3%	97.0%	95.2%	95.4%

Distribution of Alerts by Region (Most common alert in bold)

Region	ANE	Background Screening	Clearing House Roster	Drivers License/ Insurance	Health & Safety	Medication Admin/ Training	Medication Storage	Rights
Northwest (n = 3)	0.0%	33.3% (n = 1)	66.7% (n = 2)	0.0%	0.0%	0.0%	0.0%	0.0%
Northeast (n = 23)	4.3%	43.5%	30.4%	17.4%	0.0%	4.3%	0.0%	0.0%
Central (n = 35)	0.0%	31.4%	28.6%	5.7%	0.0%	8.6%	25.7%	0.0%
Suncoast (n = 30)	0.0%	20.0%	26.7%	0.0%	0.0%	23.3%	30.0%	0.0%
Southeast (n = 20)	0.0%	40.0%	35.0%	5.0%	0.0%	0.0%	15.0%	5.0%
Southern (n = 18)	0.0%	16.7%	22.2%	11.1%	0.0%	5.6%	33.3%	11.1%
State (N = 129)	0.8%	30.2%	29.5%	7.0%	0.0%	9.3%	20.9%	2.3%

Thank you!

Questions? Comments?

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