

QUALITY COUNCIL MEETING MINUTES

Holiday Inn 2003 Apalachee Parkway Tallahassee FL 32301

9:00 a.m. – 4:00 p.m.

Thursday October 17, 2019

Type of meeting:

Quality Council Meeting

Facilitator(s):

AndraLica McCorvey

Theresa Skidmore

Attendees:

John Collins, Self-Advocate

Kathy Clinton, Family Member

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

APD Attendees:

Director Barbara Palmer

Tom Rice

Clarence Lewis

Edwin DeBardeleben

David Dobbs

Lorena Fulcher

Pam London

Beth Mann Pace

AHCA Attendees:

AndraLica McCorvey-Reddick

Qlarant Attendees:

Bob Foley

Theresa Skidmore

Sue Kelly

Charlene Henry

Katy Glasgow
Sri Palamoor
Robyn Turlakis
Kristin Allen

Other Attendees:

Stephanie Giordano, HSRI

Absent QC Members:

David Roosa, Family Member
Jill MacAlister, CDC Consultant
Veronica Gomez, Agency WSC
Latosha Obry, Self-Advocate

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
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
SSRR -Service Specific Record Reviews
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. Attendees introduced themselves. Theresa welcomed all members and guests.

July 2019 Refresher with Approval of Minutes

Theresa Skidmore, Florida Director – Qlarant

Theresa Skidmore provided a refresher from the July 2019 meeting held in Orlando, Florida. Please see the July minutes for details. There was one correction needed – Robyn Turlakis, Qlarant was left off as an attendee. Mrs. Turlakis was present for the July meeting. A motion to approve the minutes with the correction was made by Dina Justice and seconded by Theresa Wyres.

AHCA Update

AndraLica McCorvey, Contract Manager – AHCA

AndraLica said she did receive the questions members submitted and was intending to gather a panel of the Medicaid Dental Plan providers for this meeting. Unfortunately, the plan management staff were unable to attend. AndraLica said she is planning to have them attend the March 2020 meeting for a panel discussion but in the meantime to keep calling the AHCA Complaint Hub number to get questions answered and voice concerns. Kathy Clinton expressed disappointment in not being able to get questions answered during this meeting and noted when calling the complaint hub number, the wait time is in excess of 30 minutes and this is unacceptable. In addition, she noted there is no other way to communicate with AHCA

Complaint Hub staff, as there is no TDD or TDY available. Kathy asked if the plan management staff can do an earlier meeting within the next 30 days. Patty Houghland said Family Care Council was supposed to meet with AHCA for answers also but this never happened. She also expressed disappointment in not being able to speak with the plan management staff today. AndraLica said she would take these concerns and the request back to AHCA and let members know the next steps.

HSRI Data Presentation

Stephanie Giordano, Policy Analyst – HSRI

Stephanie presented a national and state overview for National Core Indicators. She began by giving a brief summary of what NCI is and an overview of the survey tools used in Florida. Stephanie highlighted this past year was the first data cycle with the person centered planning questions. Stephanie shared Florida data covering the following areas: building and maintaining relationships, community activities, activities of daily living, and service planning.

Please see presentation slides for more details.

Qlarant Data Presentation

Katy Glasgow, Senior Analyst – Qlarant

Katy Glasgow 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) for July 2019 – September 2019. Before getting into specifics, Katy pointed out this is only one quarter of data. Katy discussed demographics, interview scores related to outcomes, supports, and key health questions for PCRs. Katy reviewed PDR scores by provider size, region and tool and reviewed WSC scores by region and standard. Katy finished her presentation with a review of the number and types of alerts reported.

Please see presentation slides for more details.

APD Update

Edwin DeBardleben, Chief, Program Development, Compliance & Policy – APD

Director Palmer spoke with members and guests. Other APD staff present included David Dobbs, Lorena Fulcher, Tom Rice, Clarence Lewis, Ed DeBardleben, Beth Mann Pace, and Pam London. Director Palmer gave remarks regarding the recent APD Redesign meeting. She noted she is hopeful Florida will maintain its waiver but individuals, families and providers need to keep talking with and writing to their local legislators. Director Palmer noted she has been providing education to people such as the Governor and the Judges so they can have a better understanding of the people being served and what those services and costs look like. She said the Governor does not want to go managed care and neither does she. APD has a debt of \$250 million dollars. The Director wants APD to be funded. Director Palmer answered questions from members and guests regarding issues related to people with high cost plans, Waiver Support Coordination, those on the waitlist and receiving Medicaid. Theresa thanked the director and APD staff for coming to share information with the membership. Ed wrapped up APD updates

noting there will be a stakeholder meeting in November to review the NGQSI. This meeting will be in Tallahassee with a webinar option for those who would like to attend from other parts of the state.

Qlarant Review and Tool Discussion

Theresa Skidmore, Kristin Allen and Robyn Turlakis - Qlarant

Theresa led a discussion regarding the Qlarant review process, deemed status for providers and WSCs. She discussed the Observation portion of the review process, noting Qlarant does about 30% of all observations unannounced. She talked about the tool used for this process and how it currently serves to guide reviewers in observing group homes and day programs. In the future Qlarant will break these up and there will be two tools- one for group homes and one of day programs. Theresa, Kristin, and Robyn solicited feedback from members and guests regarding what tangible and intangible items they would want to see in a group home or day program from their various perspectives. Responses included outside esthetics, personalized rooms, enough activities for people to take part in, adequate food and enough staff to meet individuals needs. There was vibrant discussion regarding potential conversations with staff and individuals receiving services in day program and residential settings. Theresa noted she would like to see Qlarant be able to highlight or give credit to those providers who are going beyond in their work versus meeting the minimum requirements. Tom Rice, APD noted it is an excellent idea to point out the stellar settings. Holly noted corporate culture plays a big role in how a group home operates and how staff dynamics can be very telling as well. Katy offered an idea of a survey of some type would assist in gathering information about a group home; this could be anonymous. Clarence Lewis, APD reminded all of the ongoing ADT Redesign project. He also mentioned APD has some guides for families that may be helpful when looking at redesigning the Observation Tool. Theresa discussed the PDR review process and gathered feedback from those present regarding what makes a top-notch provider and WSC. Responses included being knowledgeable about resources, advocacy, flexibility, respect and how long they have been working in this field. This feedback will be helpful as Qlarant looks forward in working to adjust tools and processes.

Quality Council Follow-up & Next Steps

Theresa Skidmore, Florida Director – Qlarant

Theresa directed members to review the Statewide Self-Advocacy Groups List and Qlarant Provider introduction letter in their binders and asked members to direct suggestions to Charlene Henry. Charlene led members in a discussion to select 2020 meeting dates. Courtney suggested meeting in a different location than Orlando due to congestion/traffic.

Members agreed on the following as meeting dates for next year:

March 26, 2020 Tallahassee

July 23, 2020 Location to be determined

October 15, 2020 Tallahassee

Action Items/Adjourn

Theresa Skidmore, Florida Director – Qlarant

Qlarant to update Self-Advocacy list and to look at methods to disseminate to individuals/families.

Theresa to discuss next steps for getting the Qlarant introduction letter to new providers with State APD.

Attachments:

July 2019 Minutes -PDF

Qlarant Data Presentation – PowerPoint

HSRI Data Presentation – PowerPoint