

QUALITY COUNCIL MEETING MINUTES

Holiday Inn 2725 Graves Rd. Tallahassee, Florida

9:00 a.m. – 4:00 p.m.

Thursday October 12, 2017

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

APD Attendees:

Edwin DeBardeleben

Beth Mann Pace

Pam London

AHCA Attendees:

AndraLica McCorvey

Delmarva Foundation Attendees:

Bob Foley

Theresa Skidmore

Kristin Allen

Charlene Henry

Other Attendees:

Valerie Bradley, HSRI

Suzanne Sewell, FARF

Safee Broxton, FDDC

Beth Ostroff, provider

Absent QC Members:

Shelby Nurse, Self-Advocate
Holly Hohmeister, FDDC
Kathy Clinton, Family Member
Courtney Swilley, FARF
Veronica Gomez, Agency WSC
Pauline Lipps, Family Care Council Florida

Scribes:

Charlene Henry, Delmarva Foundation

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
DF- Delmarva Foundation
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
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 – Delmarva

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

2. July 2017 Refresher with Approval of Minutes

Theresa Skidmore, Florida Director – Delmarva

Theresa Skidmore, DF, provided a refresher from the July 2017 meeting held in Orlando, Florida. Please see the July minutes for details. A motion to approve the minutes was made by Patty Houghland and seconded by Don Welde.

3. AHCA Update

AndraLica McCorvey, Contract Manager – AHCA

AndraLica McCorvey, AHCA, gave an AHCA update. AndraLica noted that Delmarva Foundation has a new contract until 2020. Jill inquired about whether the HCBS waiver would be moved to managed care. If so, when and what would the effects on the people and providers under this program be. John also asked what a managed care structure for the HCBS waiver would look like. AndraLica noted that she was not aware of any immediate plans to shift the HCBS waiver under a Managed Care structure. It was also noted that iBudget was in part implemented due to it's Managed Care like structure and with it in place a more formal shift to Managed care may not be needed.

4. APD Update

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

Ed DeBardleben, APD, gave the APD update. The Client Data Management System, APD i-Connect will be implemented October 2018. Orientation sessions are expected to take place over the next few months. Waiver Support Coordinators to be trained April 2018. John asked will the APD i-Connect system lead to less interaction between APD, Delmarva and people getting services; John noted that paper cannot tell a person about the quality of the service being provided like face-to-face interaction. Ed noted that it is not the expectation but there will be some adjustments and he is not sure how this will look.

Ed noted that the Person Centered Support Plan draft will be going out this week to WSC's for comments/feedback. The annual WSC conference will be held in Orlando, Florida on 11/17/17. There will be in-service hours given for attending.

There will be a Medication Administration workshop on 10/27/17 at 3p in Tallahassee to solicit input on Rule 65G-7. It is hoped there will be workshops in central and south Florida as well in coming weeks.

CMS surveys are continuing to take place throughout the state. Providers are submitting evidentiary packets for how they are coming into alignment with the HCBS characteristics per the federal guidelines. The deadline to comply with HCBS Characteristics is March 2019. Presumptive Institutional Settings deadline has been extended until March 2022. There are 13 providers statewide identified in this category, per the self-survey. Theresa asked were any of the providers asking for waivers. Ed responded that this is being considered as they submit their packets. 11 of 13 have adult day programs in addition to residential. Ed reminded everyone that APD has a transition specific team for Carlton Palms. Patty expressed frustration with how the transitions from Carlton Palms have gone thus far. She noted that things appear not to be working for people served, as regular group homes are not like the IB residential setting people need. Val Bradley asked if the State was exploring any mobile crisis teams for these situations. Ed noted that they have not as there was not a Legislative Budget Request (LBR) made in time.

The next legislative session begins January 2018. The Supported Living workgroup's report was not submitted for an LBR this year but will be included next time. John asked what happened to the stipend funding that was available. Ed noted that the budget has increased over time and thus funds for stipends have decreased. He stated that people who need a subsidy need to work with their Support Coordinator to make the request. Don asked if APD could provide feedback so the workgroup could gather more information to help APD for next year's LBR. Ed noted he would get back with Don on next steps.

Ed updated everyone on APD's response during the recent hurricanes. There were calls daily (12:30p & 6p) to address the situation before, as well as after the storms. He acknowledged there were glitches but overall the response by APD and providers (including WSC's) was outstanding. Beth Pace said they have COOPs (Continuity of Operations Plans) for each region and they were used before, during and after each storm. John asked if there were any self-advocates involved at a high level in the process. Beth said no there were not but she will take that to the group for consideration. Jill asked about shelters being able to meet needs for those with severe disabilities.

5. Delmarva Data Presentation

Katy Glasgow, Health Analyst - Delmarva Foundation

Katy Glasgow, DF, presented an overview of data from Person Centered Reviews (PCR), Waiver Support Coordination/Consumer Directed Care (WSC/CDC+) Record Reviews, Provider Discovery Reviews (PDR).

Katy said there were no emerging trends yet, as she only had one quarter of data to report on. Suzanne Sewell asked why Supported Living and Supported Employment scores were so low and could there be any trends. Kristin noted that historically those services are tied to the implementation plan and stability plan. Val suggested looking into the ranges within the averages and not just the averages alone. Don asked APD (Ed D) if APD i-Connect would incorporate some best-in-class documentation for providers. Ed responded that they do plan to through the use of standardized forms.

Katy also presented on the Individual Interview Tool. She and Theresa led a discussion on looking at a tool revamp in the next year. The discussion centered on focus areas and standards as well as looking at supports versus outcomes. Theresa and Katy also talked about the use of yes/no responses versus a Likert scale where responses are based on a 4 point scale for interview questions. John asked about having a separate tool for those who don't use traditional language, so reviewers could get answers from people being served as opposed to relying on proxies in these cases.

Please see slides for more details.

6. Public Reporting Website Discussion

Charlene Henry, Regional Manager & Theresa Skidmore – Delmarva

Theresa Skidmore and Charlene Henry, DF presented information about the current Public Reporting website. Bob Foley spoke about the history of the reporting site and how it came to be, as it is now. Feedback was solicited from attendees on ideas for additions, changes, etc., while Theresa and Charlene walked through provider search, match and result pages. There was discussion about the provider result page which shows the most current PDR scoring for services and administrative components. Ideas mentioned included adding provider email address to the provider match and results page and provider phone number to the demographic area of the results page.

7. HSRI Data Presentation

Val Bradley, President Emerita– HSRI

Val Bradley, HSRI, gave an overview of the National Core Indicators (NCI) and tools used in Florida. In the coming year, respondents to the Adult Family and Family Guardian mail out surveys will have the option of mailing the survey back or entering their own survey via a weblink. Jill commented that she thinks the Staff Stability survey may be a good idea to do in Florida, due to frequent staff turnover.

Florida specific data was reviewed on people who need behavioral supports. There was discussion regarding factors playing into some of the percentages. John asked could Assertive Community Teams help with those who need behavioral supports and Jill asked about Rapid Response Teams. Val reviewed statistical significance items as related to relationships, demographics, employment status, privacy and rights.

Emergency preparedness was also discussed. Val pointed out the surveys which contain questions related to this topic and encouraged members to consider adding their own state specific questions to the individual and /or family surveys.

Lastly, Val talked about how to illustrate data, showing the group various ways NCI data is displayed. She noted that all NCI reports can be found at National Core Indicators.org, on the public side of the site.

Please see slides for more details.

8. Acting on the Data: Role of Quality Council

Val Bradley, President Emerita – HSRI

Val presented items for discussion that council members could work on. She noted that based on data we know that people who have behavior support needs have poorer outcomes, consider what else can be done to provide evidence based supports. Members should consider adding their own state specific questions on emergency preparedness to the individual and /or family survey.

Possible projects identified were enhancing behavior support resources and expanding emergency preparation questions for NCI surveys in Florida.

There was a discussion about behavior providers leaving the waiver program for the Medicaid State program due to increased requirements and lower rates. A question was raised about the enrollment process and being denied because behavior was not a critical service. Beth and Pam (APD) noted they would check into whether or not the critical service component of enrollment was being decided by regional or state staff, as this may have an effect on people being able to enroll. John suggested bringing someone in from FABA to further discuss the issue; Patty suggested sending out information to families about handling behavior issues, as a resource. Val suggested an APD Ad Hoc Task Group be recommended. Val further noted she'd connect with other states on resources available related to behavior management. Pam (APD) noted that she is currently working with Dr. Coleman on a means to procure materials.

Regarding emergency preparedness, David suggested a workgroup to formulate questions. Jill and David will work together to come up with questions for the members to approve.

9. Action Items/Adjourn

Theresa Skidmore, Florida Director – Delmarva

Charlene Henry led the discussion on meeting dates for 2018, noting that DD Day is in February. Members were asked if they wanted to move the first meeting for 2018 to coincide with DD Day and they said no. John commented that he'd like to go back to four meetings. Theresa stated that contractually we are to have 3 meetings per year. Members chose dates in March, July and October. See additional information below for details.

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

Delmarva will work on the public reporting website refresh. Updates to provider match page and provider results page will be to add an email address on each page and a phone number to the provider results page.

Charlene will facilitate getting the questions for emergency preparedness out to all members, and forwarding to AHCA for approval, once submitted by Jill McAlister and David Roosa. Charlene will also forward 2018 meeting dates to members.

Additional Information

2018 Meeting Date Selections:

March 8th, Tallahassee Florida

July 19th, Orlando Florida

October 11th, Tallahassee Florida

Attachments:

July 2017 Minutes -Word

HSRI NCI Data –PowerPoint

HSRI NCI Results From People Across Florida 20115-16 Report - PDF

Delmarva Data Presentation - PowerPoint