



Mark's Person Centered Review

The Quality Council

September 21, 2010





The Person Centered Review process

- Begins with a face-to-face interview with the individual
- Includes a review of supports & services specific to that individual
- Includes a review of the Cost Plan, Support Plan, Implementation plan and service records from each provider rendering services to the individual



Our Cast

- ❖ Delmarva Reviewer – Gwen Williams
- ❖ Mark - James Ueborhorst



Tools used for a Person Centered Review

- National Core Indicator Survey
 - Individual Interview Instrument
 - Health & Behavioral Questionnaire
-
- Service Specific Record Reviews



Let's meet Mark

- Mark lives in an Apartment in Tallahassee
- Mark's services include:
 - Support Coordination
 - Supported Living Coaching
 - In Home Support Services
 - Adult Day Training



Scene 1 - National Core Indicator Survey

Section 1

- Employment / other activities
- Home
- Safety and Health
- Friends and Family
- Satisfaction with Services/Supports
- Self Directed Supports

Section 2

- Community Inclusion
- Choices
- Rights
- Access to needed services



Scene 2 - Individual Interview Instrument

- ❖ Captures information regarding supports and services from the perspective of the person
- ❖ Twelve Elements of Accomplishment/Attainment
- ❖ Elements 3, 4 & 5



Scene 3 - Health & Behavioral Assessment

Questions 1 – 14

- ✓ Have you seen a doctor in the past year? What kind of doctor?
- ✓ Do you have a dentist?
- ✓ Have you been to the ER? Admitted to the hospital?
- ✓ Do you take medication? What kinds?
- ✓ How is your health...better, worse, the same?
- ✓ Do you need more information about your medications?



Consumer Directed Care (CDC+)

- CDC+ began in Florida in 2000 as a research & demonstration waiver
- In March 2008 CDC+ became a permanent Florida Medicaid State Plan Option
- Program was approved for expansion and currently there are approximately 1552 CDC+ Participants
- CDC+ Participants are included in Delmarva's sample for Person Centered Reviews



More on CDC+

- Consumer Directed means participants direct their own care & manage their own funds
- Participants can manage the program on their own or select a CDC+ Representative to do it
- A CDC+ representative is an Advocate who manages the program and acts in the best interest of the participant
- Delmarva conducts record reviews to review the documentation a Participant/Representative is responsible to maintain



Scene 4 – Record Review with CDC+ Representative



Any questions?



Service Specific Record Reviews

A Record Review with the Support Coordinator and other service providers is used to assess whether the provider is in compliance with program standards and uses a person centered approach to service delivery.



Service Specific Tool Format

- Discovery Methods
 - Record Review (RR)
 - Individual Interview (II)
 - Provider Interview (PI)
 - Provider Documentation (PD)
 - Observation (O)



PCR/PDR Individual Record Review

- Completed for each person sampled in either a PCR or PDR
- 12 Months of documentation maintained for each service is reviewed
- Review documentation required for monitoring/reimbursement including:
 - Support Plans, Implementation Plans
 - Cost Plans, Service Authorizations
 - Service Logs, Progress Notes, Monthly Summaries, Quarterly Reviews, Annual Reports, etc.



Service Specific Individual Record Review

- Does the service meet the person's needs/desired outcomes?
- Does the service match the description of the service per the Handbook?
- Does the service stay within the limitations per the Handbook?
- Does the service stay within the limitations of the Service Authorization?
- Does the record match the person's Support Plan?



Record Review's with Mark's providers

- ❖ Scene 5 - Record Review with In- Home Supports
- ❖ Scene 6 – Record Review with Supported Living
- ❖ Scene 7 – Record Review with WSC



Any Questions?