

Delmarva Provider Discovery Reviews			
Health Related Standards			
Service Specific Record Reviews			
Support Coordinator	2010	2011	2012
Person is educated about personal health needs.	83.2%	76.0%	80.9%
Support Coordinator addresses the person's health and health care needs.	91.3%	90.2%	92.7%
Support Coordinator is aware of how person is empowered to make informed health decisions.	85.8%	78.3%	88.9%
Supported Living Coaching			
Provider addresses person's health and health care needs.	94.0%	96.3%	94.7%
Person is educated about the person's health needs.	88.0%	85.4%	89.3%
Person sees medical and dental professionals when needed.	86.5%	92.1%	92.3%
Provider describes how individuals are empowered to make informed health decisions.	92.9%	87.5%	94.1%
CDC Consultant			
CDC Consultant addresses person's health and health care needs.	92.1%	90.7%	95.7%
CDC Consultant describes how person is empowered to make informed health decisions.	88.1%	81.6%	91.7%

Delmarva Provider Discovery Reviews			
Health Related Standards			
Administrative Review			
	2010	2011	2012
Provider has written policies and procedures to promote health and safety	88.1%	91.7%	94.0%
Provider has written policies and procedures to ensure safe administration and handling of medication	81.4%	87.3%	92.8%
Provider tracks and addresses medication errors	88.5%	91.8%	96.0%
Provider received training in Medication Administration	89.2%	91.7%	94.5%
Provider validated on medication administration	85.4%	89.4%	91.6%
Provider received training in HIV/AIDS	89.7%	94.0%	94.7%
Provider received training in Cardiopulmonary Resuscitation	88.4%	91.4%	91.6%

Seven Key Outcomes			
Delmarva Reviews (NCI and III)			
Foundational Standard	2010	2011	2012
Health is excellent, very good v fairly good, poor (Number Excellent or Very Good)	36.9%	33.7%	35.6%
Do you have family you see? (Number Yes)	86.6%	89.4%	87.9%
Person directs the design of services and participates in the identification of needed skills and strategies to accomplish desired goals. (Number Met)	81.5%	74.1%	73.6%
Can be alone with friends or visitors at your home, or does someone have to be with you? (Number who can be alone with friends.)	81.9%	80.5%	83.9%
Person is free from abuse, neglect and exploitation. (Number Met)	86.0%	84.5%	80.2%
Person is safe or has self-preservation skills. (Number Met)	89.9%	84.7%	79.7%
Person is educated and assisted by supports and services to learn about rights and to fully exercise rights, but especially those that matter most to the person. Includes dignity, respect , and privacy. (Number Met)	86.8%	83.6%	85.9%
Total Percent Met on Key Outcomes	78.2%	75.1%	75.2%

Delmarva Provider Discovery Reviews	
Low Scoring Standards: Less Than 80% compliance	
Jan - Dec 2012	
Administrative Standards	
Policies and Procedures	
Individuals sign the provider's grievance policy within 30 days of beginning services and annually thereafter.	77.4%
The provider has completed a Self Assessment including all required components at least once in the past year.	51.6%
The provider has taken quality improvement actions as a result of the self assessment.	63.7%
The provider updates policies and procedures in a timely manner.	78.1%
Education and Training	
The provider received training on the Medicaid Waiver Services Agreement, its Attachments and the Developmental Disabilities Waiver Services Coverage and Limitations Handbook and its appendices.	74.7%
The provider received 8-hrs of annual in-service related to implementation of individually tailored services specific to Supported Living Coaching.	75.2%
Service Specific Record Reviews	
Behavior Analysis & Assessment	
The Provider submits documents to the Waiver Support Coordinator as required.	79.3%
Behavior Assistant Services	
Services are provided at mutually agreed upon times and settings.	66.7%
The provider has service logs for each date of service.	78.6%
CDC+ Rep	
Background screening results for all Directly Hired Employees are available for review.	61.8%

Delmarva Provider Discovery Reviews	
Low Scoring Standards: Less Than 80% compliance	
Jan - Dec 2012	
Background screening results for all Directly Hired Employees are available for review.	64.2%
Complete and signed Job Descriptions for each service provider are available for review.	77.6%
Companion Services	
The provider has service logs for each date of service which identify activities that are reflective of the individual's support plan goals/outcomes.	71.7%
The Provider submits documents to the Waiver Support Coordinator as required.	74.8%
The provider addresses the person's/legal representative's expectations regarding the services he/she is receiving.	75.5%
Services are provided at mutually agreed upon times and settings.	75.5%
Services are provided at mutually agreed upon times and settings.	77.0%
The provider has service logs for each date of service.	79.9%
In-Home Support Services	
Services are rendered in licensed facilities only with specific APD authority.	70.0%
The Provider submits documents to the Waiver Support Coordinator as required.	75.0%
The Provider submits documents to the Waiver Support Coordinator as required.	78.7%
The record includes monthly/quarterly summaries that reflect progress toward the personal goals.	79.7%
Personal Care Assistance	
Services are provided at mutually agreed upon times and settings.	74.3%
The Provider submits documents to the Waiver Support Coordinator as required.	76.2%
The provider has a system in place to gather historical information about the person's behavioral and emotional health, with the person's/legal representative's consent.	76.5%
The Provider submits documents to the Waiver Support Coordinator as required.	76.5%

Delmarva Provider Discovery Reviews	
Low Scoring Standards: Less Than 80% compliance	
Jan - Dec 2012	
The provider addresses the person's/legal representative's expectations regarding the services he/she is receiving.	78.8%
The provider has service logs for each date of service that are reflective of the individual's communicated personal goals.	79.4%
Services are provided at mutually agreed upon times and settings.	79.4%
Respite Care	
The provider has a system in place to gather historical information about the person's behavioral, and emotional health with the person's/legal representative's consent.	75.7%
The Provider submits documents to the Waiver Support Coordinator as required.	76.3%
The provider has service logs for each date of service.	76.9%
The Provider submits documents to the Waiver Support Coordinator as required.	78.4%
Services are provided at mutually agreed upon times and settings.	78.9%
Support Coordination	
The Support Coordinator is aware of the individual's history regarding abuse, neglect, and/or exploitation.	78.7%
The Support Coordinator is aware of how individuals are empowered to make informed decisions regarding their own safety.	79.2%
The provider has evidence of documentation, in the form of a letter from Vocational Rehabilitation (VR) Services or a case note detailing contact with a named VR representative, indicating a lack of available VR funding for supported employment.	65.4%
Supported Employment	
The provider has service logs for each date of service that are reflective of the individual's communicated personal goals.	78.9%

Delmarva Provider Discovery Reviews	
Low Scoring Standards: Less Than 80% compliance	
Jan - Dec 2012	
The provider has service logs for each date of service.	79.0%
Supported Living Coaching	
The provider is aware of the individual's history regarding abuse, neglect, and/or exploitation.	72.4%
The Provider submits documents to the Waiver Support Coordinator as required.	74.3%
The provider is aware of the individual's history regarding abuse, neglect, and/or exploitation.	76.6%