

# 2012 Quality Council Meeting Minutes

March 22, 2012

9:00 AM- 4:00PM

Hilton Homewood Suites

2987Apalachee Parkway

Tallahassee, FL 32301

**Type of meeting:**

Quarterly Quality Council Meeting

**Facilitator(s):**

Jamie Franz, Agency for Healthcare Administration (AHCA)

**Quality Council Member Attendees:**

Pamela Dicks

Ubaldo Alvarez

Pauline Lipps

Patty Houghland

Jill MacAlister

Linda Mabile

**Quality Council Members not in attendance:**

Barbara McSherry

Veronica Gomez

Allison Cruz

**Telephone Attendees:**

Walt Wooten, APD

**APD Attendees:**

Alexandra Weimorts, APD

Melinda Coulter, APD

Steve Dunaway, APD

Jolie LaTourelle, APD

**AHCA Attendees:**

Jamie Franz, AHCA  
Leigh Meadows, AHCA  
Meghann Montgomery, AHCA  
Susan DeBeaugrine, AHCA

**Delmarva Attendees:**

Charmaine Pillay, DF  
Theresa Skidmore, DF  
Sue Kelly, DF  
Robyn Moorman, DF

**HSRI Attendees:**

Val Bradley, HSRI  
Elizabeth Pell, HSRI

**Other Attendees:**

José Hernandez, Devereux Florida  
Lou Ogbum, FCC-Area 2  
Suzanne Sewell

**Note Taker(s):**

Robyn Moorman, DF  
Donna Chason, DF

**Acronyms:**

AHCA- Agency for Health Care Administration  
APD- Agency for Persons with Disabilities  
AQL- Area Quality Leader  
CCR-Client Central Record  
CMS- Centers for Medicare and Medicaid Services  
CMS-Consumable Medical Supplies  
DF- Delmarva Foundation  
FARF- Florida Association of Rehabilitation Facilities  
FAW-Florida Administrative Weekly  
FCCF- Family Care Council Florida  
FDDC- Florida Development Disabilities Council  
FSQAP - Florida Statewide Quality Assurance Program  
HBA -Health and Behavioral Assessment

HSRI- Human Services Research Institute  
ICF-Intermediate Care Facility  
III -Individual Interview Instrument  
IQC- Interagency Quality Council  
MDA- Meaningful Day Activity  
NCI- National Core Indicators  
PCR - Person Centered Review  
PDR - Provider Discovery Review  
QA-Quality Assurance  
QAR-Quality Assurance Reviewer  
QC-Quality Council  
SSRR -Service Specific Record Reviews  
UCEDD- University Centers for Excellence in Developmental Disabilities  
VR – Vocational Rehabilitation  
WSC- Waiver Support Coordinator

## Agenda Notes

### **I. Welcome and Introductions**

*Jamie Franz, AHCA*

Beginning at 9:05 a.m., Jamie Franz opened the meeting by welcoming everyone and asked everyone to introduce themselves and what entity s/he represents.

### **II. QC Membership Update**

*Jamie Franz, AHCA*

Ubaldo (Al) Alvarez is a new member of the council. He is a provider from Areas 10 and 11.

Patty Houghland is a new member of the council. She is a parent of an individual receiving service on the waiver and represents Disability Rights Florida, an advocacy organization.

Jamie is working on the draft bylaws and these will be shared on the website for input.

### **III. Review/Approval of December 2011 Minutes**

*Jamie Franz, AHCA*

Members present reviewed and unanimously approved the minutes.

#### **IV. Refresher from December 2011 Meeting**

*Charmaine Pillay, DF*

Charmaine Pillay, DF, covered the following topics in the refresher:

An overview was provided of the Observation Review Checklists for Group Homes and ADTs by Kristin Allen, DF. The QC provided good feedback which will be used to enhance the tools.

Developments from the 2012 Recommendation List was presented by Robyn Moorman, DF. Elizabeth Pell, HSRI, will address further in this QC meeting.

Data from NCI and outcomes was presented by Val Bradley, HSRI. Florida is below average in preventive health. Data revealed 44% of people served in Florida are on psychotropic medications.

An update on the Public Reporting Website was presented by Charmaine Pillay. She additionally gathered feedback from QC membership. It was noted members did not feel the Public Reporting Website should report on alerts and recoupment issues, however information regarding satisfaction of services and health issues would be more useful. The membership agreed that it is important to report on any background screening concerns.

Sue Kelly, DF, reported on “where we are” and provided instructions on signing onto the portal created for QC members to communicate with one another and review any information posted here. The portal for QC members will be used as an interactive method to share materials and for workgroups to brainstorm ideas.

An AHCA update and status of iBudget was provided by Leigh Meadows. Leigh discussed that the iBudget had been rolled out in Areas 1 and 2.

An APD update was provided by Walt Wooten and Jolie LaTourelle, APD, in which they reported iBudget was rolled out in Area 1 and is currently being used in Area 2.

#### **V. AHCA Update: 2012**

*Leigh Meadows, AHCA*

Leigh Meadows reported that the Legislative Session has ended and there was very little activity in Session regarding the Developmentally Disabled program.

AHCA is working diligently on iBudget implementation, evidentiary reports for CMS, and getting the CDC+ Handbook promulgated.

Jamie will be on leave beginning April 11<sup>th</sup>, 2012. Leigh will handle her duties for the interim. Beth Kidder has been promoted to the Assistant Deputy of Medicaid. At this time, there is a vacancy in the

Bureau Chief position.

Ubaldo (Al) Alvarez shared with AHCA that background screening needs improvement. He further stated that live scans were not allowed and the prospective employees had to be fingerprinted manually and this is a months-long process, which is far too long for employees being hired for the Medicaid State Plan component (rendering PCA to children under 21).

Suzanne Sewell asked if Florida was in discussions related to Stated Medicaid Reform and the Affordable Care Act. At this time, there are no known discussions underway.

## **VI. APD Update: 2012**

*Walt Wooten and Jolie LaTourelle, APD*

Walt Wooten, APD, participated by telephone and reported that iBudget was continuing to be piloted in Areas 1 and 2 and that it is in the final stages. It will go through another review process before being implemented in additional areas. The plan is to have it implemented into Areas 4, 12, & 13 by July 1, 2012 and folks are currently being trained to use it.

He further reported the unfortunate occurrence of Medicaid recipients receiving incorrect notices tied to iBudget. These numbered approximately 206. Area 2 experienced similar problems. A second mailing did not rectify the problem so a manual budget allocation formula review of recipients is taking place, which should be completed by 3-23-12 and a third, corrected notice will be sent out.

APD is operating with a deficit, rolled over from the previous year. Savings from the implementation of iBudget will not be as much as anticipated because of this rolled forward deficit and the delays in implementation. Due to the budget constraints, one possibility is that local Areas will be reconfigured, most like reflecting DCF's model of 6 regions. Additionally, because of budget constraints, there will be administrative changes necessary at the administrative level of the Area and Central APD offices.

The issue of lack of transportation was raised and Walt mentioned thinking outside the box needs to occur. He shared that in Area 1 and 2 transportation training programs have been set up in conjunction with local area transit entities. He also mentioned the possibility of Service Clubs volunteering to provide transportation services. It was asked if Family Members could be reimbursed at this time and the answer was "not at this time". Leigh Meadows was asked about a separate waiver for transportation. Leigh will mention this option to AHCA.

Walt will be retiring in December, 2012, after 42 years of service. Charmaine thanked him for his expertise and great participation on QC.

Jolie LaTourelle, APD, relayed that an APD Strategic Planning Meeting occurred in which there 26 teams were discussing various issues.

She further stated that an APD Database is currently being built with most of the metrics being in place for level of care, events, and remediation. Metrics for events and remediation is expected to be completed by June. The plan is to have it piloted before actual rollout. This automated database system will improve efficiency. The level of care metric ties to the Support Plan. The event metrics ties to unusual incident reporting, reactive strategies, medication errors, and mortality reviews. The remediation metrics include Delmarva reports, APD remediation, and APD licensure activities.

Work is being done in collaboration with AHCA and DF regarding quality assurance tool revisions incorporation of CMS Assurances and sub assurances within those tools.

APD has published Provider Scorecards for WSC and SE on their website. Updates are needed to the Scorecards and APD will be completing these updates.

## **VII. Annual 2011 Data and SE Data Presentation**

*Sue Kelly, DF and Steve Dunaway, APD*

Sue Kelly, DF, reported that 1,387 PCRs were completed for 2011 (Year 2), and 281 for CDC+, and the number of individual declining participation is down from Year 1.

The Individual Interview Instrument (III) reflects an average score of 79.3% which is down from 85% from Year 1. The III looks more at the individual level.

The key expectations that decreased for Year 2 included health, choice of services and supports, developing desired social roles, and directs design of services. Potential reasons for these trends were discussed and potential factors include:

- an aging population, rate and service reductions;
- HMO's;
- lack of dental service and providers in Florida; and
- affect of long term psychotropic usage.

It was discussed that maybe this could be an area for QC to look at and make suggestions as to how to improve these areas.

Supported Living funding is currently harder to get approved than Group Home funding due to cost containment measures. The III results for Year 2 were higher for those in Independent or Supported Living. The III scores were also higher for those receiving Supported Employment.

National Core Indicators (NCI) shows that satisfaction has increased from Year 1. Choice remains low. Community Inclusion is a little lower and the Health results reflect much the same as Year 1. The NCI looks more at a system than an individual level.

Val Bradley announced detailed information on the data can be found on the following website: [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org) and Sue informed those present that this link will be placed on the portal.

While the III showed that more people report that they do not feel healthy, health outcomes from the Health and Behavioral Assessment (HBA) increased. Those included survey questions asking of people have health and dental problems, have been admitted to the hospital or treated in an emergency room. The data show the there have been improvements in the area of grievances and that the average service specific record reviews at 85.7% have increased from Year 1 at 82.3%. The data also reflects that alerts/recoupments are at 52.5% for potential recoupment.

Steve Dunaway, APD, reported that Florida is in the bottom third, out of 40 states, regarding Supported Employment, which reveals a critical issue. It has also dropped off in the last 2 years, which may be indicative of the poor economy.

The DD Commission is addressing this issue of supported employment and it is a top objective (#2) of the Strategic Plan. It's hard to grasp employment access because APD largely doesn't have a sense of growth potential. For the years, 2004-2009, there was enormous growth in Supported Employment. APD priorities include cost containment as well as increase in employment.

Steve informed those present of the Direct Employers agency which provides a national listing of jobs. Julie Cook is the contact person.

Steve called attention to several slides in his presentation that showed Supported Employment improved Community Inclusion, Choice, and Health and that the 13 or more outcomes in the past Personal Outcome Measures system were more likely to be present when an individual participated in Supported Employment. Tracking numbers and percent of people engaged in "meaningful day supports" and their outcomes was recommended as well as the creation of a collaborative state agency (APD, VR, DD Council, etc.) approach to increase employment. These will be added to the QC 2012 Recommendation list.

Steve mentioned a Micro-Credit model being used that involves no cost, but does require a sponsoring business. The premise is to have a business kiosk set up in an existing, sponsoring business and training is provided through a 12-week ADT course.

Steve shared that this initiative for Supported Employment began meeting in January. FDDC is also working on a Supported Employment initiative. Leigh mentioned that it would be a good idea to pull in people with ADA expertise.

## **VIII. QC Community Development Initiative: Employment**

*Robyn Moorman, DF*

Robyn Moorman, DF, lead this presentation in which those present participated in discussion. It was brought out that getting information to the Legislature is paramount or changes will not occur.

- Action Step 1: Identify barriers to Supported Employment service delivery from a variety of perspectives
  - Group- Self Advocate Perspective: Barbara M. and Pam D.
  - Group- WSC Perspective: Jill M. and Veronica G.
  - Group- Provider Perspective: Linda M./Suzanne S. and Ubaldo A.
  - Group- Family Perspective: Pauline L.
  - Group- Advocacy Organization: Patty H. and Allison C.
- Additional potential action steps:
  - Getting information to legislators through face to face visits, personal connections, and ongoing communications
  - Referral system for Families, clients and WSC to tap into for resources and information from peers that have been through the process.
  - Targeted training for WSC's
  - WSC attendance at SE quarterly meetings
  - Education to high schools
  - Collaboration with USF Discovery Process and Project Search.
  - Informational Materials for ADT's, parents, Self advocates, and WSC's.
    - Information on SE
    - Information on MDA
    - Education on benefits
    - Education to reduce fears

Work Assignments were made with a deadline of April 15 to report back to Robyn Moorman.

## **IX. What is a QC and how does QC work in other States?**

*Valerie Bradley, HSRI*

Valerie Bradley, HSRI, gave a presentation about Quality Councils and their components. The presentation discussed that Quality is a mixture of costs, value, and thresholds. Valerie presented on the paths to quality management and the Plan, Act, Do, Check cycle of Quality Management. She discussed the importance of having those with first-hand experience involved in the process.

Valerie presented the purpose and responsibilities of the Florida Quality Council. The Florida Quality Council began 2 years ago. Valerie reviewed the requirement of active participation by the members and gave an overview of the meetings.

From discussion about quality in Florida an Action Item was determined to be needed. Members will create a global list of barriers based on their personal perspectives. This could be added to the Delmarva Review template.

Examples of the Delmarva dashboards that can be located through the Quality Council portal.

Examples of some other States and the activities of their Quality Councils was provided. Valerie shared information about Washington State, Massachusetts, Georgia, New Mexico, and New Hampshire. Many of these States had Supported Employment as initiatives as well.

## **X. What are the CMS Assurances?**

*Valerie Bradley, HSRI*

Valerie Bradley, HSRI, gave a presentation about the CMS Assurances for 1915C Waivers. The foundation includes, design, discovery, remediation, and improvement of processes. The Waiver programs grew quickly and CMS needed a method to know what was occurring in the Waivers. This is where the CMS Assurances were created. CMS Assurances include Level of Care, Service Plan, Qualified Providers, Health and Welfare, Financial Accountability, and Administrative Authority. Each of the CMS Assurances has sub-assurances.

Valerie reported that CMS has a current workgroup to determine if any modifications to the Assurances are needed. Performance Measures are completed by the States for year 1-3 of the 5 year Waiver, 18 months prior to Waiver renewal. AHCA has been working on these reports over the past year for evidentiary reports utilizing data from APD and Delmarva. Quality Improvement Projects come out of this system.

## **XI. Prioritization and Assignment of 2012 QC Recommendations**

*Elizabeth Pell, HSRI*

Elizabeth Pell, HSRI, gave a presentation about QI projects and the Stakeholder process for selection. A QI project is an opportunity for learning, collaboration for improvement, and is time limited.

Elizabeth discussed potential projects with QC members. A work plan will need to be developed.

Potential QI projects discussed were:

- 2011 I.H: Increase health and safety monitoring for all living settings in addition to Delmarva's role, (although the data was compelling and is of concern, no specific initiatives were discussed.)
- 2012 II.H: Develop a self assessment tool for providers that can also be used for QI projects & results posted for public. (Project could include a standard template, guidance on how to use the template to design and execute QI initiatives including distinguishing between consumer satisfaction and outcomes, give examples of how to use data for QI projects.)
- 2011 II Q: QC will review and provide feedback on recommend elements for standardized training modules. (APD point person already committed to utilize QC review and feedback on creation of standardized training modules.)
- 2012 IV.D: Add person and provider barriers to quality monitoring tools. (Delmarva committed to work with QC to identify barriers and include in QM monitoring tools.)
- New recommendation: Educate providers, family members and consumers about iBudget facts, philosophy and procedures.

Elizabeth Pell, HSRI, will work with QC members and Delmarva staff to isolate a project and develop a work plan.

## **XII. QC iBudget Handbook and Tool Feedback**

*Theresa Skidmore, DF*

Theresa shared the draft tools for the iBudget for the families of Personal Supports and Respite as well as a handout for the CMS Assurances. The CDC+ tools will be included in the revisions. Delmarva is assigning a CMS Assurance to each standard to assist with data extrapolation. This is also to assure a transparent process from Delmarva.

Theresa led a discussion about compliance standards and quality standards. Many of the Stakeholders in the discussion felt that less compliance and additional quality standards would benefit quality for Florida.

Theresa asked QC members to share input about the format of the draft tools.

## **XIII. Miscellaneous**

Jill MacAlister shared that she has concerns about the current Residential Fee Collection.

Susan DeBeaugrine shared that the May 2010 Handbook will have an effective date of 11/2010 and is in the process of final adoption. She shared that the Rate rule Development will be

advertised on the FAW (Florida Administrative Weekly) next Wednesday. Robyn Moorman, DF, will add a link to the QC portal for members. The iBudget Handbook is in final revisions and will be going through the necessary hierarchy over the next 4 weeks. A summer advertisement in FAW is anticipated.

Alexandra Weimorts shared that the CDC rule is starting again and workshops and hearings are being fast tracked. Suggestions will be incorporated.

Alexandra and Susan asked that members share any comments on the Handbooks through the FAW.

#### **XIV. Next Meeting Agenda/Action Items**

Robyn Moorman, DF requested agenda items be submitted to her and for all attendees to complete the Session Feedback Surveys.

Robyn Moorman, DF will send out instructions for all Action Items:

- QI Project Selection

- QI Project Group Assignments

- Barriers List for Supported Employment

- Global barrier list for Delmarva PDR/PCR reports

#### **XV. Adjourn**

Meeting Adjourned at 4:00pm

**Additional Information**

**Future Dates:**

6/14/2012 Orlando

9/20/2012: Tallahassee

12/13/2012: Orlando

**Notes: N/A**

**Attachments:**

**December 2011 Minutes-Final**

**Annual 2011 Data and SE PowerPoint Presentation**

**What is QC PowerPoint Presentation**

**CMS Assurances PowerPoint Presentation**

**QI Council Project Selection PowerPoint Presentation**

**Prioritization Spreadsheet**

**CMS Assurances Handout**

**iBudget Draft Tools- Respite and Personal Supports**