

2011 Quality Council Meeting Minutes

March 24, 2011

9:00 AM

The Betty Easley Conference Center – Rm. 152

4075 Esplanade Way

Tallahassee, FL 32399

Type of meeting:

Quarterly Quality Council Meeting

Facilitator(s):

Leigh Meadows, Agency for Health Care Administration

Quality Council Member Attendees:

Pamela Dicks, Self Advocate

Jamie Levin, WSC/Self Advocate

Betty Kay Clements, Family Care Council

Veronica Gomez, WSC

Brief Attendance:

Latarsha Williams, Florida Developmental Disabilities Council (FDDC) Afternoon session

Suzanne Sewell, FARF (Florida Association of Rehab Facilities)

Quality Council Member Not in Attendance:

Jill McAllister, WSC (excused)

Mike Bonner, Self Advocate

Melissa Moskowitz, Agency Provider (excused)

Telephone Attendees:

Walt Wooten, APD – Area 1;

Danielle Reatherford, AHCA

AHCA-APD-HSRI- DF Attendees:

Rachel Cornwell, AHCA; Jolie Latourelle, APD; Steve Dunaway, APD; Alexandra Weimorts, APD; Melinda Coulter, APD; Leigh Ann Herman, APD; Charmaine Pillay, DF; Kristin Allen, DF; Christie Gentry, DF; Theresa Skidmore, DF; Sue Kelly, DF; Linda Tupper, DF; Carol McDuff, DF.

Brief Attendance: Dave Robinson, APD; J.R. Harding, External Affairs

Note Takers:

Carol McDuff, DF

Linda Tupper, DF

Acronyms:

APD- Agency for Persons with Disabilities

AHCA- Agency for Health Care Administration

DF- Delmarva Foundation

FARF- Florida Association of Rehabilitation Facilities

FCCF- Family Care Council Florida

FDDC- Florida Development Disabilities Council

HSRI- Human Services Research Institute

WSC- Waiver Support Coordinator

CMS- Centers for Medicare and Medicaid Services

NCI – National Core Indicators

III – Individual Interview Instrument

HBA – Health and Behavioral Assessment

SSRR – Service Specific Record Reviews

FSQAP – Florida Statewide Quality Assurance Program

PCR – Person Centered Review

PDR - Provider Discovery Review

Agenda Notes**I. Opening Remarks/ Overview Of Meeting**

Rachel Cornwell, AHCA – Review of last meeting minutes. Any additions or deletions? Minutes approved.

Charmaine Pillay – Refresher from last meeting.

The Quality Council met in Tampa on 12-15-10. A brief review of the PCR and PDR processes was provided along with an explanation of the purpose of each process. The goal is to ensure services are delivered as they are supposed to be per the Medicaid Waiver handbook and CDC Participant notebook. DF gathers tons of data from a variety of sources including interviews with individuals, family members, providers, records reviews etc. Sue Kelly, scientist, puts the data together to tell a story. Sue mined the data and identified “red flags”, i.e., alerts for health and safety, abuse/neglect, etc. The last meeting focused on ‘red flags’ in the areas of alerts (health, safety, rights, background screening, abuse etc), documentation of services, provider training and low scoring services. These were identified as ‘red flags’ due to the high number of citations received in these areas through the review process. QC members broke into two groups and audience attendees formed a third group. The task at hand was to come up with a list of recommendations designed to improve ‘red flag’ areas and present them back to the entire council and audience. . All three groups

presented very similar findings/recommendations.

The list of recommendations was collated and sent to the QA members, AHCA, and APD for prioritization. The recommendations were broken into categories: Recommendations; Person(s) Responsible; Deadline; and Completion Date. For example, page 7 on the recommendations list notes there is a recommendation to modify how the standard related to vehicle insurance is reviewed by Delmarva. This was addressed via a 'Tool Revision' workgroup and has already been implemented.

DF is targeting May to roll the new tools with additional changes based on recommendations from QC.

Walt Wooten – Will the new tool dovetail with the Area recoupment processes?

Steve Dunaway – Yes. APD is being directed to reengage in the recoupment process.

Priorities from the QC members:

1. Development of templates for provider use – Providers have been requesting templates. Dave Robinson recommends sending a letter to Bryan Vaughan.
2. QA tool revisions – DF has a work group and is looking for additional comments on the tools in today's meeting for respite, companion, and personal care assistance.
3. Training – please provide more specific information on recommendations

Rachel – When the workgroup identifies handbook changes please give them to Rachel at the end of the day. Development of templates – APD has done a lot of work on developing the templates. Comments on the templates should be provided to Dave Robinson.

Please send any recommendation on the tools to Charmaine, Kristin, Theresa, or Steve Dunaway.

Recoupment – Steve Dunaway indicated that the local APD areas will be using the former recoupment procedures. APD wants to make sure the recoupment money goes back into the system.

Rachel Cornwell – The policy for recoupment is in flux. A formal procedure will be coming out for the Areas to use.

Norianda (Pamela Dicks support person) was cited for not having the Medicaid # on every page. Per Norianda this seems picky since she (the provider) was providing the service.

Charmaine Pillay – The handbook was revised based on provider's feedback on concerns such as this; however in this case the handbook still requires the Medicaid # on each service log. DF reviewers have to follow the handbook. Recommendations for handbook changes need to be provided to Rachel C.

APD Standardized Forms - Power point presentation – Rita Hughes, APD, Area 1. Rita reviewed a slide presentation explaining the development of electronic documentation submission. The workgroup formed 2 years ago and many recommendations were made regarding electronic documentation and standardized templates for provider use. Per Rita, the templates have been developed and APD is moving close to electronic paperwork systems.

Discussion concerning the "APD Standardized Forms" presentation:

Leigh Meadows – AHCA is interested in including the standardized forms in the Handbook.

J.R. Harding – Are they (templates) compliant with section 508?

Rita Hughes – This system will be compliant with 508. This system will also begin building the client record.

Walt Wooten - In Area 1, all of the client files have been scanned into the system, This includes both providers and individuals.

Melinda Coulter – APD has experienced problems with forgery with electronic documents. How will this be

addressed?

Walt Wooten – There will be an automated tracking system. Discussion ensued on forging ahead with scenarios/templates

Rachel Cornwell – When will the forms be implemented?

Rita Hughes – APD is just getting this started again.

Jamie Levin – ibudget is the current priority.

Charmaine Pillay – Can't we go forward with implementing standardized forms as a best practice? This could be separated from the electronic system and put into practice until such time we are ready to move forward with electronic documents. The templates could be posted on our website with the explanation they are not mandated for use at this time. Providers will become familiar with using templates before it becomes a requirement.

Steve D- this is a really good idea. Rita Hughes – She will check on this.

Veronica Gomez – Thinks implementing templates is a very good idea. It will be a great help to providers.

Jamie Levin – Remember to provide a “support letter” to Brian Vaughan. Also, the templates would be a suggestion not a requirement, at this time.

Walt Wooten – There was input from providers on the templates from a stake holder group that was held 2 years ago.

Send recommendations to Rita Hughes. Rita_Hughes@apd.state.fl.us

Break Out Groups:

QC Members – one group with Theresa and Christie

AHCA and APD – with Kristin and Charmaine

Work Group Presentations:

General Comments:

Include weight for each element.

Assure reviewer indicates how the provider is doing as the review goes along. The provider thinks all is OK but receives a low score with the report.

Reviewer training for new tools will be done in June.

“Turn on/off” recoupment for technical errors, i.e., one component of service log is missing.

Mutually agreed on times seems to be a big problem – how can we solve that particular dilemma?

Clarify what is acceptable documentation sent to the WSC. It's a lot of documents! What has to go and is it important/critical.

How the documents are sent needs to be determined between the SC and provider - fax, mail, or progress note is acceptable as documentation of submission to the support coordinator.

Why do the documents have to be sent?

Guardianship issues.

Eligibility worksheet must be completed within 12 month time frame. What is an approved Cost Plan (CP)?

Providers still need training on this.

CP has to be printed and in the file within 10 days.

Are electronic signatures allowed on service authorizations?

WSC #6 “NM” reason #6? Does the new SC have to have new SA if the SAs are current? Needs an answer.

Standard #8 for the state approved assessment – currently turned off. What will need to be in the file? Who gets it, i.e., family, guardian?

WSC #17 Not Met, remove “progress notes” and leave “documentation”

SC does not have documentation person has signed-what happens?
SC #28 protocol #28 bullet #4 – change language.

PCA

Look at how tools capture CMS assurance, not just documentation – Leigh’s recommendation for all tools.
(HSRI may be able to assist)

#7 Reason NM #3 – Review/revise

Service logs, etc; - provide key prompts to help providers include all relevant data. Suggest adding prompts/key words to the templates. Who, what, when, where and why.

#10 What constitutes due diligence? Bullet #7 - Is it Met or Not Met if a provider does not have the SP?

Needs follow up. Rachel - Should it ever be scored Met even with due diligence? Rachel expressed concern over providers not having the SP which describes what they need to be working on.

A “couple of instances?” Needs clarification.

PCA is the first line person in Health and Safety so why is there no plan of care required for them?

Respite

#8 What is “Home for special services”. This needs follow up.

All issues in PCA are applicable here/respite

Support Coordination

#3 Reason #3 Add – “relevant sections of the SP” distributed to providers.

#4 Medicaid Waiver Eligibility Worksheet (MWEW)- Not having area/region should not be tied to recoupment. Need to determine what should be recoupment on MWEW. Does the Eligibility Worksheet have an extension? It is July 10th and not July 1.

Medicaid Waiver Eligibility Worksheet needs instructions for providers.

Do you need a new Service Authorization when you change WSC’s? Yes.

APD Service Authorizations – if they are standard, is a synopsis good enough?

Do you need an annual signature on the Bill of Rights?

Prioritizing recommendations. Members to send via email to Charmaine.

Next meeting agenda items:

Handbook change suggestions

Templates update

Letter of endorsement to APD as recommended by Dave Robinson

Examples of what the templates/documents should include, i.e., service log for respite or Res Hab/Companion

Walt – Will have to look at impact of budget reductions. What the agency, provider, and DF do.

ibudget, templates, electronic system updates from APD

HSRI update on NCI data. Not yet per Sue.

Walt Wooten – Kudos to the transparency of the process!

Training recommendations from the priority list. QC members - please be specific.

APD Updates:

Walt Wooten – There are no leadership updates. Important calls will be coming in the next couple of days.

We are watching and waiting. Some items on the agenda could be managed care and combining with AHCA.

AHCA Updates:

The Secretary was confirmed. Governor visited yesterday. We are watching legislation. The iBudget was approved – date, March 15.

Additional Information

Future Dates: June 16, 2011

Location: South Florida

Notes:**Attachments:**

- Quality Council Meeting Minutes 12/15/2010
- Paperwork Reduction Slideshow
- Quality Council Agenda 03/24/2011
- Not Met Companion Revisions Draft
- Not Met PCA Revisions Draft
- Not Met Respite Revisions Draft
- Services for March 2011 QC Discussion
- Quality Council Recommendations Chart