

2011 Quality Council Meeting Minutes

June 2, 2011

9:00 am-4:00pm

Embassy Suites

8978 International Drive

Orlando, Florida 32819

Type of meeting:

Quarterly Quality Council (QC) Meeting

Facilitator(s):

Rachel Cornwell, Agency for Healthcare Administration (AHCA)

Quality Council Member Attendees:

Pamela Dicks, Self Advocate

Jamie Levin, Waiver Support Coordinator (WSC)/Self Advocate

Suzanne Sewell, Florida Association of Rehab Facilities (FARF)

Latasha Williams, Florida Developmental Disabilities Council (FDDC)

Melissa Moskowitz, Agency Provider

Betty Kay Clements, Family Care Council Florida (FCCF)

Jill MacAlister, WSC

Quality Council Members Not in attendance:

Mike Bonner, Self-Advocate

Veronica Gomez, WSC

Telephone Attendees:

Walt Wooten, Agency for Persons with Disabilities (APD)-Area 1

AHCA, Human Services Research Institute (HSRI), Delmarva Foundation (DF) Attendees:

Rachel Cornwell, AHCA

Val Bradley, HSRI

Charmaine Pillay, DF

Theresa Skidmore, DF

Kristin Allen, DF

Robyn Moorman, DF

Linda Tupper, DF

Other Attendees:

Noranda Carey, Solo Provider
Winnie Gayler, Disability Rights Florida
Charles Russell, Agency Provider, Quest Inc
Katie Porta, Agency Provider, Quest Inc

Note Taker(s):

Robyn Moorman, DF
Linda Tupper, 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
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
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. Opening Remarks-Welcome and Introductions

a. Rachel Cornwell

- i. There will be a meeting in June as AHCA understands current concerns. Of note, the tool standards are not based on new elements that occur in the Legislature, but elements that tie to the Core Assurances.

b. Walt Wooten

- i. APD is holding a meeting on 6/9/2011 at 9am in Tallahassee. This is a public meeting to get public input. Jill McAllister requested Walt e-mail this information to her.

c. Jill McAllister

- i. Remains a supporter of QC and quality, but would like QC to address topical areas such as fundamental shifts in the program that affect all stakeholders.

II. Review and Approval of Minutes

a. Rachel Cornwell, AHCA

- i. Meeting came to order at 9:06am.
- ii. Welcome and Introductions completed.
- iii. Review of 3/24/2011 meeting minutes.
 - 1. No additions, corrections, or deletions
 - 2. Minutes approved

III. Refresher

a. Charmaine Pillay, DF

- i. Refresher from 3/24/2011 meeting: The QC met in Tallahassee, Florida. The QC reviewed the Priorities from Recommendations list. This had been collated and sent out to membership after the 3/24/2011 meeting. A power point presentation was given related to the electronic documentation submission and future of standardized forms. The QC then broke into groups to review the QA draft tool revisions in process at DF. The services reviewed included Companion, Personal Care Assistance, and Respite. Both APD and AHCA gave updates at this meeting. Items suggested for this meeting included Handbook change suggestions, Templates update, Letter of endorsement to APD, Status of iBudget, and training recommendations from priority list. To date, Charmaine has received 2 emails from QC members related to the development of service logs and tool revisions.
- ii. Delmarva Update: The tool revisions are almost complete and all that have reviewed are excited. Delmarva managers, Theresa Skidmore and Kristin Allen, met for 2 days with APD to review revisions and necessary updates. The reviewers are completing training in early June to review the revisions to the QA tools.
- iii. Review of Agenda for 6/2/2011 meeting: QC regulations review and discussion of desired goal, focus, and expansion of QC; QC Recommendation list overview; More input requested from QC members on templates that will compliment the APD Client Central Records (CCR) with tentative 1/2012 implementation date; development of a written example to post as a service log and quarterly summary guide (not a mandated form, but technical assistance)

IV. Review Quality Council Regulations

a. Val Bradley, HSRI (reference: Power Point Presentation)

- i. Review of the QC Mission, Purpose and Ground Rules. Rachel suggested review of the Quality Council Goal as new membership is completed.

- ii. Overview: It's been a year since QC was established. The Florida system is at a pivotal point as many promises have been made and broken so how can QC help with quality.

The State of Florida has built a system based on quality utilizing Delmarva. This remains crucial with the availability and intensity of reviews. QC discussed their desire to expand the purpose and goal as well as membership of QC. Jill McAlister shared that the best decisions are made with the most information and supported adding a layer of expertise into the QC forum.

- iii. Membership-

1. Jill McAllister asked if APD attending was a conflict. Rachel Cornwell reflected that while travel funds are not available for APD to attend in person, they have an interest in attending via phone and holding their status as a ex officio but not voting member. Rachel discussed that while this is a stakeholder and advocacy based council, APD is able to hear and act on recommendations. Betty Kay Clements asked if there was collaboration between the Area Quality Leaders (AQL) and Delmarva. Charmaine Pillay responded not currently, but that this could be a future collaboration we could seek. Delmarva does however work collaboratively with each local APD area and AQL's attend quarterly meetings held in each area.
2. Are there family members on Area Quality councils that would have interest? Kristin Allen-Yes, but not all Area AQLs have had success in active family participation. Charmaine Pillay-QC can ask AQLs them to come and present to create link between the QC and the Area AQL. Melissa Moskowitz indicated that in area 7 they meet monthly so since we (QC) meet quarterly if this group attended they would be able to share 3 months of data and then bring back information to their area from QC. Betty Kay Clements indicated she would like to see additional family members that are not tied to the Family Care Council on QC.
3. Do we have a National Association of Direct Support Professionals? Suzanne Sewell-Yes and FARF hosts for Florida and there are currently 15-20 State members. Suzanne will ask if they would like to come in and present to create link between themselves and QC. Suzanne discussed that DF is textbook perfect related to QA, but asked if the system can support. Quality should be the goal versus compliance. This was seen in the past IQC model.
4. Other potential candidates: Disability Rights Center, UCEDD
5. Winnie Gayler of Disability Rights indicated they would have interest in QC participation, and that they look at databases to analyze trends from external sources on areas such as abuse, death, and other incident reporting.
6. Latasha Williams requested that all dates be decided beforehand and not conflict with DD Council board meetings. Charmaine Pillay indicated the dates had been determined and sent out. Charmaine announced the dates for QC for the remainder of this year.
7. Jill McAlister-Could we have a legislator on the QC? Rachel Cornwell and Charmaine Pillay- Doubtful due to lobbying provisions; however they could be invited to attend. Let Charmaine know if you have anyone in mind.
8. Jill McAlister-Spanish Speaking member. All agreed this would be beneficial. Latasha Williams indicated a member from an underserved/minority facet may be beneficial as well. Charmaine requested the names of interested parties.
9. Recommendation to be made to look at adding 2 parents, 1 self advocate, 1 direct Support professional, 1 UCEED representative, and 1 Disability Rights representative putting QC at 15 members total.

10. Latasha Williams-There are 2 UCEDD locations-Tampa and Miami.
11. Betty Kay Clements-Indicated she received feedback that there is little value for someone from the wait list since issues do not pertain to them until they are on the waiver.
12. Next Step will be to take finding and move toward specific projects and decide exactly how and where to expand. Charmaine Pillay and Robyn Moorman will work to develop script for recruitment. All feedback requested by 6/30/2011.
- 13.

V. Priorities Summarized from March QC Recommendations

a. Charmaine Pillay, DF

- i. Recommendations are included in each binder and will be included for every meeting.
- ii. For certain areas, feedback has been requested from APD for clarification.
- iii. Suzanne Sewell requested a review of the DF/AHCA/APD contract as far as expectations. The recommendations list contains too much, and time frames and additional prioritizing is needed.
- iv. Please review today and submit clarification, additional add-ons, or input related to priority to Charmaine Pillay.

VI. Break-N/A

VII. Development of Templates/Documentation Examples

a. Charmaine Pillay, DF

- i. The goal of the template development and documentation examples is to help providers know what justifies billing, what the required substance is, and what all of the specific requirements are.
- ii. Walt-Described that the CCR will pre-populate certain fields as well as assure access from any location where internet and web are available.
- iii. Jill McAlister asked if the submission to WSC would still be required upon implementation of the CCR. This is not known at this time as it remains within the Handbook currently.
- iv. All services must pay attention to health and safety and other areas of the Core Assurances, break-out groups need to discuss how this could be done in a functional and realistic method.

VIII. Break Out Session-2 Groups

- a. Template Development for Service Logs and Quarterly Summary/ QA Tool Review-Supported Employment and Behavior Analysis
- b. Directions: Decided what is required for each and review and give input on the QA tools.

IX. Lunch-N/A

X. Group Presentations of Break Out Session (reference: QC flip chart notes)

a. Template Development

- i. Group 1 included QC members with Theresa Skidmore and Robyn Moorman, DF
 1. Jill McAlister-find best practices from providers and use those instead of recreating
 2. Use a checklist for services with repetitive tasks and a written format for services with variable tasks (example Personal Care Assistance - PCA).
 3. Importance of using Who, What, where, Why, when, and What next as basis for documentation.
 4. Define goals vs. needs

5. Form to include questions that prompt for answers to related to health, safety, risk for exploitation, abuse, and incident reports.
 6. For Quarterly summary-use fiscal calendar year vs. Support Plan effective date. Rachel Cornwell indicated she would take this to AHCA policy person to address confusion. Rachel discussed that while Handbook changes are not speedy- the iBudget Handbook is in draft hence a window of opportunity exists.
- ii. Group 2 included Charmaine Pillay, Kristin Allen, Rachel Cornwell, Noranda Carey, Winnie Gayler, Charles Russell, Linda Tupper, and Katie Porta.
 1. Show accountability for billing while giving the substance to show communication with person
 2. Companion should be updated to include requirement of Implementation Plan due to its status as a meaningful day activity.
- b. QA Tool Review-
- i. Supported Employment
 1. Kristin Allen-The updated review tools format shows people where to find all components and exactly what Delmarva reviewers are looking for.
 2. Jill McAlister indicated the Handbook references are confusing. Kristin indicated a legend would be added to final version.
 3. Vocational Rehabilitation-Melissa Moskowitz and Suzanne Sewell discussed that money is available, but VR will not complete with individuals because Phase II funds are not guaranteed. Val Bradley discussed that in many other states, VR funds are available for 18 months whereas within Florida it is 5 months.
 4. Suzanne Sewell asked about the gap between 18-21 due to supposed availability of funding from school system.
 5. Charmaine Pillay requested that QC members submit any additional questions or feedback as soon as possible. Theresa Skidmore discussed that review Standards cannot be altered on an on-going basis as this skews data collection and trending results.
 - ii. Behavior Analysis
 1. Charmaine Pillay requested that QC members review and submit questions as soon as possible.

XI. Break-N/A

XII. Reprioritize Recommendations

a. Charmaine Pillay, DF

- i. QC needs to assure focus on specific recommendations.

XIII. APD/AHCA Updates

a. APD-Walt Wooten

- i. Legislative Session was bad, but it could have been worse. APD remains in deficit even with the loss of 99 positions. The 4% rate cut has passed and cost plans will remain frozen for 2011-2012. The only true crisis is if the sole caregiver passes away or becomes incapacitated and there are no other available supports.
- ii. All requests for Cost Plans are currently going to Central APD for approval.
- iii. All Intensive Behavioral requests are now only going to Central APD and approval is only from the APD director.
- iv. Current projections are at 930 million for next year with a budget of 810 million. 80 million

needs to come out of the budget.

- v. WSC's are being asked to meet with individuals and families to determine what can be reduced and ways to return funds that were not utilized. APD is working on steps to allow WSC's to work within current Cost Plan funds as long as there is no monetary increase.
 - vi. Legislation was passed through HB 7107 and 7109 pages 141-147 specifically addressing APD. This is through 2014.
 - vii. APD will need to remain in the allocated budget or it is a crime. The APD director is reporting monthly spending plan to the Governor. All finances must be under control by 1/2012.
 - viii. Future Visions
 - 1. Host Home models. This moves people who do not require services to a host home where they get "3 hots and a cot". The individual pays to live there with room and board. Each area has been asked to identify 9 people for whom this may be a viable option at this time.
 - 2. CCR. This will do away with paper model and increase access through technology in a web based and accessible format.
 - 3. iBudget-Area 1 has 4 people currently on this option. Roll out is expected to Area 2 and then Area by Area with all by June 2012.
 - 4. EBT card-To be utilized for Consumer Medical Supplies, Durable Medical Equipment, and a few other potential areas/items so individuals can look for competitive pricing in the community for items.
 - 5. Automated DCF licensing system-Sanswrite.com-This would allow for public inspection or records using a portal setting capturing operating times, and other components of licensing.
 - 6. Redefining deemed status. This is being researched with DF.
 - 7. Web-Based Training- By 12/2011 all training will be web-based and electronic records kept of all certificates of completion. Training will be free of charge.
 - ix. Questions from QC for APD:
 - 1. Jamie Levin-Could a memo be sent to families and individuals defining crisis criteria. Our job is to help people on the waiver, but we have to ask for funds even if we know they will not get approved. Walt -will discuss this area with the APD Director 6/3/2011.
 - 2. Jamie Levin-WSC's are being asked to look for community resources. Is there anything that has already been created that could be located on the APD website? Walt- will discuss with APD staff.
 - 3. Val Bradley-Is there a scale/process to determine who is right for Host home? Has APD looked at titles used in other states, such as Shared living. Walt-It is only a concept right now.
 - x. Walt-Send any other feedback, questions or concerns and he will answer.
- b. AHCA-Rachel Cornwell
- i. iBudget
 - 1. Occurring for 4 people. It is in transition as CMS has approved but is changing.
 - 2. Anticipated to be in Area 2 between October 2011 and January 2012 and Statewide by 7/2012.
 - 3. All are subject to an algorithm. The cost will likely be similar though some may go

up while others go down.

4. 200 people will be utilizing ICF dollars to move onto the waiver.

ii. Staffing

1. Susan DeBeaugrine has taken over for Pam Kyllonen as the Policy and Handbook drafter.

iii. Recoupment

1. This is starting again in all Areas of the state. A policy is being drafted.

iv. AHCA monitoring/audit of Delmarva completed May 2011 and Delmarva is in a great place.

v. Questions from QC for AHCA:

1. Jill McAlister-For the last 4 years, the focus has been budget management with little time for community resource development. Rachel-As APD moves toward cost containment, community resources are crucial. Walt-Roles are being looked at for the WSC's and will be redefined. Charmaine- Best to just take the first step toward development of community resources, and start building block by block. Melissa-It would be nice to be able to utilize a bulletin board type feature for community resources on the APD website. Val-A survey could be sent out via Survey Monkey asking for people to submit resources.

2. Suzanne Sewell-Is there any possibility of looking at sanctions for certain areas of recoupment versus a total recoupment? For example- if a service log is missing demographic information it could be a sanction as opposed to recoupment. Rachel-Will take this back to AHCA.

XIV. Action Items/Next Meeting Agenda

i. Charmaine Pillay, DF

1. Please review and submit additional priorities by 6/30/2011.

2. Betty Kay Clements information – as funds go down are incident reports, fraud, and abuse going up. Walt Wooten will see if that information can be collated. Val Bradley suggested that a year to year comparison would also be beneficial.

3. Jill McAlister-Could a topical section be added to the next agenda?

XV. Adjourn 4:15pm

Additional Information

Future Dates: September 22, 2011

Location: Tallahassee, Florida

Future Dates: December 8, 2011

Location: Tampa, Florida

2012 dates will be selected at the December 8th 2011 meeting

Notes: N/A

Attachments:

- **Quality Council Meeting Minutes 3/24/2011**
- **Quality Council Agenda 6/2/2011**
- **QA Revisions Draft-Supported Employment**
- **QA Revisions Draft-Behavior Analysis**
- **Quality Council Recommendations Chart**
- **Quality Council Regulations**
- **HSRI Power Point Presentation**