

2011 Quality Council Meeting Minutes

9/22/2011

9:00 AM-4:00PM

Holiday Inn Hotel and Suites

2725 Graves Rd

Tallahassee, FL 32303

Type of meeting:

Quarterly Quality Council (QC) Meeting

Facilitator(s): Susan Prater DeBeaugrine, *Medical Health Care Program Analyst* – Agency for Health Care Administration (AHCA)

Attendees:

Quality Council Member Attendees:

Pamela Dicks, Self Advocate

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

Latarsha Williams, Florida Developmental Disabilities Council (FDDC)

Betty Kay Clements, Family Care Council Florida (FCCF)

Jill MacAlister, WSC

Veronica Gomez, WSC

Quality Council Members Not in attendance:

Mike Bonner, Self-Advocate

Suzanne Sewell, Florida Association of Rehab Facilities (FARF)- sent Janice Sloan in her place

AHCA, Agency for Persons with Disabilities (APD), Delmarva Foundation (DF) Attendees:

Susan Prater DeBeaugrine, AHCA

Jolie LaTourelle, APD

Lori Kohler, APD

Sean Diaz, APD

Robert Foley, DF

Charmaine Pillay, DF

Sue Kelly, DF

Theresa Skidmore, DF

Robyn Moorman, DF

Telephone Attendees: N/A

Other Attendees:

Pauline Lipps, FCC Suncoast Chair

Noranda Carey, Independent Provider

Sylvia Smith, Disability Rights Florida

Deborah Linton, The ARC of Florida

Janice Sloan, FARF member, and Leon Advocacy and Resource Center

Note Taker:

Robyn Moorman, DF

Acronyms:

ABC-Allocation, Budget, and Contract Control System

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 Developmental Disabilities Council

FSQAP - Florida Statewide Quality Assurance Program

HBA -Health and Behavioral Assessment

HSRI- Human Services Research Institute

ICF-Intermediate Care Facility

I-Cubed- Individual Interview Instrument

III -Individual Interview Instrument

IQC- Interagency Quality Council

NCI- National Core Indicators

PCR - Person Centered Review

PDR - Provider Discovery Review

POR-Plan of Remediation

QA-Quality Assurance

QAR-Quality Assurance Reviewer

QC-Quality Council

QSI- Questionnaire for Situational Information
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 & Introductions

- a. *Susan Prater DeBeaugrine, AHCA*
 - i. Meeting came to order at 9:10am.
 - ii. Welcome and introductions of members and other attendees.

II. Review and Approval of June 2011 Minutes

- a. *Susan Prater DeBeaugrine, AHCA*
 - i. Review of 6/2/2011 meeting minutes.
 - 1. One correction requested by Betty Kay Clements.
 - 2. Request to add page numbers to meeting minutes by Susan Prater DeBeaugrine.
 - 3. Motion to approve minutes given by Jill MacAlister and seconded by Veronica Gomez.
 - ii. Pamela Dicks discussed extending membership terms beyond two years since the 1st year of the current term included creation of the Quality Council, training on the Delmarva processes, and learning member roles. Current terms end July 2012 and the general feeling of members is that they're just hitting their stride with QC duties. Robert Foley commented that to help maintain an effective and knowledgeable Council, it might be best to establish a process whereby members begin and end their terms at varied times, and not all in the same year. Charmaine Pillay, will submit a request for approval to AHCA and APD.

III. Refresher from June 2011 Meeting and Review of September 2011 Agenda

- a. *Charmaine Pillay, DF*
 - i. Review of Agenda for 9/2011 meeting: presentations from Sue Kelly, Data Summary, and Individual Involvement and Provider Responsiveness; brainstorming sessions with Theresa Skidmore, for Tool Revisions including I-Cubed and Health and Behavioral Assessment; AHCA Updates with Susan DeBeaugrine; APD Updates with Jolie LaTourelle; APD Connects Presentation with Sean Diaz and Lori Kohler; and Action Items for QC members.
 - ii. Melissa Moskowitz decided to rescind her place on the Quality Council at this time. A new member will be requested for this opening.
 - iii. Refresher from 6/2011 meeting
 - 1. Members discussed membership expansion from nine to fifteen. People who have expressed interest have had their names submitted to AHCA and APD for approval.
 - 2. At the last meeting during breakout sessions, a Service Log Template was created as a technical assistance for providers. This has been approved by AHCA and has been posted to the Delmarva Web-site, www.dfmc-florida.org. It was also submitted to AHCA for inclusion in the next iteration of the handbook. The Quarterly Summary Template was not completed due to time constraints. This will be an action item for future meetings. The Quarterly Summary is currently being discussed with APD and AHCA due to confusion surrounding

the components and requirements of the document.

3. Members reviewed the Supported Employment and Behavior Analysis tools that were in revision. Feedback on all tool revisions was requested from all Stakeholders by 9/12/2011.
4. The QC Recommendation list was reviewed and members were asked to review and provide information on priorities that remain, items completed, and any additional requests.
5. Walt Wooten (APD) presented on the deficit and upcoming projects and meetings in APD, and Rachel Cornwell (AHCA) reviewed current projects including iBudget and Handbook development.

IV. Delmarva Update: Revised Tools

a. *Charmaine Pillay, DF*

- i. In August 2011, the revised Delmarva Discovery Tools were posted to the Delmarva website for Stakeholder feedback. Stakeholder feedback on all revisions had been requested by 9/12/2011. We have received and are processing feedback gathered so far.
- ii. Charmaine reminded the members that implementation of iBudget will create additional revisions and updates. Today's meeting will include brainstorming revisions for the I-Cubed, also known interchangeably as III or Individual Interview Instrument, and the Health and Behavioral Assessment (HBA).

V. Delmarva Data Summary; Florida Strengths and Opportunities (see Power Point Presentation)

a. *Sue Kelly, DF*

- i. Sue Kelly reviewed access to the Data Dashboards for QC members. Members indicated an inability to access the dashboards on the Delmarva website. Robyn Moorman and Sue Kelly will check access levels for QC members and collaborate with Information Technology to assure resolution.
- ii. Sue Kelly indicated that in the NCI data she reviews the percent positive. Most have increased from year one with a slight decrease in choice.
- iii. The III examines outcomes for individuals from their perspective, using open-ended questions to enhance the ability of the reviewers to dig into the different areas, while the data in the NCI, as an anonymous tool, reports on overall trends for Florida. The anonymous reference refers to the fact that information gathered during the NCI interview is not reported on an individual level, but at an aggregate level. These trends can then be compared to over 25 other States administering the same NCI tool.
- iv. Jolie LaTourelle, APD, answered a question from Sylvia Smith, Disability Rights Florida, regarding the APD Strategic Plan which will include strategies to act on DF reports. The reports will be tied into the upcoming APD Connects system and will assist in evidentiary reporting to CMS, required by APD and AHCA. One barrier is comparing past reporting to current reporting due to changes in the systems, structures, and Waiver program.
- v. Jill MacAlister asked about the number of declines by individuals who are in the PCR sample but do not participate. Sue Kelly described that this is the number of individual interview (PCR) declines, not a percentage of decline in quality.
- vi. Latarsha Williams asked if there was a range in which people should be scoring? Sue discussed that there is no range, but that Year 1 can be used as a baseline, as a learning curve exists for any new application. Betty Kay Clements asked if there was a rationale for the decrease of outcomes present for individuals in the I-Cubed. Sue Kelly indicated that if a decline continues, this would require us digging deeper into the data. Jamie Levin asked about the effects of the environment and budget cuts on the I-Cubed outcomes at the individual level. Jolie LaTourelle indicated it is difficult to determine the exact reason for the decrease due to the continuous changes in the delivery system.
- vii. On slide 7, Sue Kelly indicated the data were not reported for children under 18. This slide displayed components of data collected through the HBA. Sue Kelly indicated a future study could include comparing the percentage of responses to the overall population, in areas such as health problems, dental problems, hospital admissions, and emergency room use. This may help determine if results for

individuals with disabilities vary from the general population. For a complete comparison, access to Medicare claims would be needed. Jolie LaTourelle indicated detail to determine if the condition was chronic or acute would be important in any study.

- viii. On slide 8, Sue Kelly indicated data for non-compliant providers were removed from the analysis since all are scored as 'Not Met' and we do not know anything about the noncompliant providers' actual performance, since they were not reviewed due to their non-compliance with review procedures.
- ix. On slide 9 and 10, Sue Kelly compared results from Year 1 (CY 2010) to Year -to -Date results in Year 2 (Jan – Jun 2011). Standards that have shown an increase included signing the grievance policy, teaching about the grievance policy, and projected service outcomes for some services (though these are not included in reporting after 7/8/2011).
- x. Bob Foley noted the increase could be due to providers who were deemed in Year 1 due to prior high scores in the old process, but were reviewed in Year 2. In addition, providers being reviewed for the second time in this process may have improved, as providers will increase performance in the areas on which they are being audited. Charmaine Pillay defined deemed status: a score of 95% or higher with no recoupment or alerts. WSC's are not currently eligible for deemed status. Jolie LaTourelle indicated that an APD Operating Procedure addressing reports, alerts, and recoupment is in final routing.
- xi. On slide 11, Sue Kelly reviewed standards that had not increased or had decreased over the same time period. These included areas of self-assessment, quality improvement plans, and policy and procedure updates in a timely manner. Jill MacAlister asked where self-assessment was defined. Theresa Skidmore explained this is defined in the Core Assurances portion of the Medicaid Waiver Coverage and Limitations Handbook. Veronica Gomez commented that including the page numbers from the Handbook in the Delmarva Discovery Tools has been wonderful. Discussion was held related to the verbiage "timely manner". Jill MacAlister asked what that timeframe would be. Theresa Skidmore answered that since it is often dependent on when the provider changes their practices. An example presented described a provider who did not administer medications initially; however they have since changed procedures to include medication administration. An update would be needed right away to describe their policies and procedures related to this practice.
- xii. On slide 12, Sue Kelly displayed standards that have increased including attending employment related conference for Supported Employment providers, meeting required education and experience for Supported Living Coaches, and completion of Adult Day Training (8 annual in-service hours).
- xiii. Slide 13 described the Administrative review components where providers scored 98% or greater. Components included: Drivers are properly licensed, providers are receiving a certificate of Consultant Training from a designated APD trainer, and providers are meeting the minimum level of education and experience for Behavior Analysis and Support Coordination services.
- xiv. Slide 14 described standards scoring on average under 70%. This included 8 hours of in- service training for individually tailored service specific to Supported Employment. The second standard was tied to the training specific to needs and characteristics of the individual. This standard has been discontinued.
- xv. Sue Kelly described that services showing the greatest improvement thus far, compared to Year 1, included Behavior Analysis and Adult Day Training, and results show slight declines for Supported Employment and Supported Living Coaching.
- xvi. Slide 16 showed alerts and recoupment from Year 1 Year to Date in Year 2. Discussion indicated that in terms of background screening, the documents often exist, but the provider does not have proof available at the time of the review. CDC Background Screening continues to have high alert reporting though the data were not included on the slide. It was noted that the rate of compliance for CDC Representatives has gotten much better in Year 2. Jill MacAlister indicated she had created a document to assist CDC Representatives in completing Background Screening requirements. She will share this with QC members. Charmaine Pillay stated that Live Scan availability continues to assist in reducing the number of background screening alerts. Jolie reported that APD responds to the alert in 24-48 hours depending on the alert type and specifics. Alerts are addressed in Plans of Remediation as well. Other alert types include abuse, rights, health and safety alerts. Betty Kay Clements asked if there were any data on the percentage of potential recoupment for which AHCA and APD took action. Jolie LaTourelle indicated that this would be part of the Operating Procedures that are in development.

VI. Break

VII. Individual Involvement and Provider Responsiveness (see Power Point Presentation and Handout)

a. Sue Kelly, DF

- i. Sue Kelly reviewed indicators she created to measure Individual Involvement in decisions about supports and services and the System Responses from providers. Both indicators showed a decrease from Year 1 compared to the current data (January-June 2011).
- ii. Sue Kelly worked in collaboration with APD to identify standards from the I-Cubed and the SSRR (PCR only) that spoke to “active” participation from the individual and providers who addressed what the individual desired or needed and the System Responses. Jill MacAlister stated that funding has an effect on both the Individual Involvement and the System Response. Betty Kay Clements indicated it is important to see how funding and the environment are affecting the delivery system and individual choice. Sue Kelly asked members to review the measures and if there were any additions or retractions to let her know so that the Discovery tools could be revised to include any additional components.
- iii. Data were shown for each measure by Residential Status and Disability. Residential status appears to have an impact on the level of Individual Involvement. The data indicated that individuals with Autism were least likely to be involved in their life’s decisions. The System Response was similar across primary disability. The data were also analyzed by age, but there was no significant variation indicated.
- iv. Sue Kelly requested that if anyone had any feedback on the measures to contact her.

VIII. Lunch

IX. Tool Revisions: I-Cubed (see Handouts and QC Flip Chart Typed Notes)

a. Theresa Skidmore, DF

- i. Theresa Skidmore reviewed materials related to the I-Cubed. This included the I-Cubed Instrument and the “No- Because Reasons”-the reason a standard is scored not met. Members were assigned sections of the tool to review, and think about questions that would strengthen the interview process, while maintaining a reasonable interview time span. Theresa informed the group the tool is in the revision process and workgroups within Delmarva would be underway soon, and feedback from members will be important to receive and incorporate into the revised process.
- ii. Members and other attendees discussed Quality, that it is not one –size- fits- all, and the challenges of attending to the quality of life for the person versus the quality of documentation and programmatic elements. It is more than the paper.
- iii. Homework assignments were issued to members, seeking their feedback on components for the I-Cubed. Jill MacAlister and Latarsha Williams received Health and Choice/Self Determination; Betty Kay Clements and Pamela Dicks received Safety and Supports; and Jamie Levin and Veronica Gomez received Accomplishment/Satisfaction and Relationships/Community/Connection. The homework assignment is to provide input for the types of questions that should be asked per topic each member received. Due 10/6/2011 to Charmaine Pillay and Robyn Moorman.

X. Tool Revisions: Health and Behavioral Assessment (see Handouts and QC Flip Chart Typed Notes)

a. Theresa Skidmore, DF

- i. Theresa Skidmore reviewed materials related to the Health and Behavioral Assessment (HBA). This included the HBA and the List of all Potential Health & Behavioral Discoveries. Members were asked to brainstorm about discoveries that should be reported. Theresa informed the group the HBA tool is being revised and that workgroups within Delmarva would be underway soon, and feedback from members will be important to incorporate into the revised tool.
- ii. Members discussed the various discoveries to help determine which are relevant and which are potentially redundant due to the administration of the QSI by APD.

XI. Break

XII. AHCA Updates

a. Susan Prater DeBeaugrine, AHCA

- i. Susan DeBeaugrine summarized upcoming items. She indicated that the first WSC training teleconference for Accessing Medicaid was being held Monday September 26, 2011. There is a call in phone number on the website and this will be facilitated by the AHCA Bureau Chief. There will be iBudget Handbook Workshops on September 26th and 27th. The Draft iBudget Handbook will be out 9/23/2011. Comments should be submitted to Susan. The workshop will have a court reporter transcribing on day one. The transcript will be available on the web-site. For the DD Handbook changes, a change of notice is being filed. The CMS evidentiary report for Tier 1 is being completed. This is a joint process between AHCA and APD to provide CMS information about the status of the waiver.
- ii. Jill MacAlister asked about concerns related to Personal Care Assistance and recipients under age 21, since it is a Federal requirement for this to be supplied by MSP (Medicaid State Plan). However, the MSP PCA definition is different from the Medicaid Waiver PCA definition and the impact has been significant on families. Sylvia Smith of Disability Rights Florida indicated that families could contact her. Susan DeBeaugrine indicated AHCA has a dedicated staff for this concern.

XIII. APD Updates: APD Connects

a. Lori Kohler and Sean Diaz, APD

- i. Lori Kohler presented information to the membership related to the CCR (Central Client Record), information for each individual stored electronically. This will be accessible through any internet connection and access will be available at various levels depending on need. Delmarva, APD, and AHCA will have access to all the information, individuals will have access to their own information, and providers and WSC's will have access based on caseloads and service authorizations. All screens have time and date stamp capabilities.
- ii. Sean Diaz gave a demonstration to the membership. He explained how the forms are accessed. The information is pulled from the ABC (Allocation, Budget and Contract Control) system though a 24-hour delay will exist. This is why it will be crucial for ABC to be up to date at all times. The CCR is an encrypted system and password protected. Veronica Gomez asked about the use of voice recognition software. Sean Diaz indicated voice recognition software should work, but if it did not the information could be cut and pasted into the application from other programs such as Microsoft word. Sean talked about some of the sync functions that will be available for when providers are off line and go on line. Sean discussed that the system will alert providers to upcoming workflow. This included upcoming Support Plans and expiring forms.
- iii. Lori Kohler talked about the future of electronic signature capabilities as well as the ability to attach documents that have signatures in the application. Hard copies of files will be archived at APD though this will likely take a year so that providers have items that would be required for audits.
- iv. Susan DeBeaugrine asked if WSC's or providers would be required to keep paper copies of any items in the event of a natural disaster. She asked about alternatives if a web based application was not available at times due to electricity outage or downed servers. Lori Kohler was not aware of any requirements at this time.
- v. Lori Kohler talked about APD Connects. This will be a public site and is currently available. The CCR will not require a VPN (Virtual Private Network), but the iBudget component will. The login passwords will be the same for both components. Lori Kohler presented Phase II. There will be the ability to complete database queries. This will include alerts reported from Delmarva, incident reporting, QSI, and bed utilization for the State. A current spreadsheet with 2011 data that pulls in data from multiple sources such as abuse reporting, incident reports, medication errors, Area Monitoring for Long Term Residential Care, deaths, restraint and seclusion reports, complaints, Medicaid Fraud, Medicaid Integrity, and Delmarva will be streamlined in Phase II.

XIV. Action Items/Next Meeting Agenda

a. Charmaine Pillay, DF

i. Members Action Items

- 1. I-Cubed and HBA Assignments.**
- 2. Review and Status of All items on Recommendation List.**

ii. Next Meeting Agenda

- 1. Robyn Moorman, DF requested agenda items be submitted to her and for all attendees to complete the Session Feedback Surveys.**
- 2. Potential Sessions: Val Bradley, HSRI Data for Florida and Self Advocate Advocacy Presentation.**

XV. Adjourn

a. Meeting Adjourned at 3:50pm

Additional Information

Future Dates:

12/8/2011 9:00am-4:00pm: Tampa, Florida

2012 dates will be selected at the December 8 2011 meeting

Notes: N/A

Attachments:

- **Quality Council Meeting Minutes 6/2/2011**
- **Quality Council Agenda 9/22/2011**
- **Delmarva Data Summary Presentation**
- **Individual Involvement and Provider Responsiveness Handout**
- **Tool Revisions: I-Cubed Presentation and Handouts**
- **Tool Revisions: Health and Behavioral Assessment Presentation and Handouts**
- **Quality Council Recommendations Chart (Full and Outstanding)**
- **Template Examples for Service Logs**