

# 2013 Quality Council Meeting Minutes

Thursday September 26, 2013  
Holiday Inn  
2725 Graves Rd, Tallahassee, Florida  
9:00 a.m. – 4:00 p.m.

**Type of meeting:**

Quarterly Quality Council Meeting

**Facilitator(s):**

Pamela Kyllonen, Program Administrator – AHCA

**Attendees:**

Jill MacAlister, CDC Consultant

Allison Cruz, FDDC

Veronica Gomez, Agency WSC

Linda Mabile, FARF

Patty Houghland, Disability Rights Florida

David Roosa, Family Member

Tricia Riccardi, Self Advocate CDC

Pam Dicks, Self Advocate iBudget

**APD Attendees:**

Ed DeBardleben

Beth Pace

Melinda Coulter

Robert Brown-Barrios

**AHCA Attendees:**

Pamela Kyllonen

Charles Ball

Virginia Hardcastle

**Delmarva Foundation Attendees:**

Charmaine Pillay

Theresa Skidmore

Lori Reid

Robyn Moorman

**Other Attendees:**

Jose Hernandez, Provider

Susan Debeaugrine, ARC Florida

Elizabeth Pell, HSRI

**Not in attendance:**

Ubaldo Alvarez, Small Agency Provider

Paula Whetro, Small Agency Provider

Pauline Lipps, FCCF

Sue Maltzhan, Family Member

**Note Taker:**

Robyn Moorman, DF

**Acronyms:**

ABC- Allocation, Budget and Control System

ADT- Adult Day Training

AHCA- Agency for Health Care Administration

APD- Agency for Persons with Disabilities

CDC-Consumer Directed Care

CMS- Centers for Medicare and Medicaid Services

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

HS-Health Summary

HSRI- Human Services Research Institute

iBudget- Individual Budget

ICF-Intermediate Care Facility

III -Individual Interview Instrument

ITN- Intent to Negotiate

IQC- Interagency Quality Council

LOC- Level of Care

NCI- National Core Indicators

PCR - Person Centered Review  
PDR - Provider Discovery Review  
QA-Quality Assurance  
QAR-Quality Assurance Reviewer  
QC-Quality Council  
QI-Quality Improvement  
SSRR -Service Specific Record Reviews  
VR – Vocational Rehabilitation  
WSC- Waiver Support Coordinator

## Agenda Notes

### 1. **Welcome & Introductions**

Charmaine Pillay, Florida Director- Delmarva

Beginning approximately at 9:00 a.m., Charmaine Pillay opened the meeting. All attendees introduced themselves.

### 2. **Refresher from June 2013 Meeting**

Charmaine Pillay, Florida Director- Delmarva

Charmaine Pillay, DF, provided a refresher from the June 2013 meeting held in Orlando, Florida. Jamie Franz, AHCA, provided staffing updates and information about rule hearings for CDC+ program. Additionally, she shared information about sessions being held by AHCA and Delmarva at the Family Café. Ed DeBardeleben, APD, provided an APD updates. He shared information about the money received in the 2013-2014 budget and informed members of the 7/1/2013 rate increase for Adult Day Training programs. All Regions are now on iBudget. Ed discussed the progress of the Provider Scorecard as well as information technology areas being addressed, including an electronic system to assist Florida in standardization. Ed held a question and answer session with QC members. Next, Sue Kelly, DF, reviewed the recommendations made in the 2012 Annual Report. The membership discussed each recommendation and noted their QI projects tied into some of the recommendations. Elizabeth Pell, HSRI, presented next. She reviewed results from the Adult Family and Family/Guardian mail surveys. These surveys are mailed out annually by DF and a return rate of 400 returned is sought. Florida results showed the age of caregivers is increasing. The survey includes multiple choice questions as well as a written response area. The overall theme emerged showing if the WSC was viewed positively; the overall views of the service delivery system were higher even if all needs were not met.

The two QC workgroups then gave an overview of their QI projects. David Roosa provided an overview for his group related to health outcomes and access. The group will be looking at ways and local agencies to assist with potential grants. Paula Whetro provided an overview for her group related to outcomes for the 22-30 year age group. Areas of concern included the

Support Planning process, a need for best practices, community partnerships for transition training, and inclusion of providers in the Support Planning process.

The meeting adjourned at 4:00pm. For additional details, please see the full meeting minutes.

**3. Review and Approval of June 2013 Minutes**

Charmaine Pillay, Florida Director- Delmarva

Members reviewed the June 2013 minutes. A motion to approve the minutes was made by Jill MacAlister and seconded by Patty Houghland. There was unanimous approval of the June 2013 QC minutes.

**4. AHCA Update**

Pamela Kyllonen, Program Administrator – AHCA

Pam Kyllonen, AHCA, provided updates for AHCA. She shared the FSQAP contract has been an excellent contract and AHCA is working on the new contract. She announced a new Contract Manager will be starting today, Charles Ball. He comes to the contract with a depth and breadth of experience, and understanding of the Florida Developmental Disabilities program as well as the DF QA contract. Pam's unit at AHCA includes Med Solutions (Quality Improvement Organization prior authorization for advanced diagnostic imaging), Magellan Medicaid Administration (behavioral health), and EQ Health (home health, vision, hearing, DME). There are 6 staff in her unit and they work with 4 different contracts and Medicaid Waiver Handbooks and fee schedules. Pam works with Leigh Meadows and Shevaun Harris.

Jill MacAlister asked a question about nursing respite. This service appears in the rate tables, but is not a service in the Handbook. Virginia Hardcastle, AHCA, will look into this area. Linda Mabile shared concerns about ADT billing no longer being able to be rolled up. It is now required to be individual dates of service. For large agencies, this is a time consuming process. AHCA is researching options for this system issue. Virginia provided information about the wavier renewal which is in process for 3/15/2014. There are no expected changes and the draft iBudget Handbook continues to internally route and is moving toward public hearings and will then either have adoption or notice of change. Dates for this are not yet known.

**5. APD Update**

Edwin DeBardeleben, APD – Chief of Quality Assurance and Clinical Supports

Ed DeBardeleben, APD, provided updates for APD. He announced the Southeast Region now includes Area 15. Prior, Area 15 was with the Central Region. Delmarva will make this change effective 10/1/2013 in their data. All Areas and Regions, including CDC+, are on the iBudget program as of 7/1/2013.

Ed shared the sad news of the passing of two APD staff- Terry McGarrity and Martha Martinez. APD is still adjusting to these losses. Lorena Fulcher will be working as the new waiver coordinator and over the wait list. Tom Rice will be working in the Quality Management Unit. Dylan Gale from Central Region Area 12 is now working with State APD

and will be assisting the Regions. He will be attending the Quarterly meetings with APD and Delmarva . The APD QA Operating Procedures has been sent to AHCA for approval. Melinda Coulter announced that the QSI training has now moved to Ed's unit. Ed is hoping to have a retreat with APD staff to ask APD the question: 'what do we want to look like?' and to discuss Cloud technology use in the Regions and the State.

APD is looking at ways to work smarter. Ideas have included monthly meetings to assure progress as well as discussion on a quality management database system. There will be an ITN in October pertaining to a provider for the quality management database system. This will potentially have electronic records as a part of the ITN. There are only funds approved to develop the system, no ongoing funds. This could include enrollment, training, client records, residential, and CMS requirements. Melinda Coulter, APD, shared the status of the WSC training. A new person was hired and in 6-9 months there should be a new training. APD is working on funds for web based training. Jill MacAlister asked about train the trainer. Jill expressed the difficulty with getting new WSCs trained as there are limited trainers and training sessions for new WSCs. Melinda indicated once the course is standardized there will be a train the trainer process. Other trainings include Medicaid Waiver eligibility trainings and ABC screens. Jill shared the Social Security Work Incentives training was very good. Veronica requested AHCA and APD to reconsider allowing administrative assistants to access the iBudget system. Currently, this creates a workload issue for many WSC's due to the number of requested changes.

Ed said thank you to AHCA and DF for participating in a July meeting looking at performance measures for the CMS Assurances. The meeting was facilitated by June Rowe, as part of the technical assistance offered through CMS. This will be useful for future evidence reports and the waiver renewal.

Ed gave an update on the status of the Provider Scorecard. It is on hold at the moment and ED is hopeful the quality management database could assist in this endeavor. APD is looking at the options for how often the data would be posted and is looking at annually or quarterly. They're leaning toward annual. APD is also researching the creation of an APD scorecard. Jill MacAlister asked if it was true a score would be lowered if families had requested a fair hearing. Ed indicated this is simply a rumor.

A discussion took place regarding the Medicaid Waiver Eligibility Worksheet requirement for completion every 365 days. Virginia Hardcastle shared this is a federal requirement. WSC's indicated many are going to do them 2 or more times a year to assure compliance. A potential solution was offered as using the Support Plan effective date as the effective date of the Eligibility Worksheet instead of the signature date. LOC requires every 365 days. Jill and Veronica agreed to discuss with AHCA during breaks.

Another concern related to the historical information for proving initial eligibility. AHCA and APD are discussing a State approved form for the cases where the initial documentation does not exist. Patty Houghland asked about the new licensing rule. It should be approved in the next 3-6 months. Linda Mabile asked about edits to the health and safety section. Ed indicated Tom Rice, APD, could come discuss at a future meeting.

**6. HSRI -Adult Consumer Survey Florida**  
Elizabeth Pell, HSRI with QC Membership

Elizabeth Pell, HSRI, presented a Power Point presentation for the Florida NCI Consumer Survey results- recent outcomes. Elizabeth gave an overview of the NCI participating States and the NCI history. Soon all States will be in the sample. Charmaine Pillay reminded everyone in the June presentation it was shown a great WSC had the largest impact on satisfaction. Florida has the largest dataset of the States. This is around 1200 per year. DF completes the reports and HSRI provides training to interviewers and assures the results are valid and reliable. The information gathered generates reports. These have over 100 indicators. The information presented is for adults 18 and older. The average age in Florida was 39 with a NCI average of 43. A breakdown of ethnicity showed the Hispanic population may be under represented based on the Florida census data. Florida's interviews with Hispanic populations are higher than the NCI average. The level of disability was often mild or moderate for those interviewed. However, a large percentage was unspecified. A member asked if Down Syndrome could be broken out from the Intellectual Disability category and could the mental illness/psychiatric diagnosis be added to the Medicaid Waiver Eligibility Worksheet. AHCA and APD will discuss. Based on the data, it appears there is an under reporting of mental illness/psychiatric diagnosis.

For communication, most interviewees used spoken word or gestures to communicate. Discussion was held on the technology boom not reaching those with communication needs. David Roosa shared there is no funding and this needs to start in the school system. Jill MacAlister indicated if iPads were approved as a communication device, it would be a cost savings. Often the \$10,000 communication devices are left in a closet due to being difficult to use. Members asked if the survey could be updated to include communication through electronic means such as emailing and texting.

In reviewing the data for meaningful day activity, results showed near the NCI averages for Florida. Most of the types of employment were indicated as retail, maintenance, and food preparation. Concerns discussed included if the Supported Employment Coach is no longer provided, the individual loses access to transportation to get to the employment site. For this reason, the fading desired for coaches is not often seen. Overall, those interviewed indicated 51% of the time they would like to work. Barriers included Vocational Rehabilitation referrals and 6 hour evaluations. Veronica indicated many people answer they would like to work, but when the WSC discusses this outside of the interview they indicate otherwise.

CDC+ continues to show strong self-direction on choice and decision making. Elizabeth indicated NCI questions can be added on a State by State basis if there are areas the State is looking for data on. Elizabeth reviewed data for relationships. This included social connections, rights and privacy, and feeling safe. Florida was often above the NCI average in these categories. For health data, Florida was under the NCI average for routine dental, vision, hearing, and flu vaccinations. Florida was above in physical exams completed annually. For use of psychotropic medications, it was indicated the use of psychotropic medications in 53% of those, but only 16% had a mental illness/psychiatric disorder documented. For Florida,

satisfaction was on average though 24% of those interviewed indicated they did not have access to needed services.

The Florida trends reported included many living in family homes, a sharp increase in psychotropic medication use from one year to the next, most preventive health screenings occurring, but loneliness and desires for employment are growing.

A question had been asked about how many proxy respondents versus the individual were seen in the data for Section 2 of the NCI. Stephanie Giordano, HSRI, gave Elizabeth the information showing approximately 25% of the time, the family member or a friend provides the response. Approximately 60% of the time the individual being interviewed answers. If more data on this is desired, this can be compiled for QC for a future presentation.

**7. Workgroup Meetings facilitated with HSRI**

Elizabeth Pell, HSRI with QC Membership

The 2 workgroups met to discuss their projects. Other attendees chose a workgroup to listen in on and provide feedback for.

**8. Action Plan: Group 1**

David Roosa and QC Membership

David Roosa presented for the group. This group discussed they began collecting data in March 2013 related to health standards and access. They began looking at rural areas due to data showing a decline in health outcomes. They indicated barriers including lack of providers, transportation, and resources. The group looked at 2 areas to develop the project and is in the process of writing a grant proposal for Healthy Community. If not them, the group hopes to try for another provider. They are looking for 2 pilot projects. David indicated additional data may be needed for the grant proposal.

After giving the brief overview, David indicated he had a question for APD. He spoke about Internet Explorer 8 platform issues with the iBudget system. Veronica indicated she was no longer having these troubles. It was suggested David speak with Ed after the meeting and Ed will discuss with IT.

**9. Action Plan: Group 2**

Veronica Gomez and QC Membership

Veronica Gomez presented for this group. Originally the group was looking at the transition planning for high school to adult services. The group then moved to focusing on the Support Planning process. A recommendation has been made to have a WSC “apprenticeship” program after the initial Statewide training is completed with a provisional certificate or 6 month refresher training. If this is approved by AHCA/APD, the group would like to pilot the program in 2 areas. The next step for the group is working on a task list, list of responsibilities

which can be completed under supervision, and draft procedures. Future benefits could include a stronger back up WSC relationship. Discussion took place regarding CDC+ Consultants and the feeling they are under-trained and it would be useful to have additional training for this program. Melinda Coulter stated she is looking at ways to expand the Statewide training and to have a positive impact on the quality of this training. Ideas for training locations included libraries, community colleges, and Kaplan learning centers. These venues often proctor a test.

Other areas discussed included a place for all APD memos and notifications to be posted, DF creating a searchable best practice library, and AHCA looking into the background screening concerns related to the 7/1/2013 change from APD live scan to AHCA only screenings.

**10. Presentation: 2013 Quarterly Report Data**

Theresa Skidmore, Regional Manager- Delmarva  
Robyn Moorman, Regional Manager-Delmarva

Theresa Skidmore and Robyn Moorman, DF, reviewed the data for standards currently being scored as Met with technical assistance for 2/1/2013-1/31/2014. The data was presented for 2/1/2013 through 8/31/2013. The excel spreadsheets showed the percentage of standards designated as new which were scored as Met with Technical Assistance. These standards or new reasons are not currently being factored into the scoring process. The excel spreadsheet included a drill down into the data to showing which reason most often resulted in the standard being scored as Met with Technical Assistance. These were shared for all services and due to time constraints only the WSC, Personal Supports, and Supported Living services were reviewed in detail. Overall, providers appear to have started putting the new iBudget requirements in place and are often scoring as Met.

**11. Action Items/Next Meeting Agenda/Adjourn**

Pamela Kyllonen, Program Administrator – AHCA

QC groups meet monthly to work on initiatives to showcase progress on action plans at December 2013 meeting. Members will let DF know of assistance needed in setting up the conference calls in between the meetings.

**Additional Information**



**Future Dates:**

12/6/2013 Hilton Garden Inn Tampa Florida

**Notes: Members shared concerns about the QC portal being hard to use due to levels of security.**

**Attachments:**

**September 2013 Agenda- Word**

**June 2013 Minutes-Word**

**Florida Quality Council NCI Data- PowerPoint**

**Met with TA document-Excel**