

December 2012 Recommendations List

Health and Safety			
Quality Council Recommendations	Person Responsible	Tracking	Completed Date
2012 I.B: Create system for seamless transition for services that have funding change at age 21	AHCA		
2012 I.C: Crisis Triage	APD		
2012 I.D: Define crisis to families	APD	Letter from APD	
2011 I.E: Include language in handbook about driver license and violation checks	AHCA	Requires handbook rule change.	
2011 I.F: Medication administration makes it a problem to get validated; need more practical rule with standardized steps for validation.	Lori Kohler	Requires handbook rule change and changes to Chapter 393. Would be part of Rule Revision 2012 if the Rule is maintained.	
2011 I.G: Increase health and safety monitoring for all living settings in addition to Delmarva's role.	Lori Gephart, APD		
2011 I.H: Levy/sanction/ fine for non-compliance in medication administration and validation.	Lori Gephart, APD	Related to recommendation 2011.F	

Background Screening			
Quality Council Recommendations	Person Responsible	Tracking	Completed Date
2011 II.A: One central location on a website to find out all the clarifications for the screening process.	AHCA	DCF is looking at AHCA's system to see if they want to do something similar or come up with a different system	
2011 II.B: Providers develop a tracking system for background screening & keeping current; consider including in self-assessment.	AHCA	Requires rule revision. Add to licensing rule for licensed providers and to Handbook for other providers.	
2011 II.C: Have agencies provide evidence of screening for all employees up front, and agencies need to report all new employees to APD.	AHCA	Requires rule revision. Add to licensing rule for licensed providers and to Handbook for other providers.	
2011 II.D: Clarity with who is currently licensed, and who needs to be licensed, and who needs to have the 5 year re-screening completed.	AHCA and APD	Five year screening will be defined more clearly in the information shared on the websites. In process for July 2012 for website combined information.	

Provider Training			
Quality Council Recommendations	Person Responsible	Tracking	Completed Date
2012 II.G: ongoing WSC training from DF (video on website or webinar)	DF		
2012 II.H: Develop a self assessment tool for providers that can also be used for QI projects & results posted for public	DF/QC Initiative	iBudget Handbook will not require self assessment	n/a removed due to iBudget Handbook
2011 II.I: Require agency heads attending trainings to bring an employee with them to share learning across agency.	APD	Can be encouraged as best practice, but would require handbook rule revisions to require this.	
2011 II.K: Conduct quality assurance trainings at provider meetings.	Melinda Coulter	APD will develop several components of a standardized course – so that a component can be presented during provider meetings	
2011 II.L: Explore Providers receiving treating numbers, similar to WSCs; to track training.	AHCA	Requires handbook rule change.	
2011 II.J: Notifications sent to providers when training is needed. 2011 II.M: Identify what training is needed Specific to Area. 2011 II.O: Use simple web tracking for training. Training needs to be competency based. 2011 II.T: More training resources and ways to validate training.	Melinda Coulter	Post training chart on APD’s website which breaks down requirements as waiver requirement, or licensure . APD may provide a training matrix to display who needs what training, and when. This could be published online. Develop a central repository for training requirements. Post a training chart on APD’s website noting requirements as waiver requirement, or licensure. Tracking of training is being considered (learning management system)...	

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		RE: training resources -Develop white paper containing recommendations	
2011 II.N: More on-line training is needed. Consider webinars.	Melinda Coulter	APD is currently focusing on standardization of courses in preparation to developing more web-based courses and webinars, as funds are available.	
2011 II.P: Allow peer training: Replicate AQL training from Area 23.	Steve Dunaway, Marcia DiGrazia and Melinda Coulter		
2011 II Q: Standardize training statewide.	Melinda Coulter	QC will review and provide feedback on elements for standardized training module.	9/20/2012
2011 II.R: Offer more locations for Training, specifically large Areas.	Melinda Coulter	For several years, APD has been certifying providers to train specific courses. Once all courses are standardized, efforts will begin to certify providers on majority of courses so that there is a greater variety of persons able to provide classroom training and in a greater variety of locations.	
2011 II.U: Increase of the current number of State trainers for WSCs.	APD: Terry, Rene and Melinda		
2011 II.V: Training families (CDC+), what do they expect, or develop a checklist	APD, Liesl Ramos/Danielle Reatherford	“Easy Background Screening for CDC” CDC program will continue to provide monthly bulletins with up to date information. Checklist may be appropriate and can be developed.	

Service Documentation			
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2012 III.A: Utilization of the Standardized forms as a template guide for providers.	AHCA and APD		
2011 III.B: Standardization of documentation requirements.	APD	APD is planning on creating templates for standard documentation.	
2011 III.C: Create clear definition of a service log; example of 'good' and 'bad' service log needs to be in handbook.	AHCA	2011 QC workgroup developed example of service log for Companion services to be posted on web site. Was approved by APD. Awaiting AHCA approval and updated Handbook.	
2011 III.D: Companion service needs to have an Implementation Plan.	AHCA	Requires a rule change.	
2011 III.E: Consider electronic documentation.	APD and AHCA	See 8/2012 memo from APD	Completed 8/31/2012
2011 III.F: Require providers and WSCs to meet quarterly instead of relying solely on documentation.	APD	Requires rule change. Can be included in training sessions as a best practice.	
2011 III.G: Develop templates for documentation including monthly summaries, quarterlies, and Implementation Plans.	APD		
2011 III.H: Have a checklist packet for new providers. (same as 2011 II.S: Have a checklist packet for new providers.)	APD Vicki McCrary	APD will work on standardizing this checklist with the area offices.	

Quality Assurance System			
Quality Council Recommendations	Person Responsible	Tracking	Completed Date
2012 IV.A: Include Quality Assurance Tools in Provider Agreements Packet (or list link to QA tools)	DF Charmaine Pillay	will provide link to local APD Areas.	
2012 IV.B: Include Quality Assurance Tools in Enrollment training for providers. [Related to rec. A above.]		will provide link to local APD Areas.	
2012 IV.C: iBudget-QA and tools	DF Theresa Skidmore , Kristin Allen	In Process	12/2012 COMPLETED
2012 IV.D: Add person and provider barriers to quality monitoring tools	DF/QC initiative	On hold	
2012 IV.E: System for provider to have a copy of outcomes from a Record Review for PCR's occurring pre-PDR-preliminary forms (worksheet)	DF	New forms	4/2012 COMPLETED
2012 IV. F: Expand preliminary form to include all standards, not just alert/recoupment	DF	New forms	4/2012 COMPLETED
2012 IV. G: Educate provider to take notes during the review and summary using tools so they know status of each Standard at the end of the review.	DF	Ongoing during review from QAR	COMPLETED
2012 IV. H: Standards-Assure consistency between reviewers on Provider Interview questions	DF	IRR/FRR	COMPLETED

Quality Assurance System			
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2012 IV. J: Share results of NCI mail out surveys	DF, Charmaine Pillay	shared link to all NCI reports: www.nationalcoreindicators.org Select 'Resources' then select 'Reports'. Scroll down to family survey reports.	3/23/2012 COMPLETED
2012 IV. K: Adding a "Shared Practices" sections to the DF website (replaces Best Practices)	DF, Charmaine Pillay	Added to the website http://www.dfmc-florida.org/Public2/resourceCenter/providers/practices/index.html	4/2012 COMPLETED
2012 IV. L: Add "topical issues" section to QC agenda and use to determine potential future recommendations from QC to AHCA, APD, and DF.	AHCA	See Agenda- recommendations session included in breakout groups	COMPLETED
2011 IV. M: Levy a fine/sanction for re-occurring non-compliance.	AHCA	This is already in statute for licensed providers of group homes. However, for waiver services APD does not have the authority. AHCA may have authority.	
2012 IV.N Track numbers and percent of people engaged in "meaningful day supports" and their outcomes.	APD and DF		
2012 IV.O Create collaborative state agency (APD, VR, DD Council, etc.) approach to increase employment.	QC Initiative	On hold	
2012 IV.P Family education campaign to address fears around competitive employment.	QC Initiative	On hold	
2012 IV.Q Expand QC membership	AHCA and DF	December 2012 meeting to discuss	

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		regional QC options and desires to expand membership of main QC.	