



Florida Statewide Quality Assurance Program

**Quality Council
March 22, 2012**

**Data Summary
Steve Dunaway Show!**





Overview

- **Brief summary of annual data**
- **Key Areas of improvement/concern**
- **Supported Employment initiatives**
(AKA the Steve Dunaway Show!)



Person Centered Reviews

Table 2: Person Centered Review Activity				
January - December 2011				
APD Area	Number of PCRs		Number of Declines	
	Waiver	CDC+	Waiver	CDC+
1	49	15	21	4
2	87	22	25	4
3	65	8	14	6
4	119	22	37	10
7	125	35	31	17
8	62	5	33	4
9	85	16	18	5
10	138	36	29	1
11	202	43	34	5
12	59	5	12	1
13	88	15	16	7
14	47	2	13	0
15	47	12	18	10
23	214	45	46	17
Total	1,387	281	347	91

Individual Interviews (III)

- **Statewide results for outcomes show**
 - **2011 results: 79.3% of outcomes present for individuals**
 - **Down from 85% in Year 1 (2010)**

- **Key Expectations that have declined**
 - **Person is healthy (↓ 12.5 pts to 76.5%)**
 - **Person is afforded choice of services and supports (↓ 9.1 pts to 72.8%)**
 - **Person is developing desired social roles (↓ 7.9 pts to 64.7%)**
 - **Person directs design of services (↓ 7.4 pts to 74.1%)**

Individual Interviews (III)

III Results are somewhat:

- **Higher for individuals in Independent or Supported living compared to a Group or Family home**
- **Higher for individuals receiving Supported Employment compared to ADT and Companion**
- **Lower for individuals with Autism (N=55) compared to Cerebral Palsy or Intellectual Disabilities**



National Core Indicators (NCI)

NCI Consumer Survey Results by Focused Areas					
January - December 2011					
	# of Responses	Percent Negative	In Between	Percent Positive	Year 1 Positive
Person Centered Approach/Satisfaction	5,838	14.5%	7.3%	78.2%	74.0%
Choice	11,207	23.4%	32.5%	44.1%	45.8%
Safety/Security	3,395	3.8%	7.2%	89.0%	88.7%
Rights	8,375	9.1%	3.3%	88.5%	86.8%
Community Inclusion	15,275	30.3%	3.1%	66.6%	64.1%
		Poor	Fair	Excellent/ Very Good	
Health	1,380	5.1%	61.2%	33.7%	32.6%



Health and Behavioral Assessment (HBA) Jan – Dec 2011

- **Many individuals had:**
 - **Health problems (41.8%) (CDC+ 35.9%)**
 - **Dental problems (12.5%) (CDC+ 7.1%)**
 - **Been admitted to the hospital (14.9%) (CDC+ 10.3%)**
 - **Been treated in emergency room (25.5%) (CDC+ 21.4%)**



Provider Discovery Reviews

Table 7: Provider Discovery Review Activity				
January - December 2011				
APD Area	Number of PDRs	Waiver Participants Served	CDC+ Participants Served	Non-Compliant Providers
1	75	2,403	35	0
2	206	3,577	93	2
3	149	2,786	82	6
4	300	5,047	172	13
7	246	5,399	269	14
8	116	2,338	44	1
9	103	2,766	81	1
10	229	4,872	212	2
11	359	8,632	243	12
12	118	2,109	27	1
13	141	3,301	69	6
14	70	1,829	15	3
15	124	1,974	140	3
23	432	11,349	380	21
State	2,668	58,382	1,862	85



Administrative Review: Policies and Procedures January – December 2011

- **Average score of 87.1% is up from 80.5% in Year 1**
- **Providers show improvement in all 4 standards addressing grievance policies and practices.**
- **Providers to date have not performed well in:**
 - **Completing a self assessment (47.5% but ↑ 5.8 pts)**
 - **Taking quality improvement actions from self assessment results (57.8% but ↑ 9.2 pts)**
 - **Updating policies and procedures in a timely manner (68.1% but ↑ 4.9 pts)**



Administrative Review: Qualifications and Training January – December 2011

- **Average score of 87.6% is up from 84.6% in Year 1**
- **Fewer than 80% of providers to date met the following standard criteria:**
 - **Received training in PC Approach/Personal Outcomes Measures (↑4.8 pts)**
 - **Received training in documentation for each waiver service provided (↑ 3.3 pts)**
 - **Received training on the Medicaid Waiver Services Agreement (↑ 2.7 pts)**



Service Specific Record Reviews January – December 2011

- **The average SSRR score was 85.7%, up from Year 1 (82.3%)**
- **The greatest improvement since Year 1 has been in**
 - **Personal Care Assistance (↑ 5.3 pts)**
 - **Adult Day Training (↑ 5.6 pts)**
 - **Respite (↑ 5.0 pts)**



Alerts and Recoupment January – Dec 2011

- **Providers have been cited with the following alerts:**
 - **426 Background screening**
 - **187 Health/Safety**
 - **11 Rights**

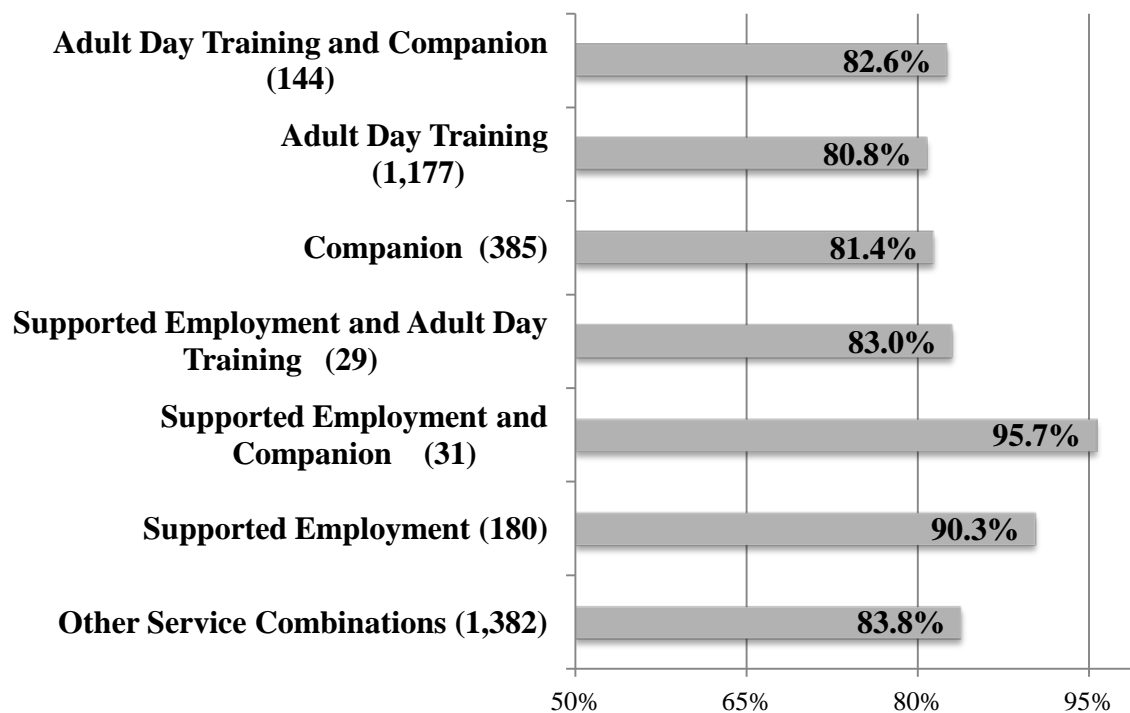
- **1,401 providers (52.5%) had at least one recoupment cited**



The Steve Dunaway Supported Employment Show!!!



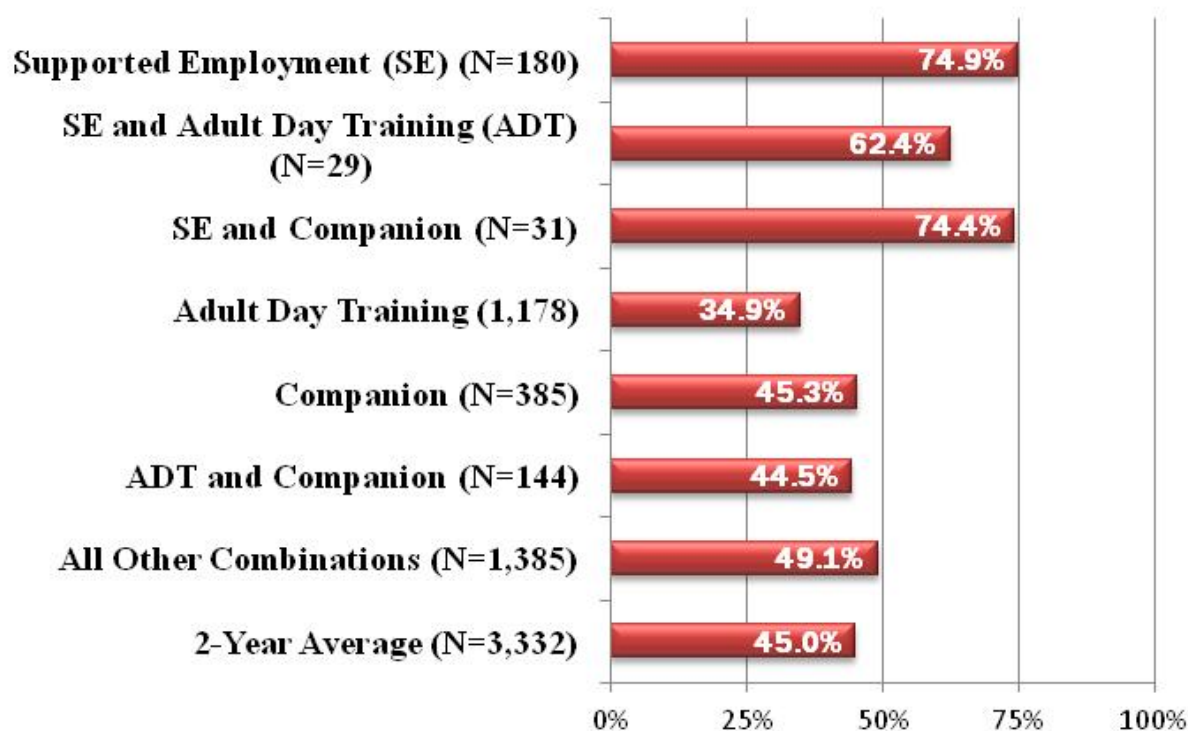
Individual Interview Instrument 2-Year Average by Services 2010-2011





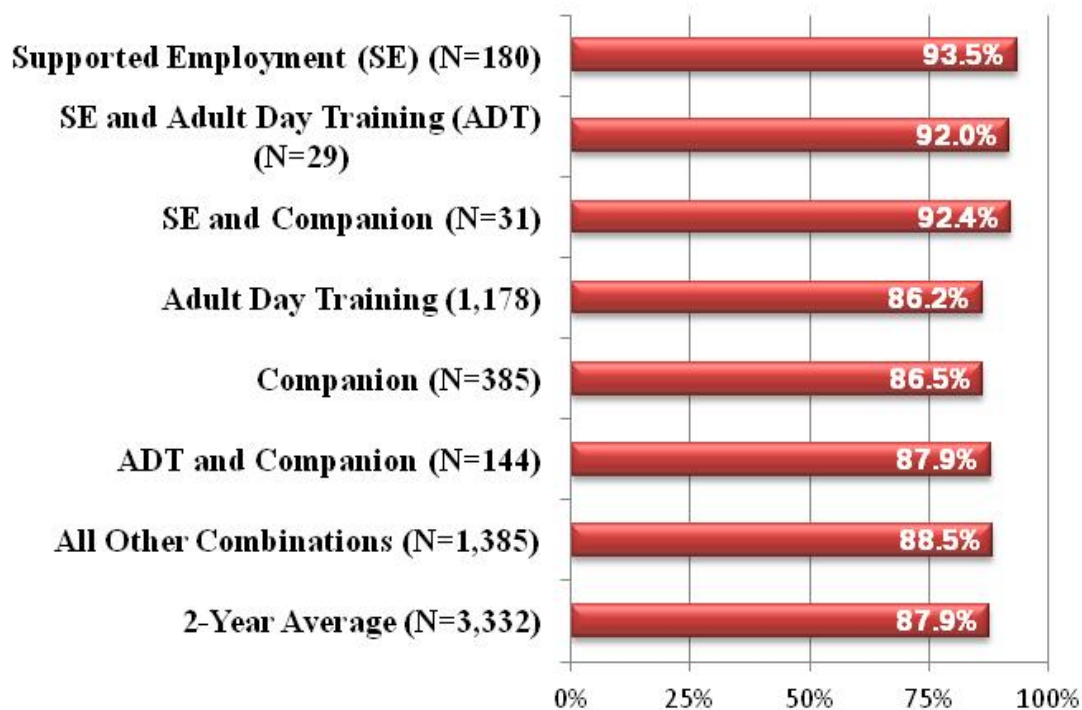
NCI Result by Focus Outcome Area January 2010 – December 2011

Choice



NCI Result by Focus Outcome Area January 2010 – December 2011

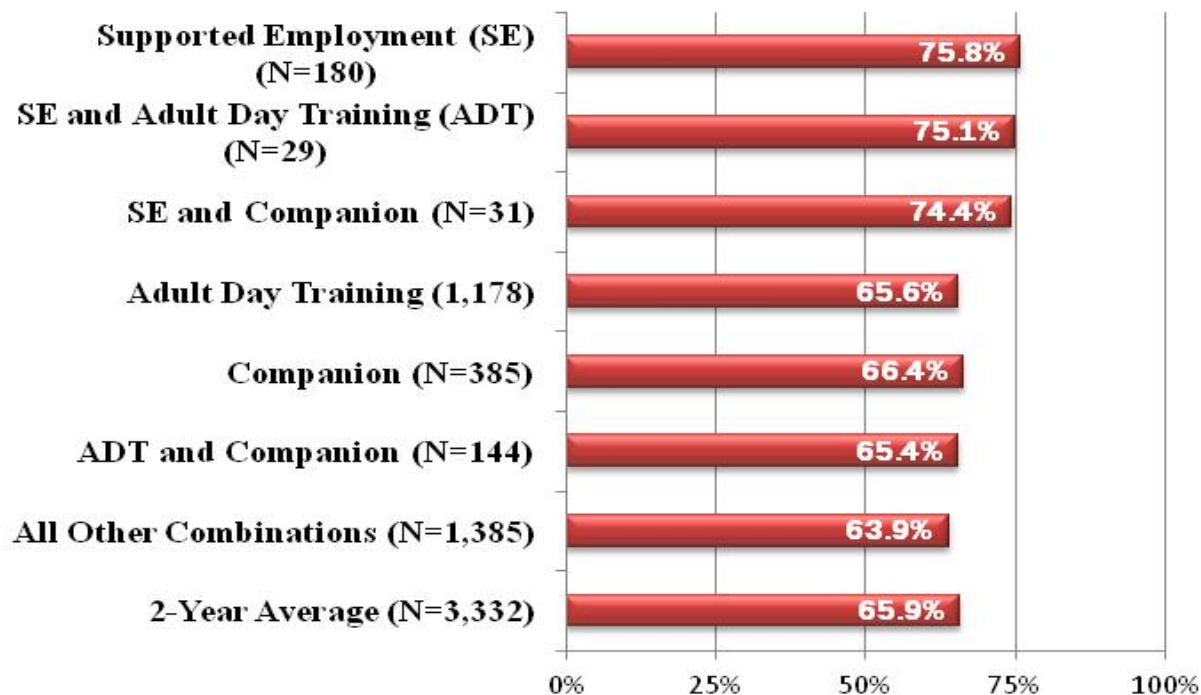
Rights





NCI Result by Focus Outcome Area January 2010 – December 2011

Community Inclusion



NCI Result by Focus Outcome Area January 2010 – December 2011

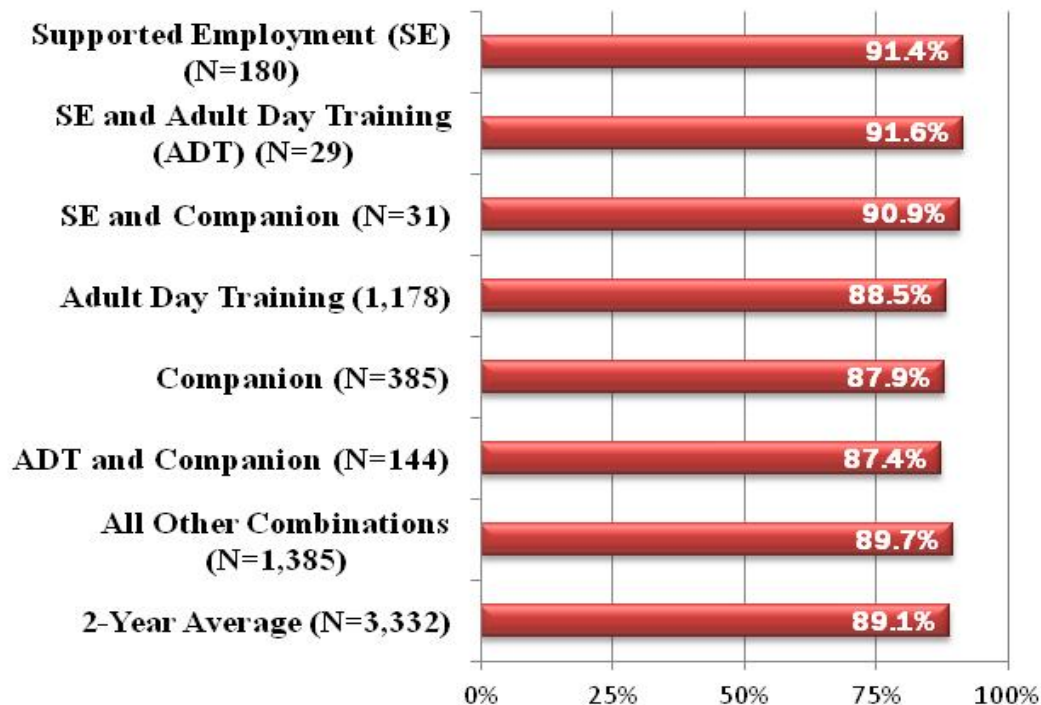
Health Excellent/Very Good





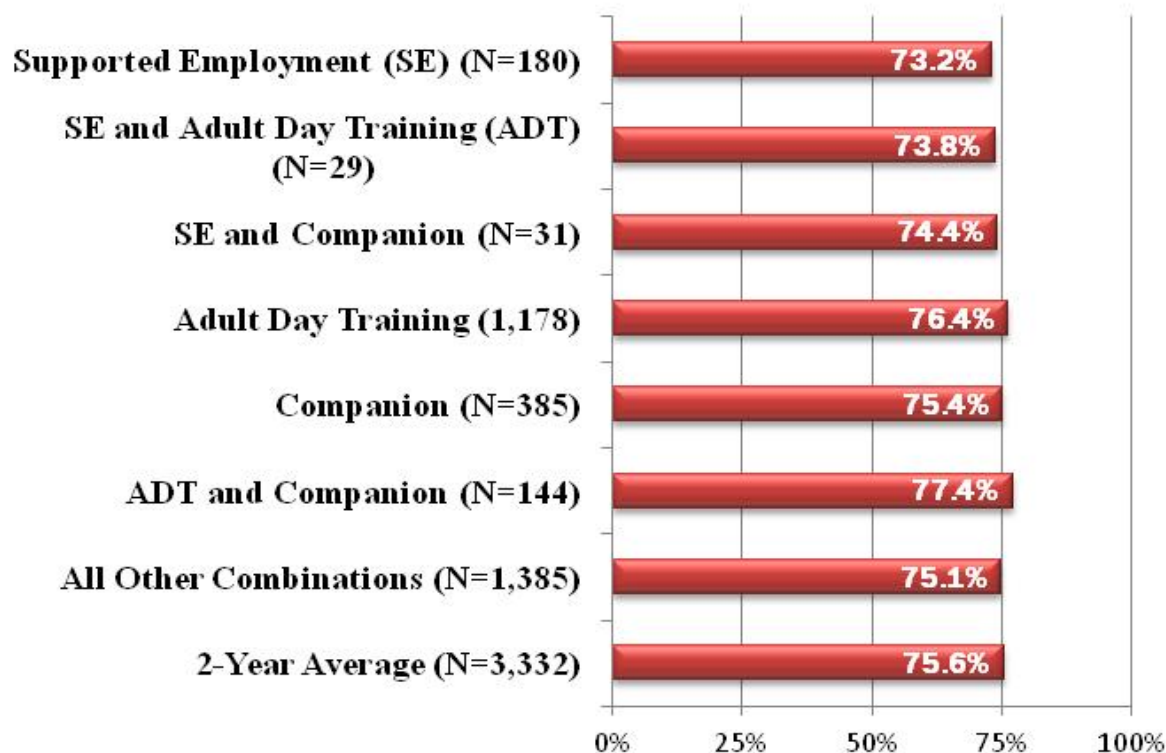
NCI Result by Focus Outcome Area January 2010 – December 2011

Safety/Security



NCI Result by Focus Outcome Area January 2010 – December 2011

Person Centered Approach/Satisfaction

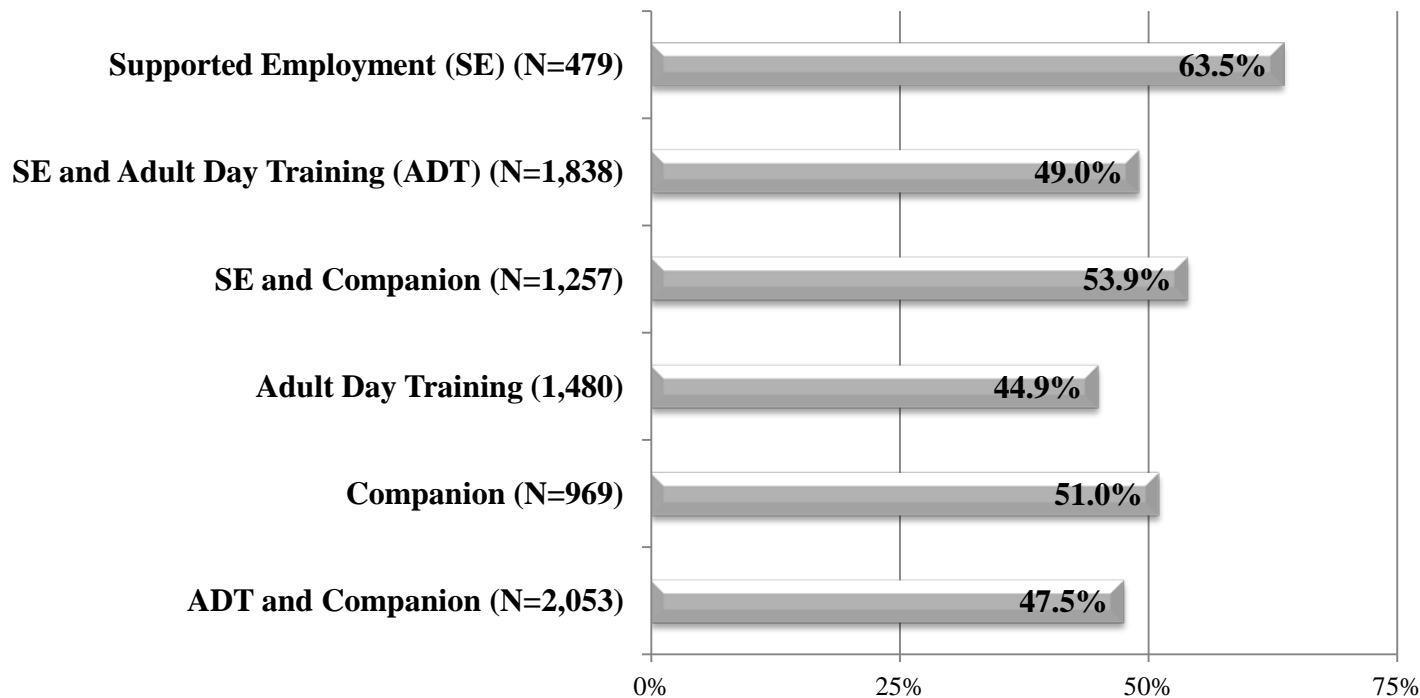




Personal Outcome Measures

Percent Present: July 2007 – December 2010

Average for all 25 Outcomes

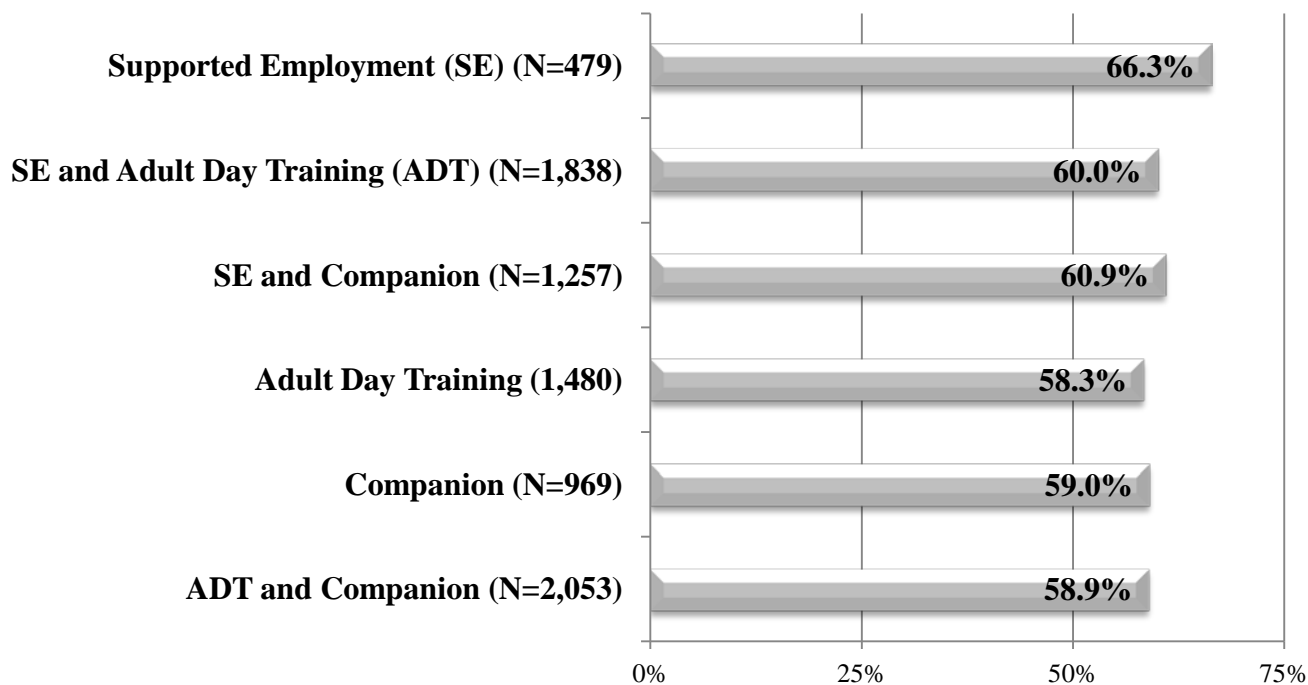




Personal Outcome Measures

Percent Present: July 2007 – December 2010

Average for 7 Foundational Outcomes

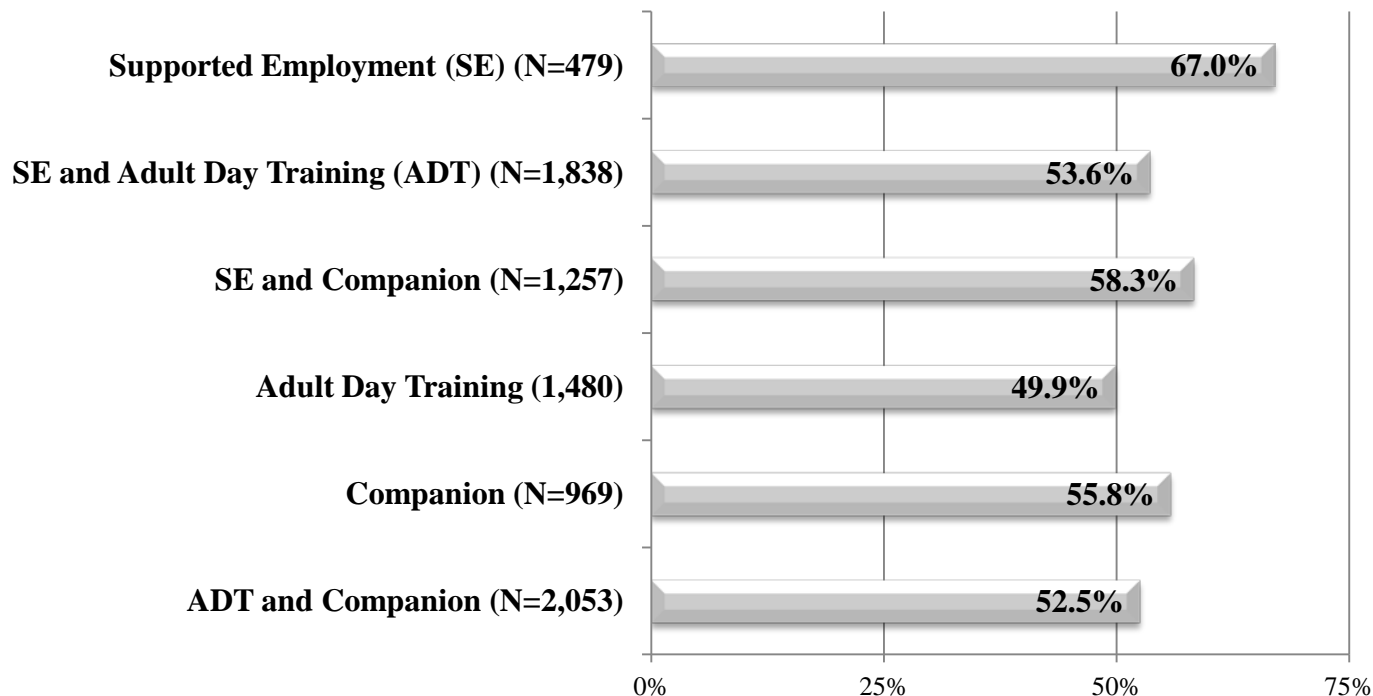




Personal Outcome Measures

Percent Present: July 2007 – December 2010

Average for all 25 Supports





13 or More Outcomes/Supports Present by Service			
Year 7 (July 2007 - June 2008)			
N = 1,286 with Service (Claims) Information			
Service	Received Service	Outcomes	Supports
Adult Day Training	583	37.4%	46.1%
Residential Habilitation	373	24.7%	37.0%
Supported Employment	193	75.1%	76.2%
Supported Living Coaching	234	71.4%	73.9%
Companion	331	60.4%	64.7%
In Home Support Services	242	60.3%	62.8%
Total 13+ Met	1,329	50.3%	55.5%

Outcomes by Waiver Service QI Study: August 2007

Factors that reflect increased odds of having
13 or More POM Outcomes present:

Factor	Odds Ratio	P-value
# of Supports	1.67	0.000
Independent/ Supported Living	1.59	0.063
Supported Employment	1.51	0.087



Outcomes by Waiver Service QI Study: August 2007

Impact of Supported Employment, significant at $p=0.05$

Outcome	Odds Ratio
Chooses work	2.40
Chooses daily routine	2.96
Uses environment	2.54
Lives in integrated environment	2.35
Participates in life of community	1.44
Interacts with members of community	1.77
Performs different social roles	1.64
Is treated fairly	0.64



Questions?

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And now, the best for last....

