

Quality Council Data Presentation

Florida Statewide Quality Assurance Program

July – December 2018



Qlarant 

Best People. Best Solutions. Best Results.™




agency for persons with disabilities
State of Florida

Presentation Outline

- **Person Centered Reviews**

- Number of PCRs and Declines
- Individual Demographics
- PCR Interview Results
- Community Integration and Employment
- PCR Record Review Results
- Key Health Questions

- **Provider Discovery Review**

- PDR Scores by Region
- PDR Scores by Tool
- SSRR Scores by Service
- Alerts





Person Centered Reviews



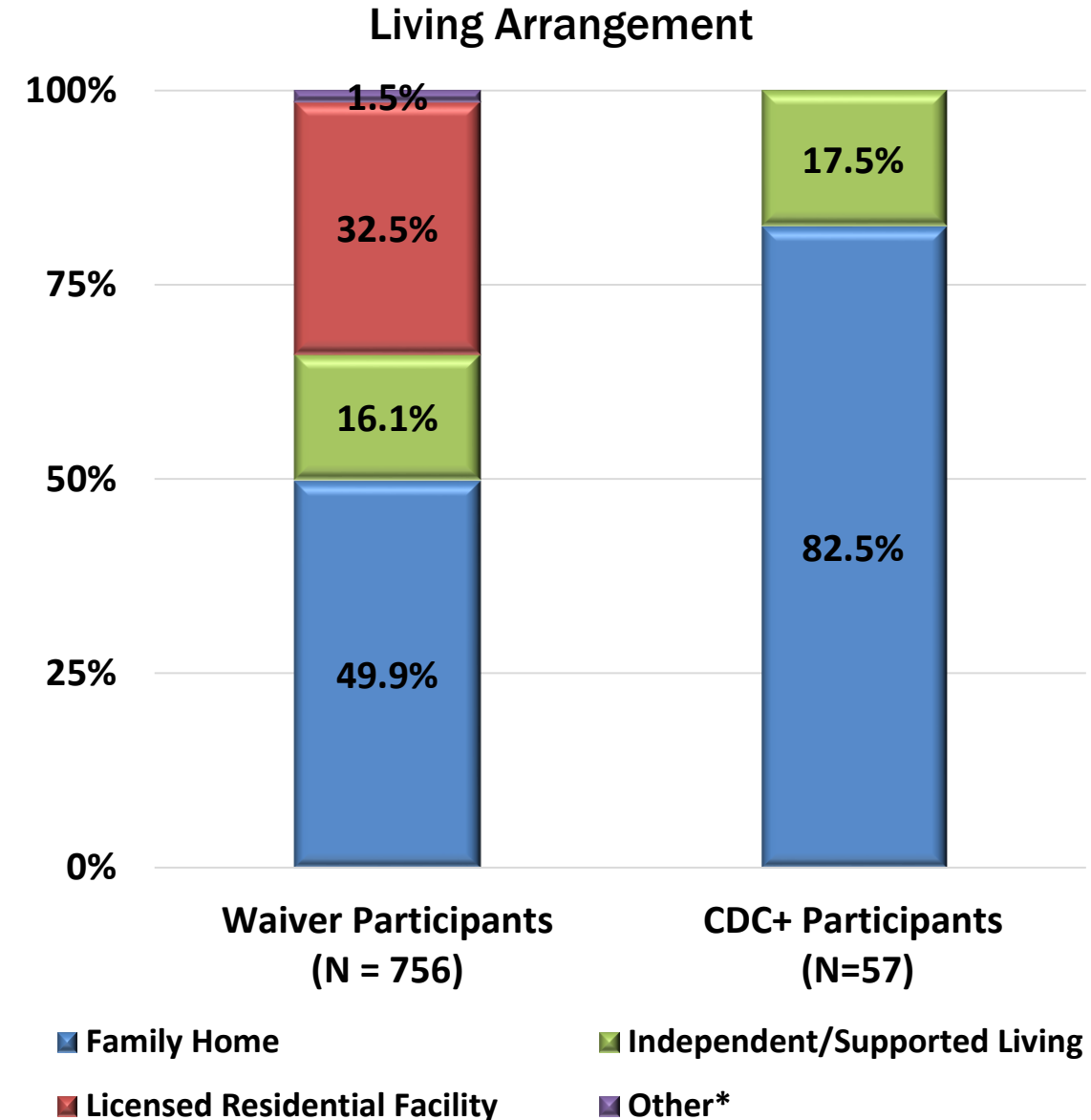
PCRs by Region and Number of Replacements

Person Centered Review Activity				
July - December 2018				
	# of PCRs		# of Declines	
Region	Waiver	CDC+	Waiver	CDC+
Northwest	39	3	21	1
Northeast	121	18	36	0
Central	133	12	31	1
Suncoast	197	5	45	2
Southeast	182	13	63	1
Southern	84	6	14	1
Total	756	57	210	6

Person Centered Review Decline Reasons			
July - December 2018			
Decline Reason	Waiver	CDC+	Total
Refused	131	3	134
Review next year	25	3	28
Deceased	13	0	13
No Longer Receiving Services	27	0	27
Moved out of State	14	0	14
Total	210	6	216

PCR Individual Demographics

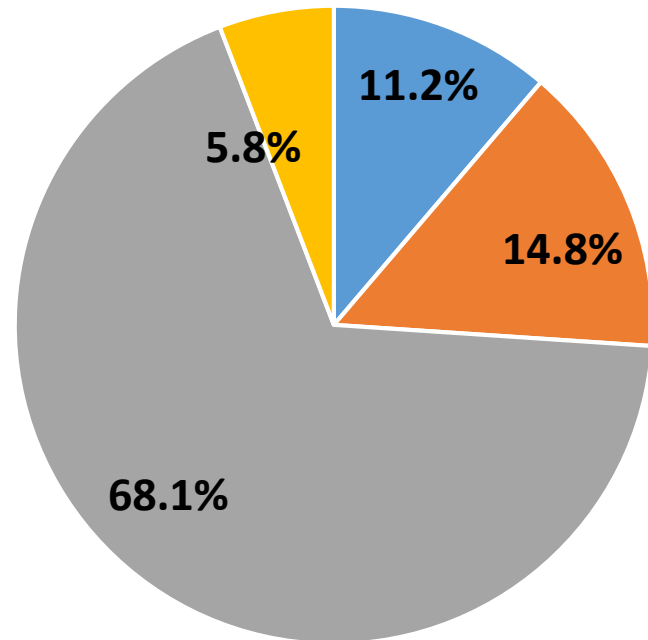
Region	Waiver Participants (N = 756)		CDC+ Participants (N = 57)	
	n	%	n	%
Northeast	121	16.0%	18	31.6%
Northwest	39	5.2%	3	5.3%
Southern	84	11.1%	6	10.5%
Suncoast	197	26.1%	5	8.8%
Suneast	182	24.1%	13	22.8%
Central	133	17.6%	12	21.1%



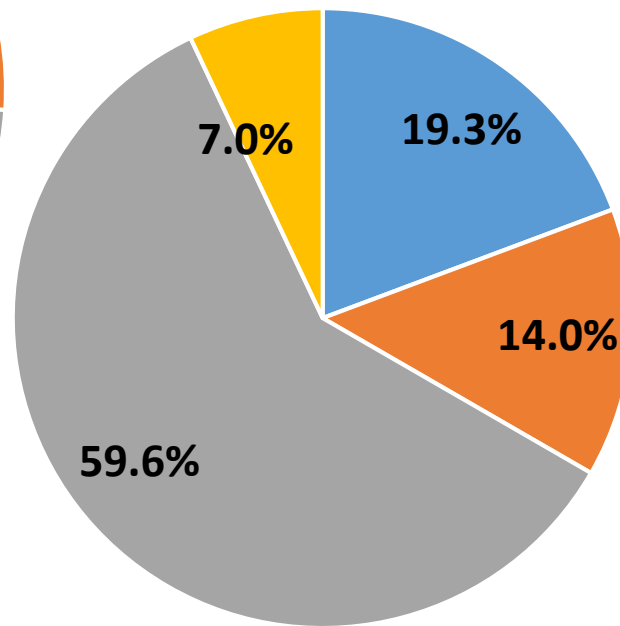
*Other Home Types: 1 Adult family care home , 6 ALF and 4 Foster Home

PCR Individual Demographics

Waiver Participants

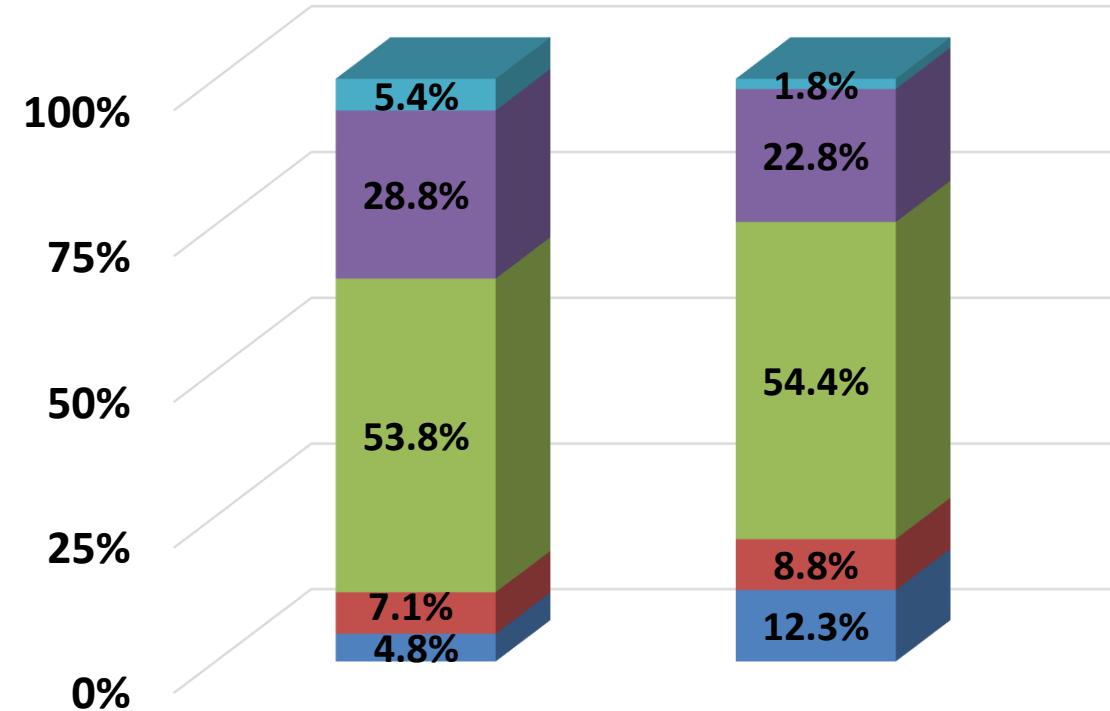


CDC+ Participants



■ Autism ■ Cerebral Palsy ■ Intellectual Disability ■ Other*

Age Categories



Waiver Participants
(N = 756)

CDC+ Participants
(N=57)

■ <18 ■ 18-21 ■ 22-44 ■ 45-65 ■ 65+

*Other Disability Types: DD Waiver : 32 Down Syndrome; 6 Spina bifida; 1 other; 4 Epilepsy, 1 Prader-Willi; CDC+: 4 Down Syndrome

What's Different in the Interviews?

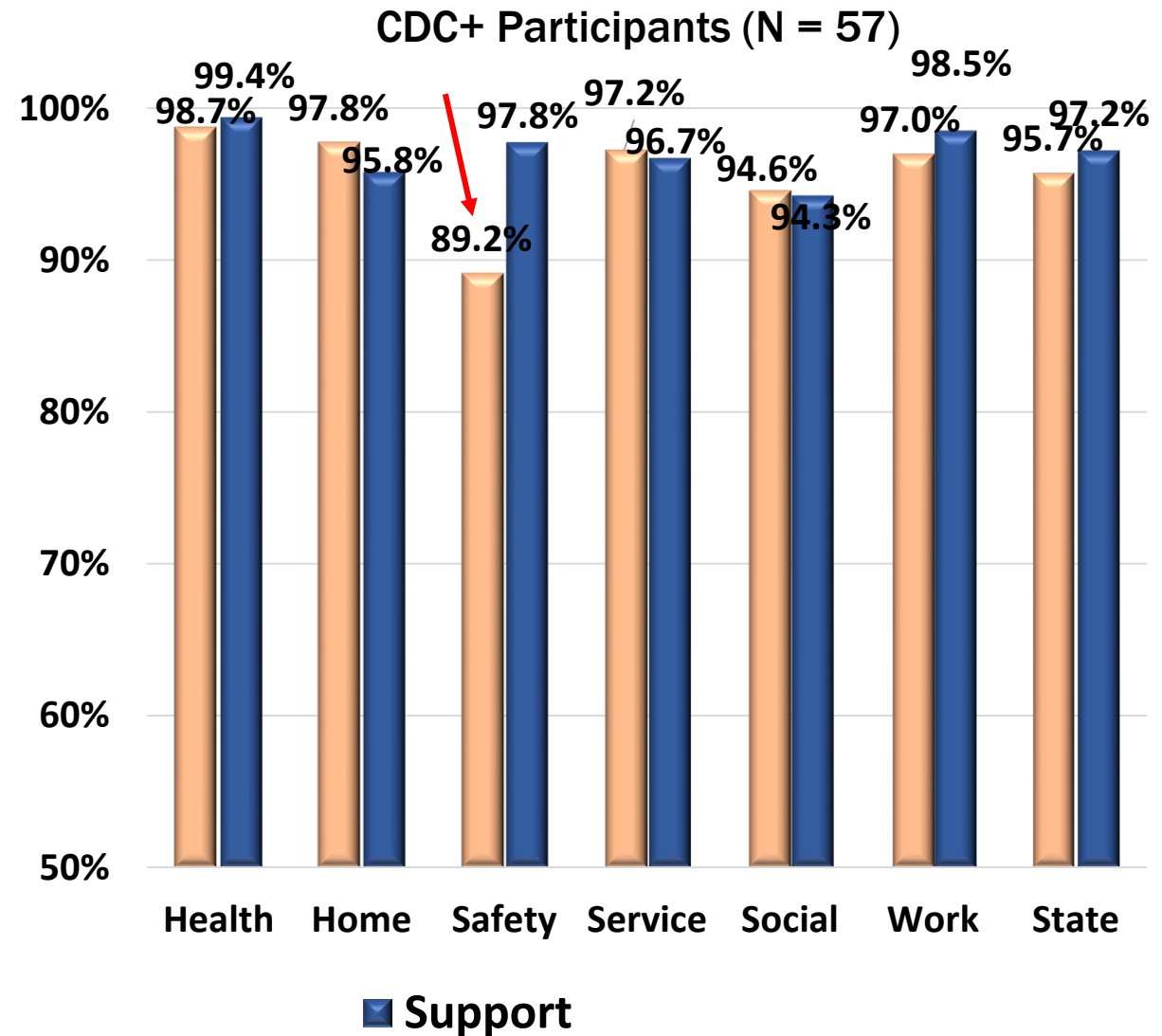
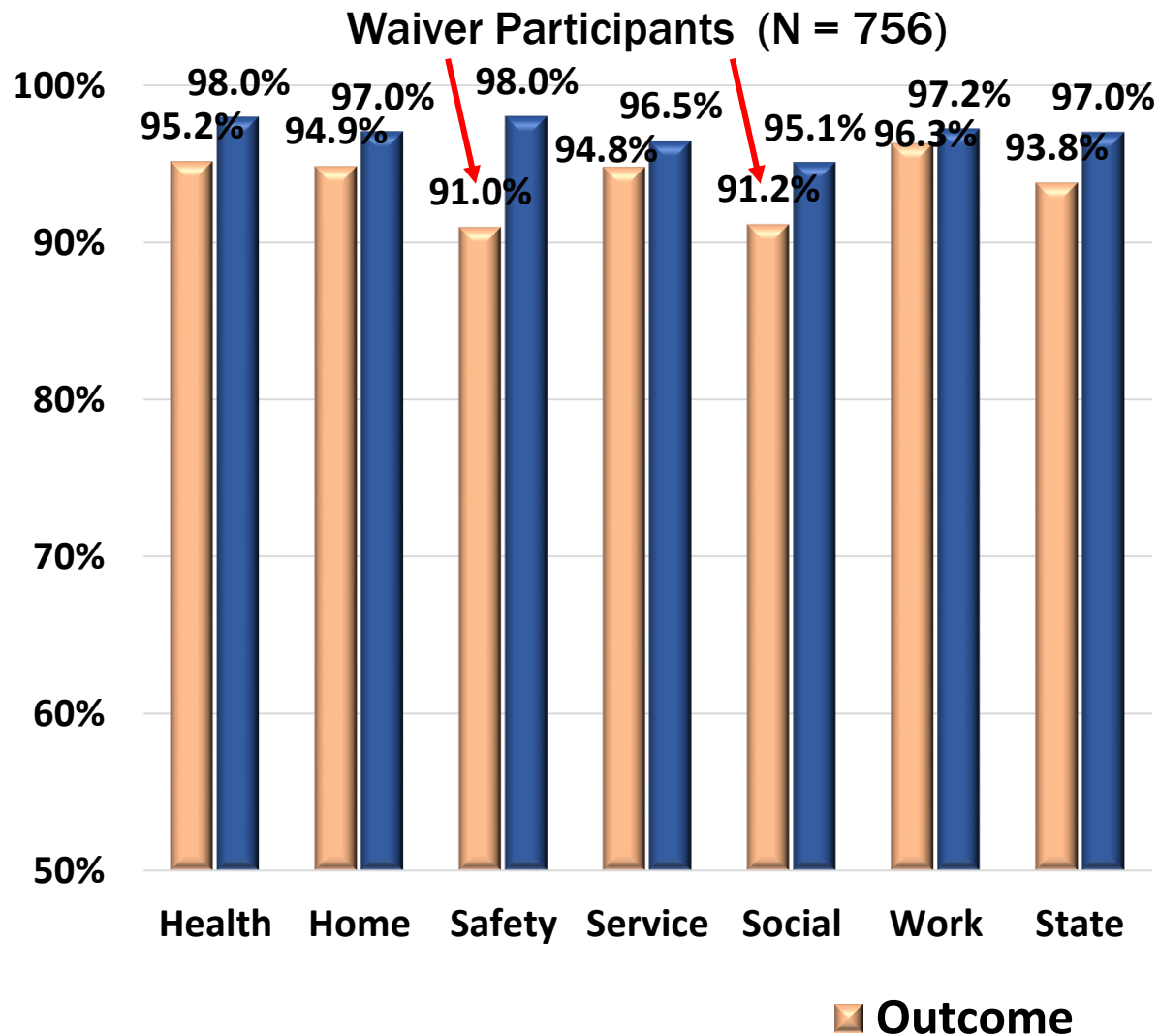


- My Life Individual interviews are assessed for **Outcomes** and **Supports**
- Staff and WSC interviews assess **Supports**
- If any indicator is scored Not Met, each indicator provides the reason it was not met
- The person's **Satisfaction** is assessed using Likert Scale indicators (Strongly Agree to Strongly Disagree)
- New questions address the **Stability** of the person's life/supports.

Interview Results: Outcomes vs. Supports Scored Met or Not Met

Interview Tool	Outcomes	Supports
	Percent Met	Percent Met
Waiver Individual's (N = 756)	93.8%	97.0%
CDC+ Individual's (N = 57)	95.7%	97.2%
Support Coordinator	NA	98.5%
CDC+ Consultant	NA	98.7%

Individual Interviews: Outcomes vs. Supports by Area



Community Integration: Outcomes vs. Supports

Indicator	Waiver (N = 756)		CDC+ (N = 57)	
	Outcomes	Supports	Outcomes	Supports
I am part of and participate in my community.	88.7%	94.8%	91.1%	94.7%
I am an active and contributing member of my community.	85.1%	91.9%	92.5%	91.1%
I have meaningful friendships and relationships.	91.8%	94.8%	98.2%	94.6%



Integrated Employment: Outcomes vs. Supports

Indicator	Waiver (N = 756)		CDC+ (N = 57)	
	Outcomes	Supports	Outcomes	Supports
I chose where I work/day activity.	94.2%	96.9%	95.5%	97.8%
My preferences are respected and valued at my work/day activity.	98.1%	98.1%	100.0%	100.0%
I am able to explore other arrangements for work/day activity.	96.7%	96.6%	95.7%	97.9%



PCR Stability Results

Percent of Times per Occurrence

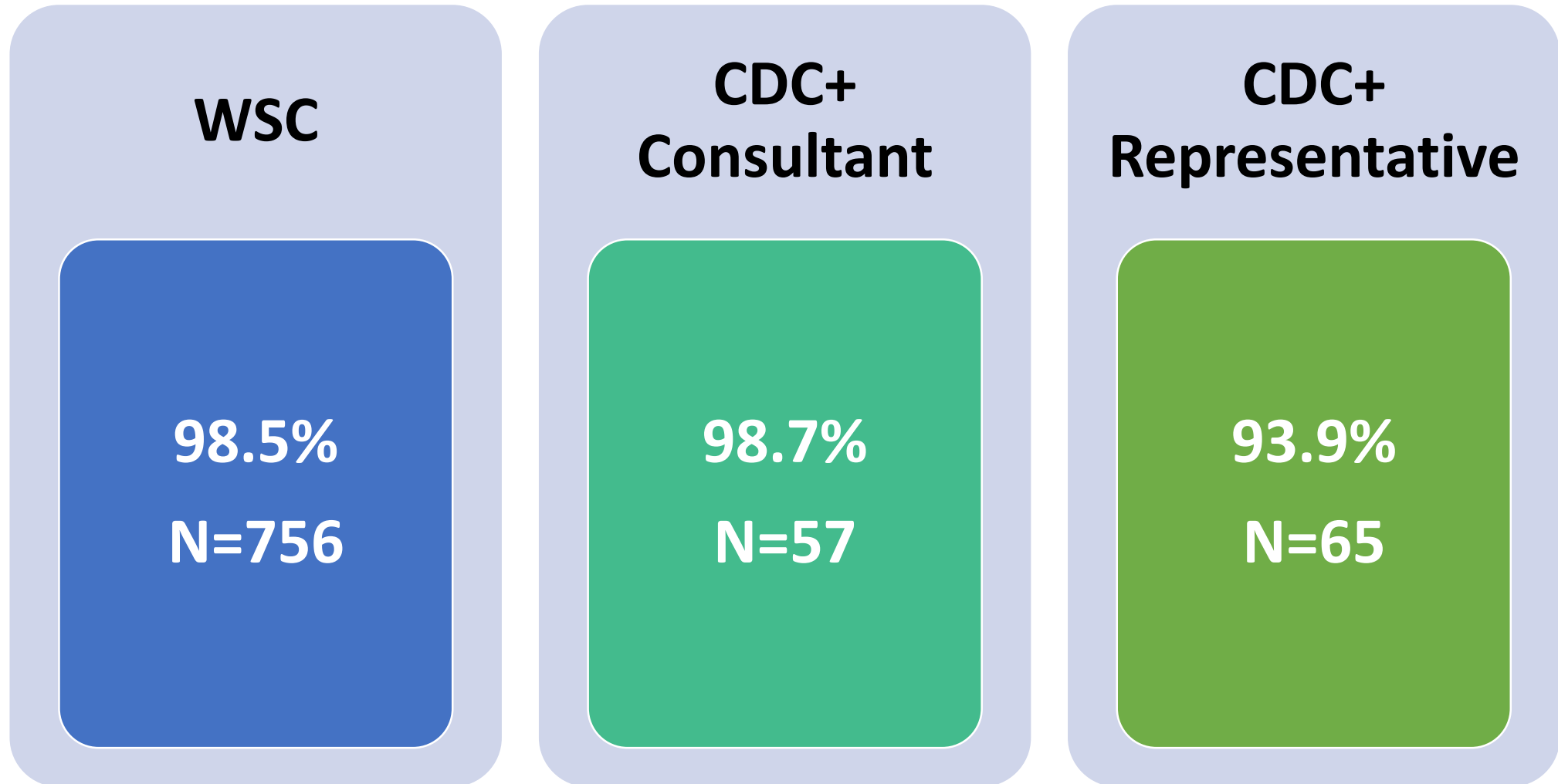
	Waiver (N = 756)			CDC+ (N = 57)		
Within the last 12 months:	0	1	2+	0	1	2+
I experienced changes in my WSC agency.	96.6%	3.4%	0.0%	100.0%	0.0%	0.0%
I experienced changes in my WSC.	89.0%	10.4%	0.5%	93.0%	7.0%	0.0%
I have changed employment.	97.6%	2.1%	0.3%	100.0%	0.0%	0.0%
I have experienced changes to my work/day activity service providers.	88.2%	9.9%	1.9%	94.7%	5.3%	0.0%
I have moved.	88.0%	10.6%	1.5%	93.0%	7.0%	0.0%
Service providers in my home have changed.	81.1%	12.8%	6.1%	91.2%	7.0%	1.8%
The services I receive have changed.	86.8%	10.7%	2.5%	94.7%	3.5%	1.8%

Key Health Questions

In the past 12 months, the person has...	Waiver (N = 756)		CDC+ (N = 57)	
	N	%	N	%
been to an Urgent Care Center.	31	4.1%	4	7.0%
been to an Emergency Room.	133	17.6%	11	19.3%
been admitted to the hospital.	79	10.4%	8	14.0%
been Baker Acted.	25	3.3%	0	0.0%
had Reactive Strategies under 65G-8 used due to behavioral concerns.	11	1.5%	1	1.8%
had the Abuse Hotline been contacted to report abuse, neglect, or exploitation.	21	2.8%	0	0.0%

PCR Record Review Scores by Review Component

July - December 2018



Lowest Scoring Record Review Indicators WSC (N=756) and CDC+ (N=57)



The Golden Rule

What is not
documented is
not done !!!

Progress Notes demonstrate **pre-Support Plan planning** activities were conducted (WSC: 83.5%)

Documents demonstrate efforts to assist the person **to define abuse, neglect, and exploitation** including how the person would report any incidents on an ongoing basis (WSC: 85.7%, CDC+: 87.5%).

The Consultant documents ongoing efforts to assist the person/legal representative to **know about rights** (CDC+: 89.4%).

Documentation provides information about the **person's history regarding abuse, neglect, and/or exploitation** on an ongoing basis. (CDC+ 90.0%)

Lowest Scoring Record Review Indicators CDC+ Representative (N=65)

Documentation is available to support the reconciliation of **Monthly Statements** (83.1%)

The CDC+ Representative maintains the employment status of all who provide direct care on the **Employee/Contractor Roster within the Clearinghouse** (84.6%)

Accurate Signed and approved **invoices for vendor payments** are available for review (84.2%)

Background screening results for all providers who render direct care are available for review (85.2 %)





Provider Discovery Reviews

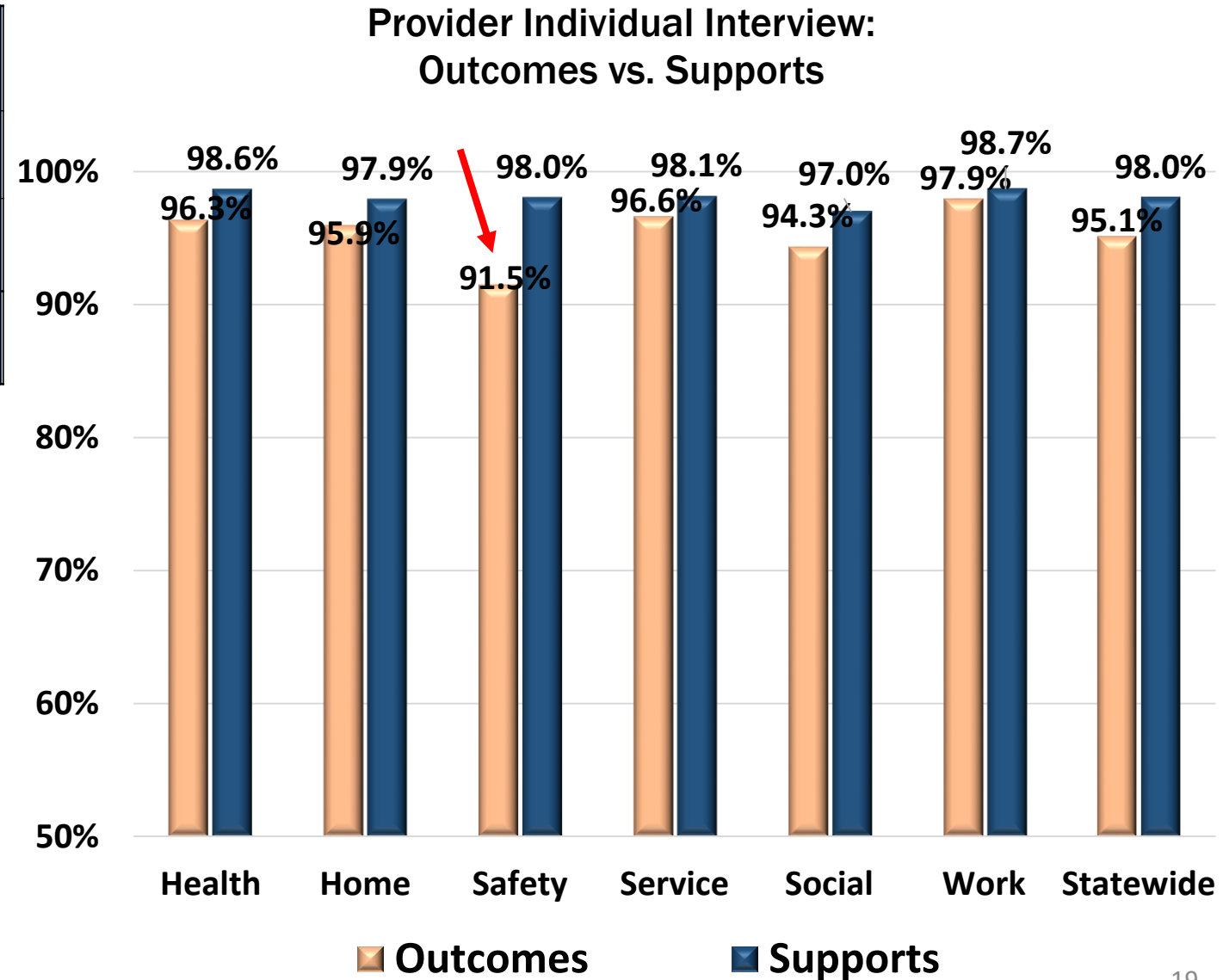


Overall PDR Scores by Region

Region	Service Providers		WSCs	
	# of PDRs	Overall PDR Score	# of PDRs	Overall PDR Score
Northwest	53	92.7%	13	97.9%
Northeast	159	93.5%	40	95.1%
Central	162	92.8%	53	91.6%
Suncoast	186	90.6%	49	93.5%
Southeast	145	91.1%	58	95.4%
Southern	137	93.6%	27	96.2%
State	842	92.4%	240	94.9%

PDR Individual and Staff Interview Results

Interview Tools	Outcomes	Supports
	% Met	% Met
Individual (N = 1,315)	95.1%	98.0%
Staff (N = 1,292)	NA	98.5%



PDR Stability Results

Percent of Times per Occurrence (N=1,315)

Within the last 12 months:	0	1	2+
I have changed employment .	94.9%	5.1%	0.0%
I have experienced changes to my work/day activity service providers (including direct care staff).	83.7%	13.3%	3.0%
I have moved.	87.8%	11.3%	0.9%
The service provider or direct care staff has changed for this service I receive in my home.	82.7%	11.7%	5.7%
The service provider or direct care staff has changed for this service I receive.	83.9%	13.6%	2.5%

PDR Scores

July – December 2018



Service Specific
Record Review

92.1%
(N=3,220)



Policies and
Procedures

93.4 %
(N=842)



Qualifications
and Training

93.7 %
(N=2,190)

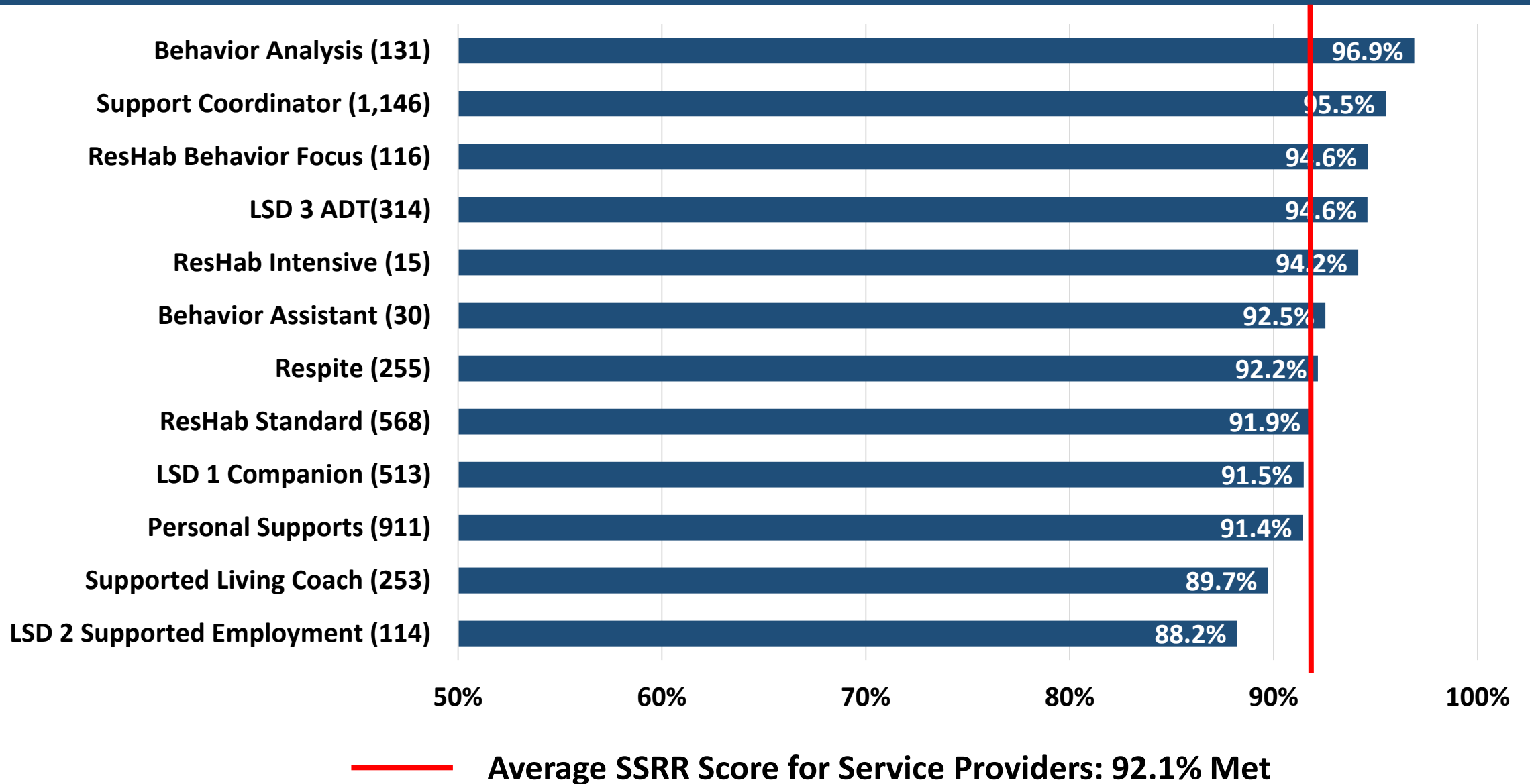


Observations

98.4 %
(N=729)



SSRR Scores by Service



Lowest Scoring PDR Administrative Indicators

Policies and Procedures, Qualification and Training

P&P

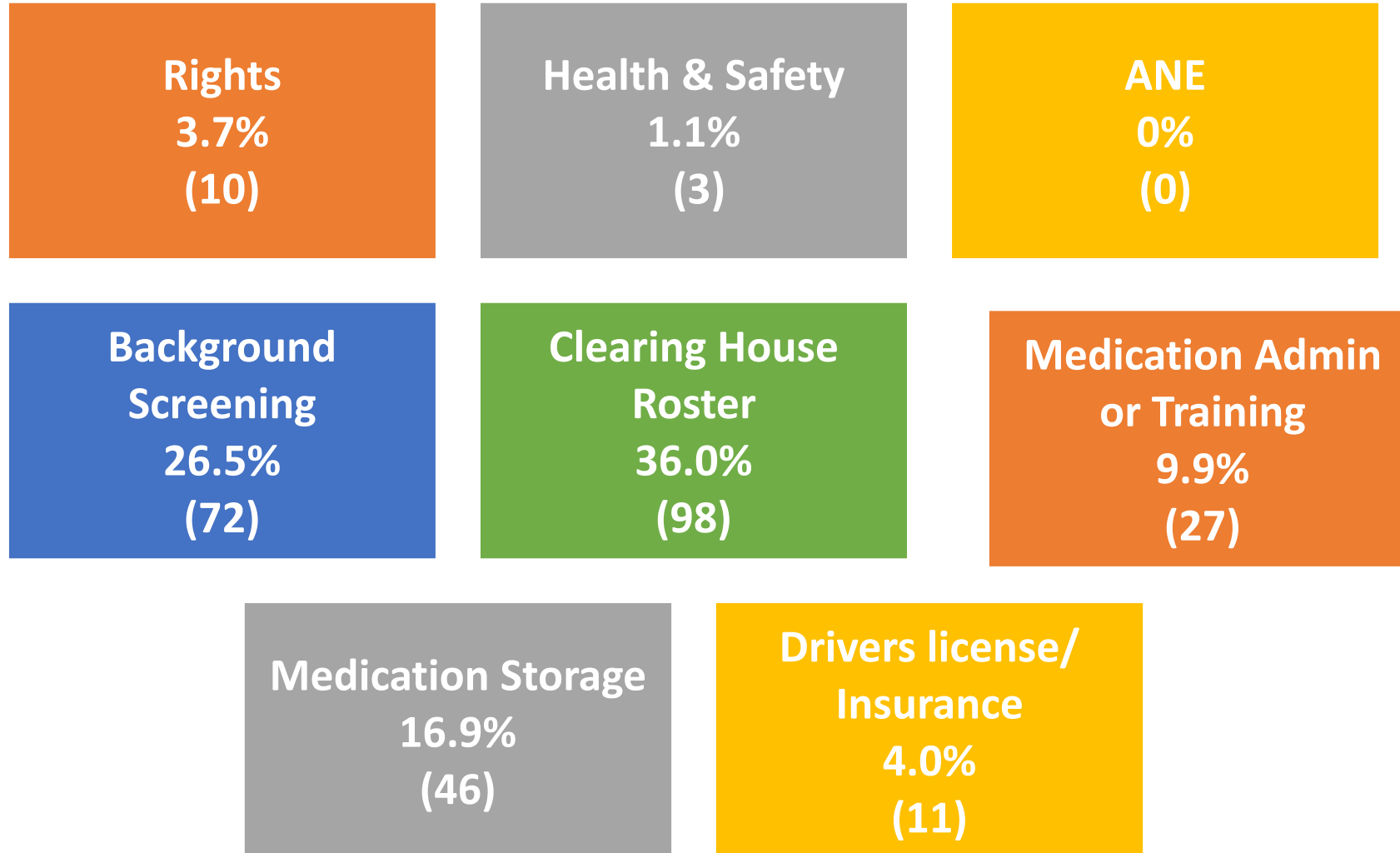
- Maintains written policies and procedures detailing how to ensure compliance on background screening/five-year rescreening (89.3%)
- Maintains written policies and procedures detailing methods to ensure the person's confidentiality and secure maintenance/storage of records (79.9%).

Q&T

- Provider received training in Requirements for All Waiver Providers (79.6%); HIV/AIDS/Infection Control (85%); First Aid (84.4%); HIPAA (87%)
- Completes 4 hours of annual in-service training related to the specific needs of at least one person receiving services (LSD 1 - 74.7%; Personal Supports – 74.2%)
- Completes 8 hours of annual in-service training (Supported Living Coaching – 81.8%); related to employment (Supported Employment – 83.8%)

Alerts by Type

July – December 2018





Questions Feedback

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