

# Quality Council Data Presentation

## Florida Statewide Quality Management System

July 2017 – June 2018

**Qlarant** 

Best People. Best Solutions. Best Results.™



  
agency for persons with disabilities  
*State of Florida*

- **Person Centered Review**
  - Demographics
  - Individual and SC Interview
  - Record Reviews
  - CDC+ Representative
  - Health Summary
- **Provider Discovery Review**
  - Observations
  - P&P, Q&T, SSRR
  - Background Screening
  - Billing Discrepancies
  - Alerts





# Person Centered Reviews



# PCRs by Region and Number of Declines

Person Centered Review Activity July 2017 – June 2018				
Region	# of PCRs		# of Declines	
	Waiver	CDC+	Waiver	CDC+
Northwest	140	24	44	11
Northeast	226	42	67	9
Central	290	58	90	7
Suncoast	325	45	85	18
Southeast	301	52	95	5
Southern	250	23	38	2
<b>Total</b>	<b>1,532</b>	<b>244</b>	<b>419</b>	<b>52</b>

Person Centered Review Decline Reasons July 2017 – June 2018			
Decline Reason	Waiver	CDC+	Total
Refused	261	18	279
Review Next Year	61	22	83
No Longer Receiving Services	54	5	59
Deceased	29	6	35
Moved Out of State	14	1	15
<b>Total</b>	<b>419</b>	<b>52</b>	<b>471</b>

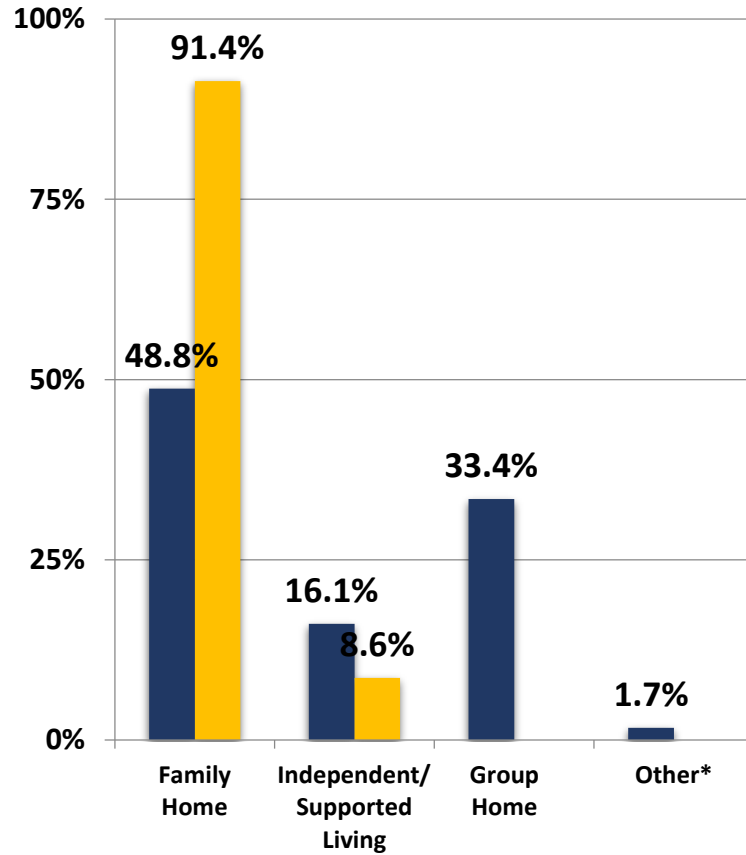
## Decline Rate:

Waiver: 27.3%; CDC+: 21.3%;

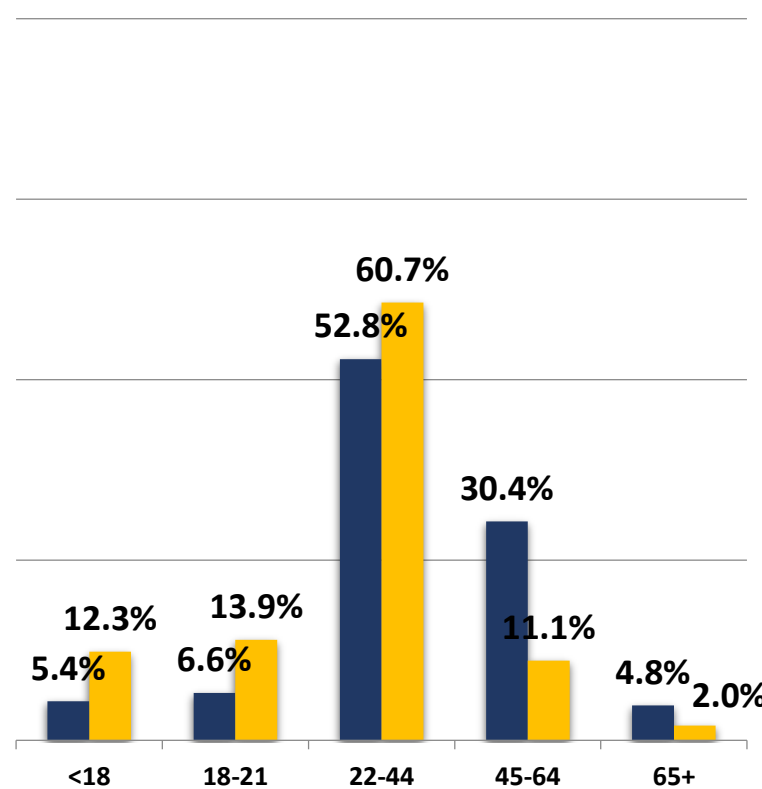
Review Next Year: 17.6%

# PCR Demographics

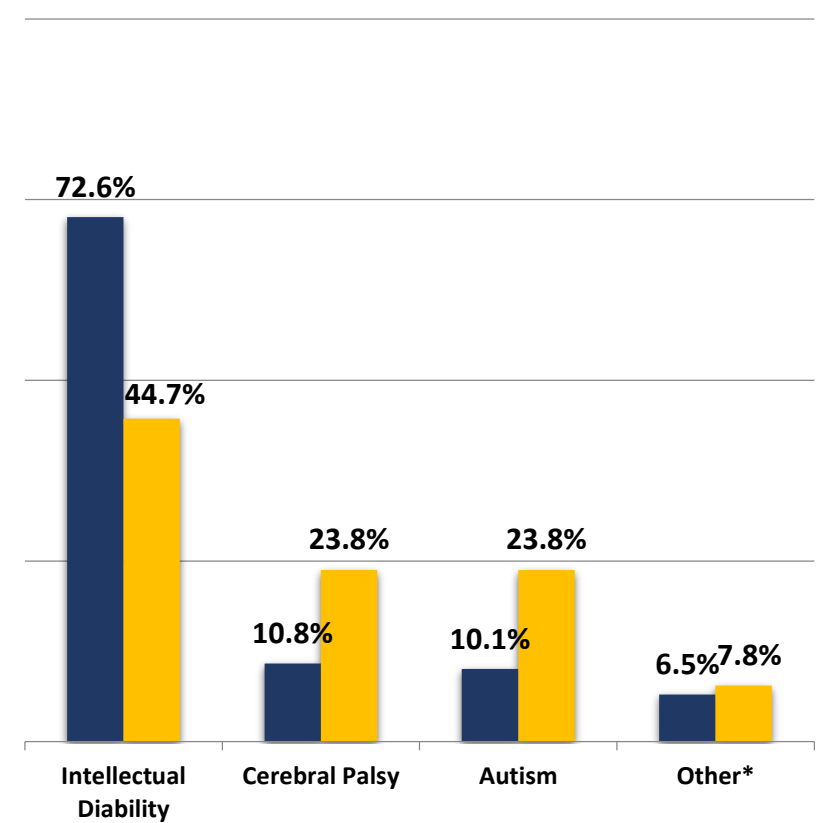
## Residential Setting



## Age Group



## Primary Disability



■ Waiver Participants (N = 1,532)

■ CDC+ Participants (N=244)

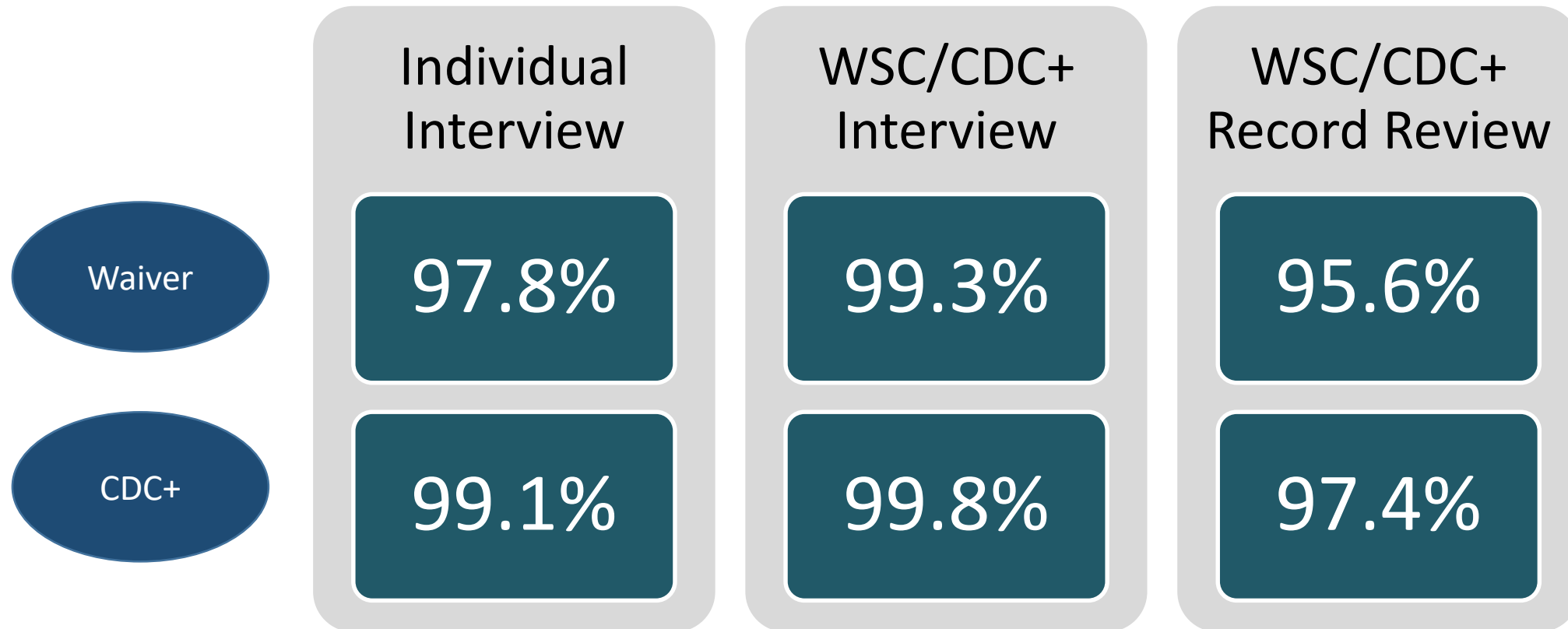
Note:

Other home types include: Assisted Living Facility (n = 20) and Foster Home (n = 6)

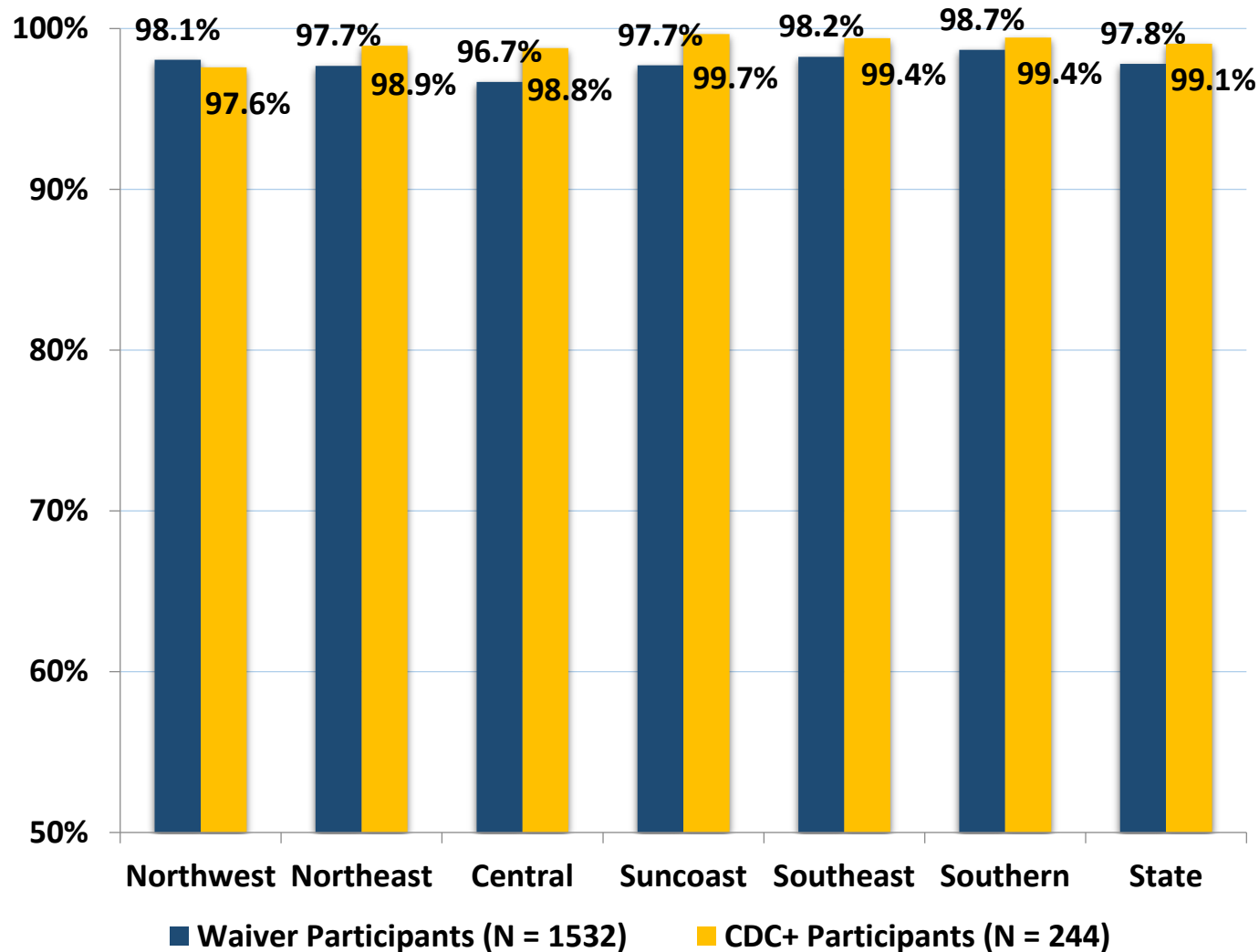
Other disability types include: Downs Syndrome (W = 57, CDC+ = 11), Spina Bifida (W = 19, CDC+ = 6), Prader Willis (W = 13), and Epilepsy (W = 3, CDC+ = 2)

# PCR Scores by Review Component

## July 2017– June 2018

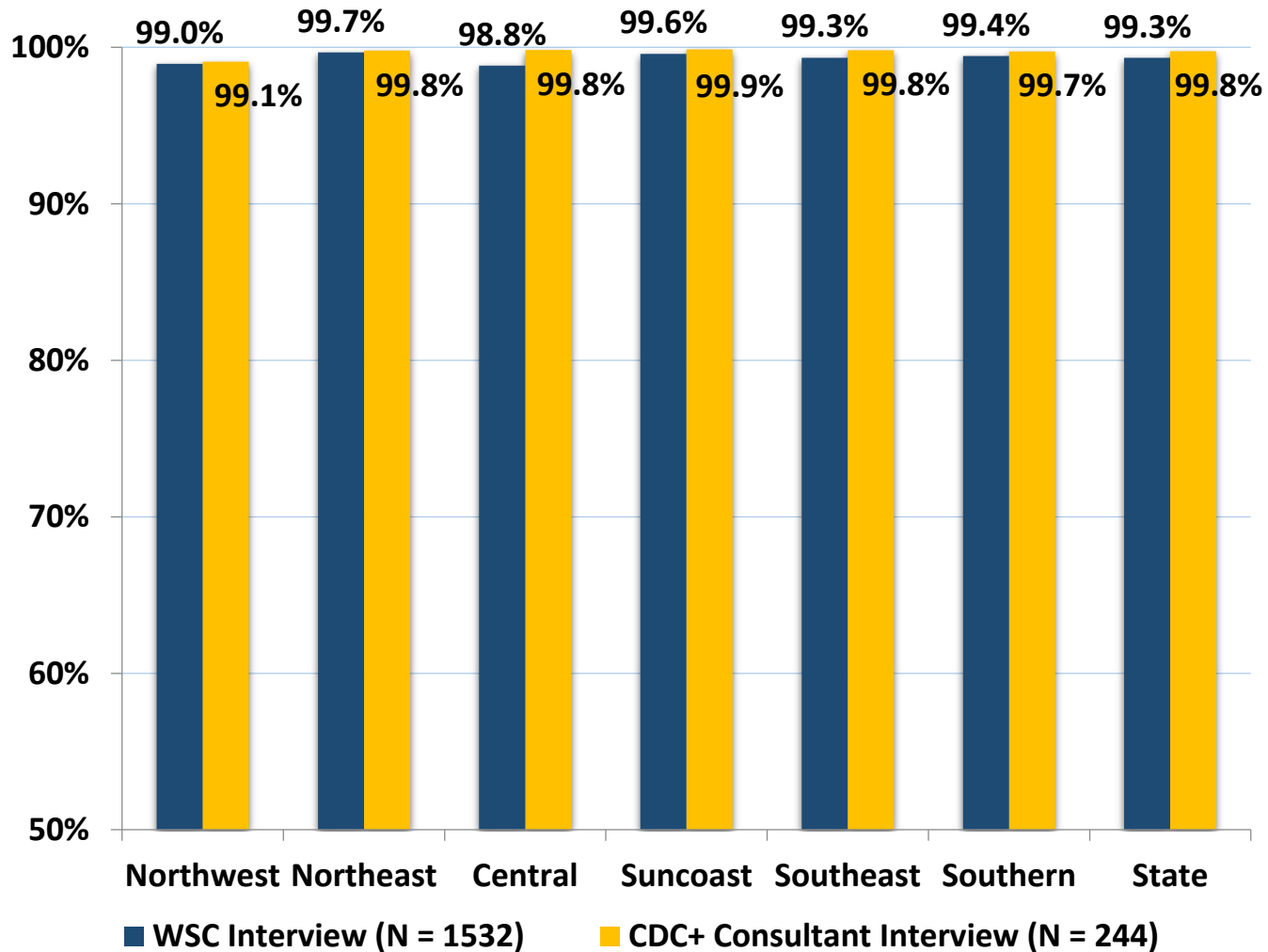


# Individual Interview Scores



Individual Interview Statistics	Waiver Participants	CDC+ Participants
Low Score	46.2%	69.5%
High Score	100.0%	100.0%
Median	100.0%	100.0%

# WSC and CDC+ Consultant Interview Scores



Coordinator Interview Statistics	WSCs	CDC+ Consultants
Low Score	33.3%	90.4%
High Score	100.0%	100.0%
Median	100.0%	100.0%



# Lowest Scoring Interview Indicators



Person is provided education/information about social roles in the community (W: 92.5%).

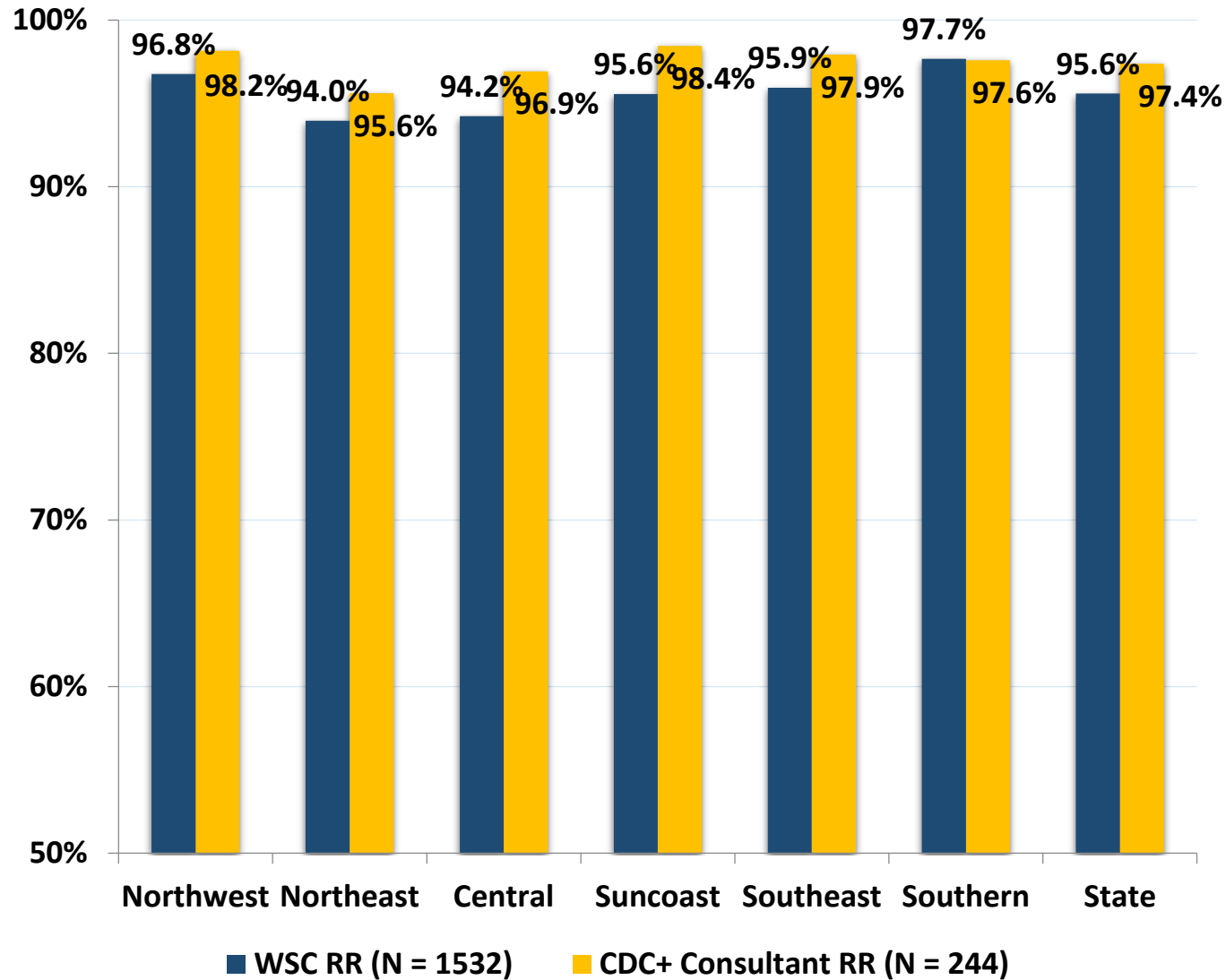
Person has had more than just limited opportunities to develop new friendships/relationships (W: 93.7%, CDC+: 94.9%).

Person knows how to change WSC/WSC Agency (W: 94.0%).

Person's preferences concerning social roles in the community are addressed (W: 94.7%).

Support Coordinator provides education/information to the person about social roles in the community (WSC: 95.2%).

# WSC/ CDC+ Consultant Record Review Results



Record Review Statistics	WSCs	CDC+ Consultants
Low Score	43.5%	71.4%
High Score	100.0%	100.0%
Median	100.0%	100.0%

# Lowest Scoring Record Review Indicators

Progress Notes demonstrate pre-Support Plan planning activities were conducted (WSC: 83.3%)

The current Annual Report is in the record (WSC: 89.3%, CDC+: 91.4%).

Documentation shows efforts to ensure services are delivered in accordance with the service plan, including type, scope, amount, duration, and frequency specified in the Cost Plan (WSC: 90.1%)

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: 88.9%, CDC+: 90.1%).

The Consultant documents efforts to assist the person/legal representative to know about rights on an ongoing basis (CDC+: 92.6%).



# CDC+ Representative

Record Review Results by Region		
Region	# of Reviews	Percent Met
Northwest	27	89.1%
Northeast	51	94.1%
Central	60	95.1%
Suncoast	55	91.9%
Southeast	63	93.3%
Southern	26	92.7%
<b>State</b>	<b>282</b>	<b>93.1%</b>

# Lowest Scoring CDC+ Representative Indicators

The CDC+ Representative maintains the employment status of all who provide direct care on the Employee/Contractor Roster within the Clearinghouse (77.8%, n = 63)

Background screening results for all providers who render direct care are available for review (80.7%, n = 274).

Documentation is available to support the reconciliation of Monthly Statements (81.2%, n = 282).

Accurate Signed and approved Timesheets for all Directly Hired Employees (DHE) are available for review (87.0%, n = 261)

Signed and approved receipts/statement of “Goods and Services” for reimbursement items are available for review (87.8%, n = 74)





# Health Summary

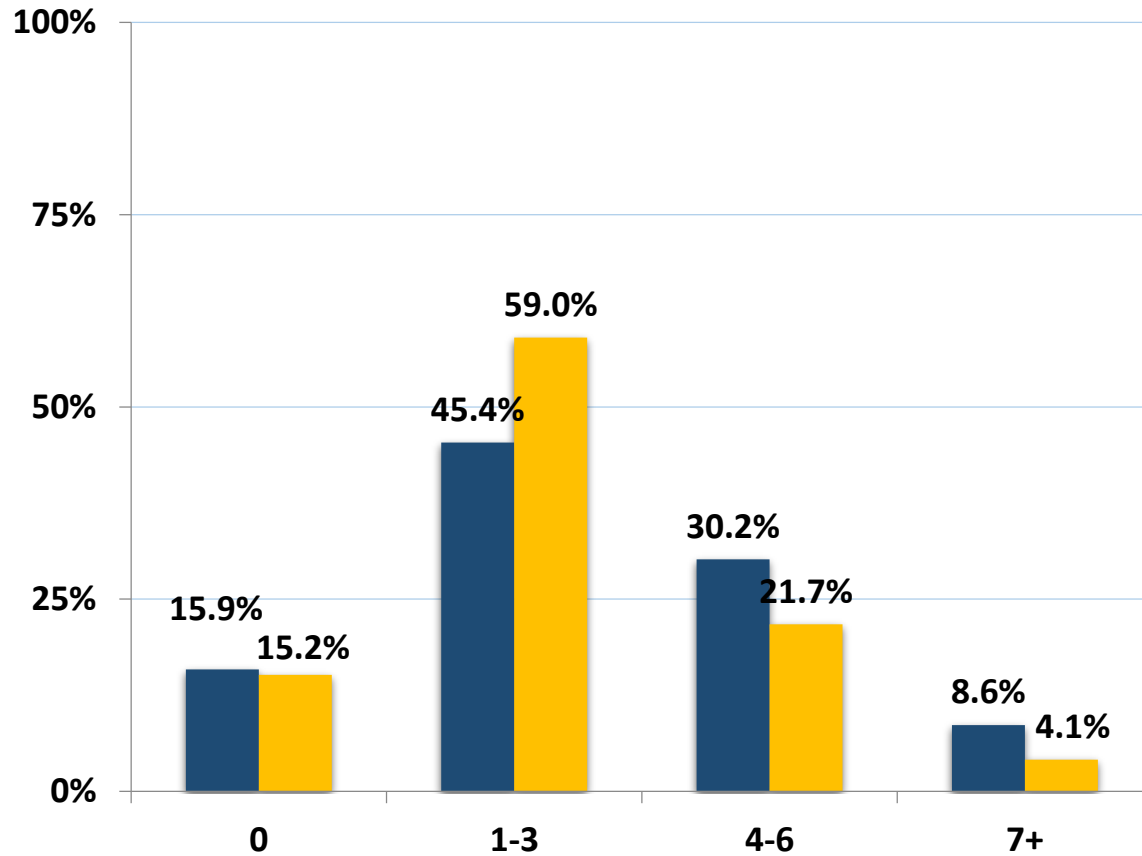


# In the past 12 months...

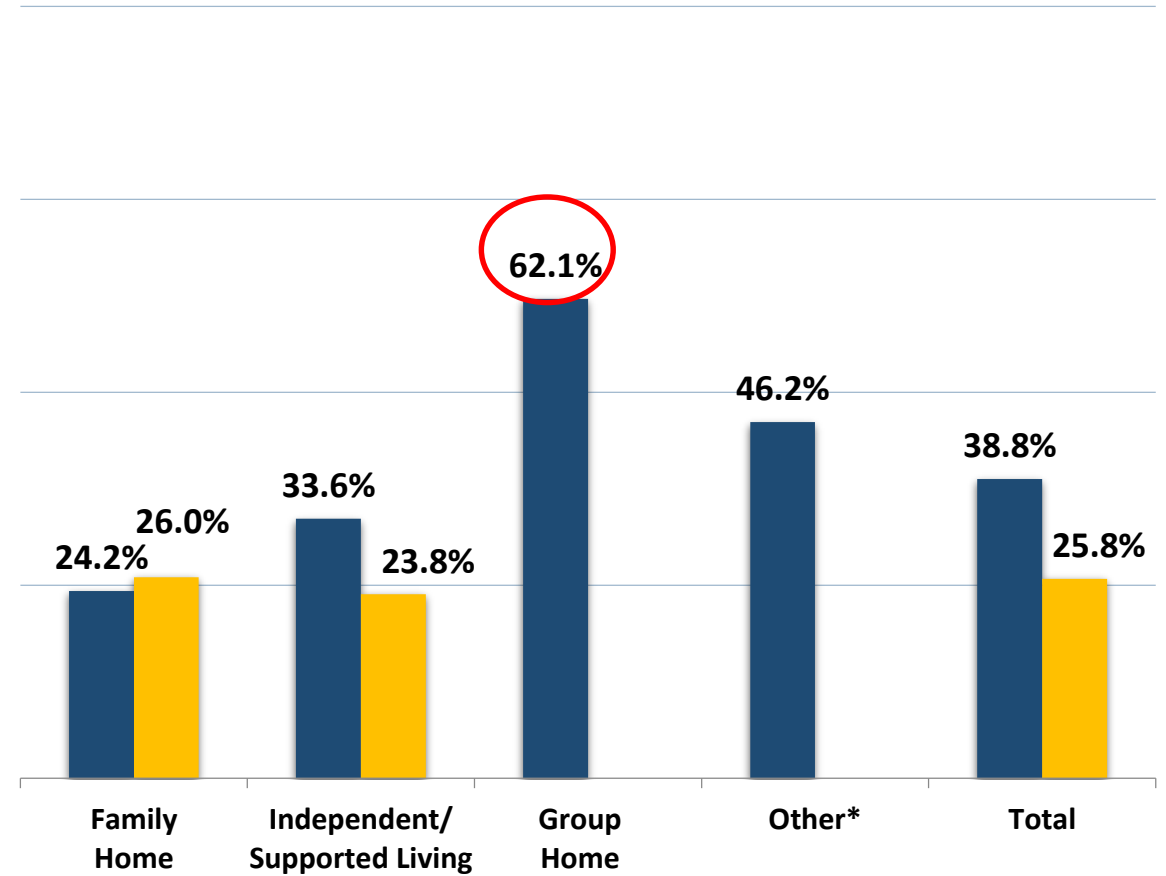
Question	Waiver Participants (N = 1,532)		CDC+ Participants (N = 244)	
	# Yes	% Yes	# Yes	% Yes
Has the Abuse Hotline been contacted by you or others to report abuse, neglect, or exploitation?	35	2.3%	1	0.4%
Have Reactive Strategies under 65G-8 been used due to behavioral concerns?	45	2.9%	3	1.2%
Have you been admitted to the hospital (including baker acts)?	184	12.0%	25	10.2%
Have you been to an Emergency Room?	274	17.9%	35	14.3%
Have you been to an Urgent Care Center?	65	4.2%	13	5.3%

# Prescription Drugs July 2017 – June 2018

## # of Prescription Drugs by Waiver Type



## % Taking 4+ Medications by Home Type



■ Waiver Participants (N = 1532) ■ CDC+ Participants (N = 244) ■ Waiver Participants (N = 594 / 38.8%) ■ CDC+ Participants (N = 63 / 25.8%)

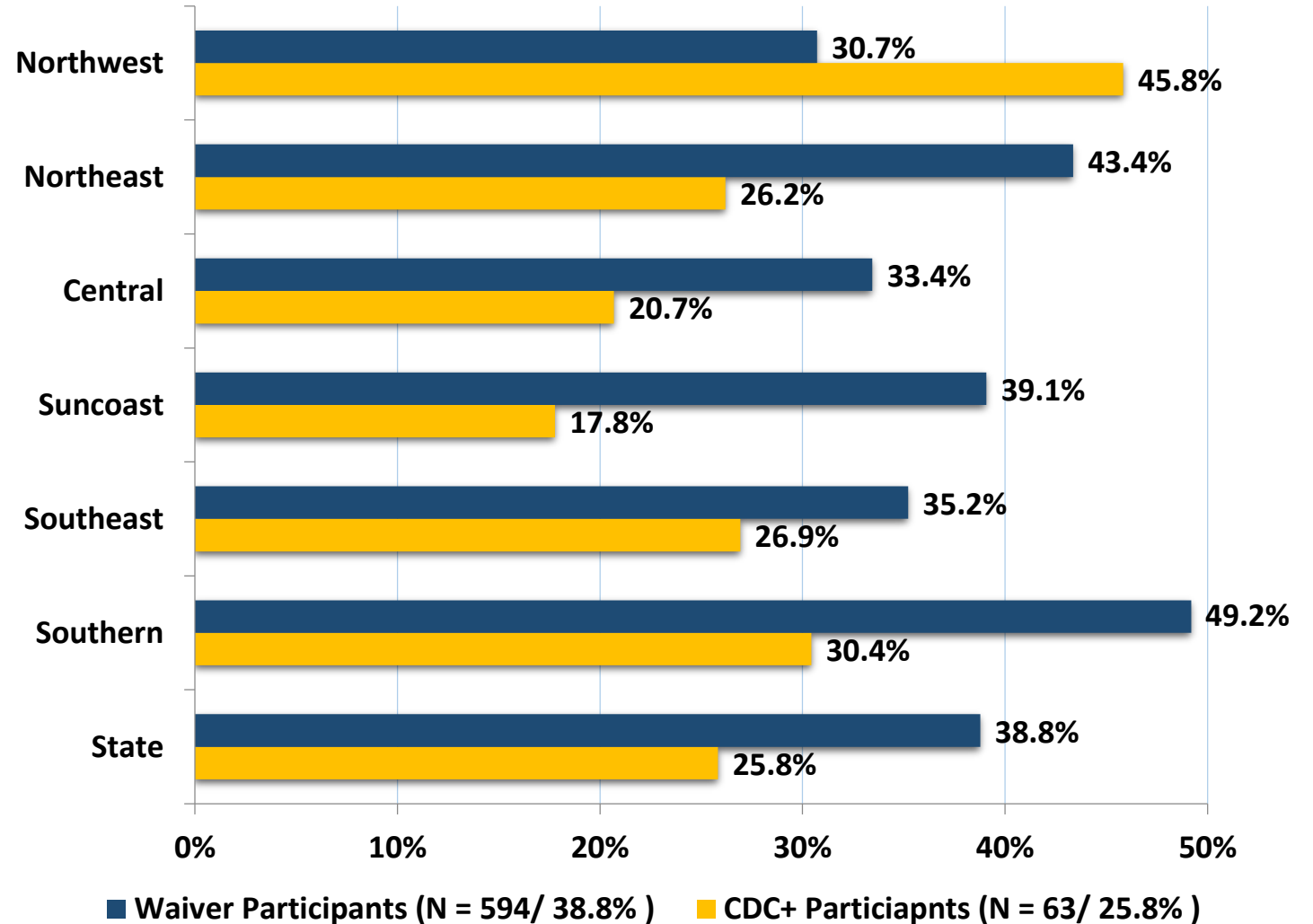
Note: Other home types include: Assisted Living Facility (n = 20) and Foster Home (n = 6)



# Taking 4 or More Prescription Drugs July 2017 – June 2018

Number of PCRs		
Region	Waiver	CDC+
Northwest	140	24
Northeast	226	42
Central	290	58
Suncoast	325	45
Southeast	301	52
Southern	250	23
State	1,532	244

4+ Medications by Waiver Type and Region



# Top 10 Medications for Group Homes (N = 512)

<b>Medication Name (Type)</b>	<b>N</b>	<b>%</b>
Depakote (Anticonvulsant)	139	27.1%
Risperdal (Antipsychotic)	105	20.5%
Seroquel (Antipsychotic)	96	18.8%
Synthroid (Hormone)	93	18.2%
Klonopin (Sedative)	74	14.5%
Desyrel (Sedative & Antidepressant)	73	14.3%
Cogentin (Anti-Tremor)	70	13.7%
Keppra (Anticonvulsant)	56	10.9%
Omeprazole (Antacid)	55	10.7%
Zocor (Statin)	54	10.5%



# Provider Discovery Reviews



# Provider Discovery Review Scores by Region

Region	Service Providers		Waiver Support Coordinators	
	# of PDRs	Overall PDR Score	# of PDRs	Overall PDR Score
<b>Northwest</b>	113	93.6%	44	98.1%
<b>Northeast</b>	281	91.2%	76	96.5%
<b>Central</b>	247	91.6%	118	95.1%
<b>Suncoast</b>	359	91.9%	98	94.6%
<b>Southeast</b>	246	92.0%	115	95.9%
<b>Southern</b>	188	94.5%	66	97.0%
<b>State</b>	<b>1,434</b>	<b>92.3%</b>	<b>517</b>	<b>95.9%</b>

# PDR Observations by Location and Region

## July 2017 – June 2018

Region	Licensed Residential Home		Day Programs	
	# OBS	% Met	# OBS	% Met
<b>Northwest</b>	45	98.4%	10	97.5%
<b>Northeast</b>	208	96.9%	31	99.1%
<b>Central</b>	190	95.4%	22	98.5%
<b>Suncoast</b>	293	97.7%	56	98.9%
<b>Southeast</b>	176	97.8%	17	99.0%
<b>Southern</b>	150	98.4%	19	98.7%
<b>State</b>	<b>1,062</b>	<b>97.3%</b>	<b>155</b>	<b>98.8%</b>

# Announced vs. Unannounced Observations by Region

## July 2017 – June 2018

Region	Announced		Unannounced	
	# OBS	% Met	#/% OBS	% Met
Northwest	42	99.0%	13 (23.6%)	95.8%
Northeast	125	98.2%	114 (47.7%)	96.0%
Central	140	97.4%	72 (34.0%)	92.5%
Suncoast	278	98.0%	71 (20.3%)	97.3%
Southeast	128	97.6%	65 (33.7%)	98.6%
Southern	124	98.7%	45 (26.6%)	97.9%
State	837	98.0%	380 (31.2%)	96.2%

# Lowest Scoring Observation Indicators (LRHs)

## July 2017 – June 2018



Individuals have a key to their bedroom door (77.9%, n = 1,001)

Individuals have a key to their home (84.0%, n = 826)

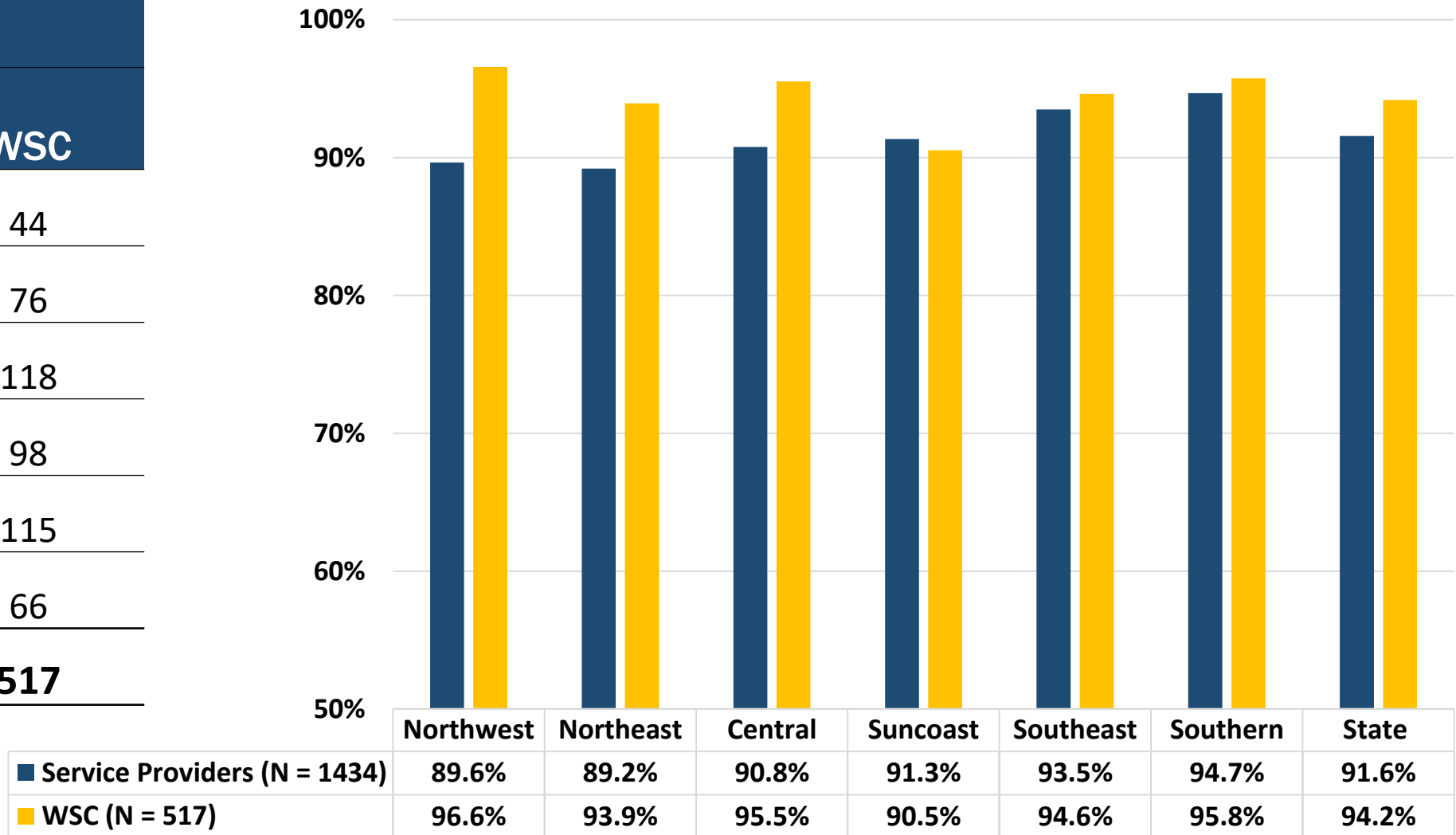
Training in use of public transportation is available and facilitated (86.3%, n = 665)

Individuals participate in the development of the 'house rules' (89.2%, n = 1,022)

# PDR Policies and Procedures

## July 2017 – June 2018

Region	Number of PDRs	
	Service Providers	WSC
Northwest	113	44
Northeast	281	76
Central	247	118
Suncoast	359	98
Southeast	246	115
Southern	188	66
<b>State</b>	<b>1,434</b>	<b>517</b>





# Lowest Scoring P&P Indicators

## July 2017 – June 2018

The provider maintains written policies and procedures:

Detailing how to ensure compliance with background screening and five-year rescreening (81.9%, n = 1,159)

Detailing hours and days of operation and the notification process to be used if the provider is unable to provide services for a specific time and day scheduled. (83.2%, n = 1,158)

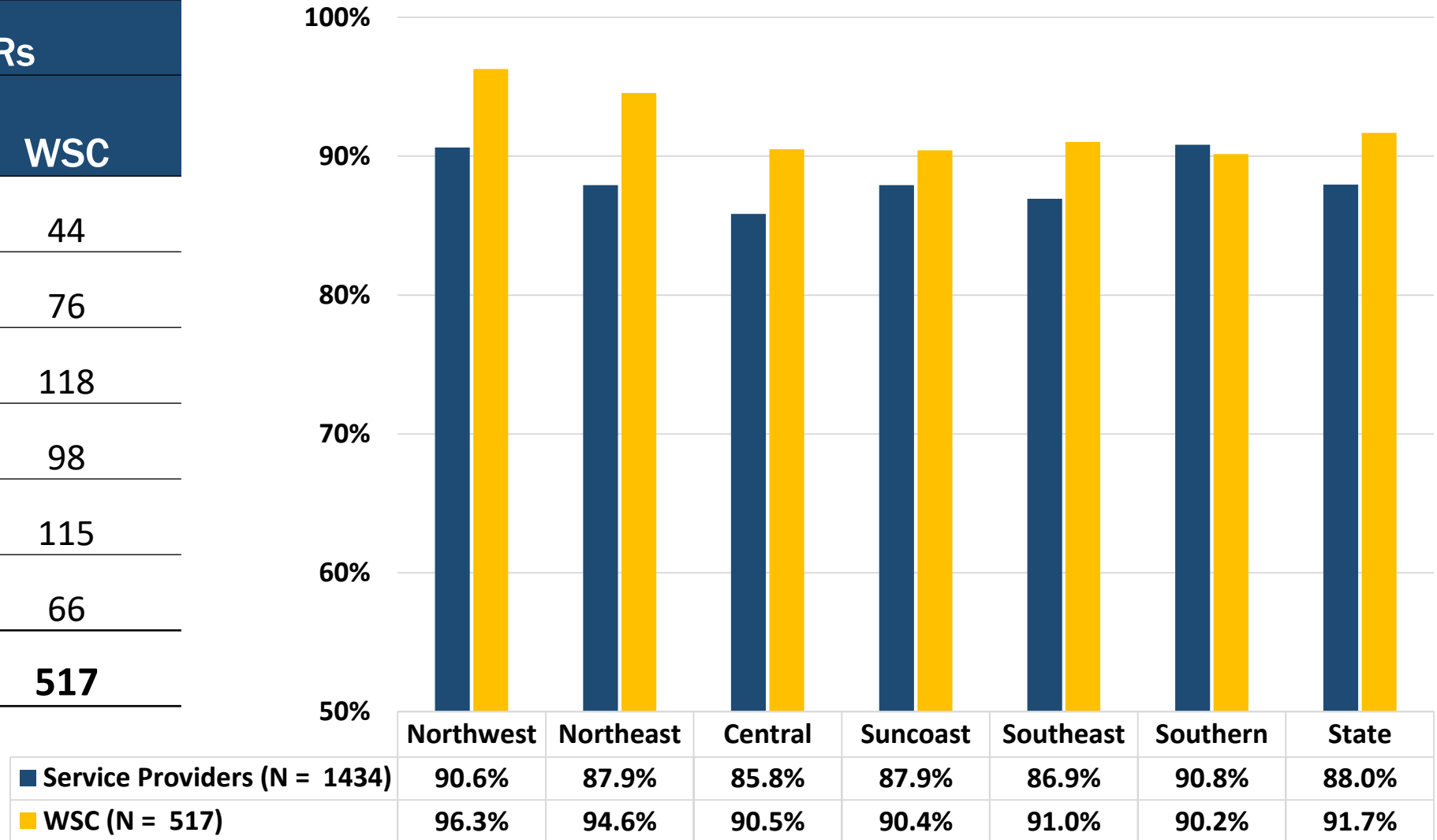
Maintaining the employment status of all employees on the Employee/Contractor Roster within the Clearinghouse (84.0%, n = 570)

Which detail the methods for management and accounting of any personal funds for all individuals in the care of, or receiving services from, the provider (85.6%, n = 833)



# PDR Qualifications and Training July 2017 – June 2018

Region	Number of PDRs	
	Service Providers	WSC
Northwest	113	44
Northeast	281	76
Central	247	118
Suncoast	359	98
Southeast	246	115
Southern	188	66
<b>State</b>	<b>1,434</b>	<b>517</b>



# Lowest Scoring Q&T Indicators July 2017 – June 2018

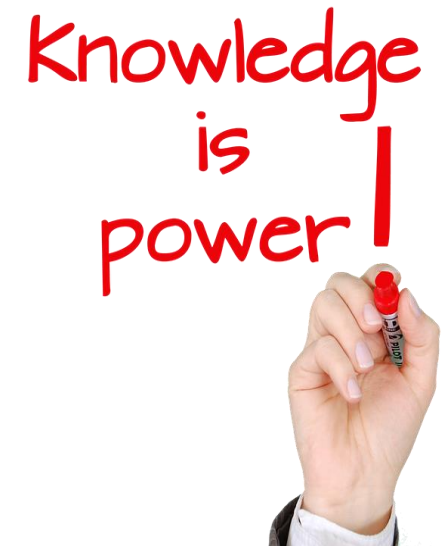
## For non-service specific training requirements

The provider received training in Requirements for all Waiver Providers (SP: 60.6%, WSC: 74.0%)

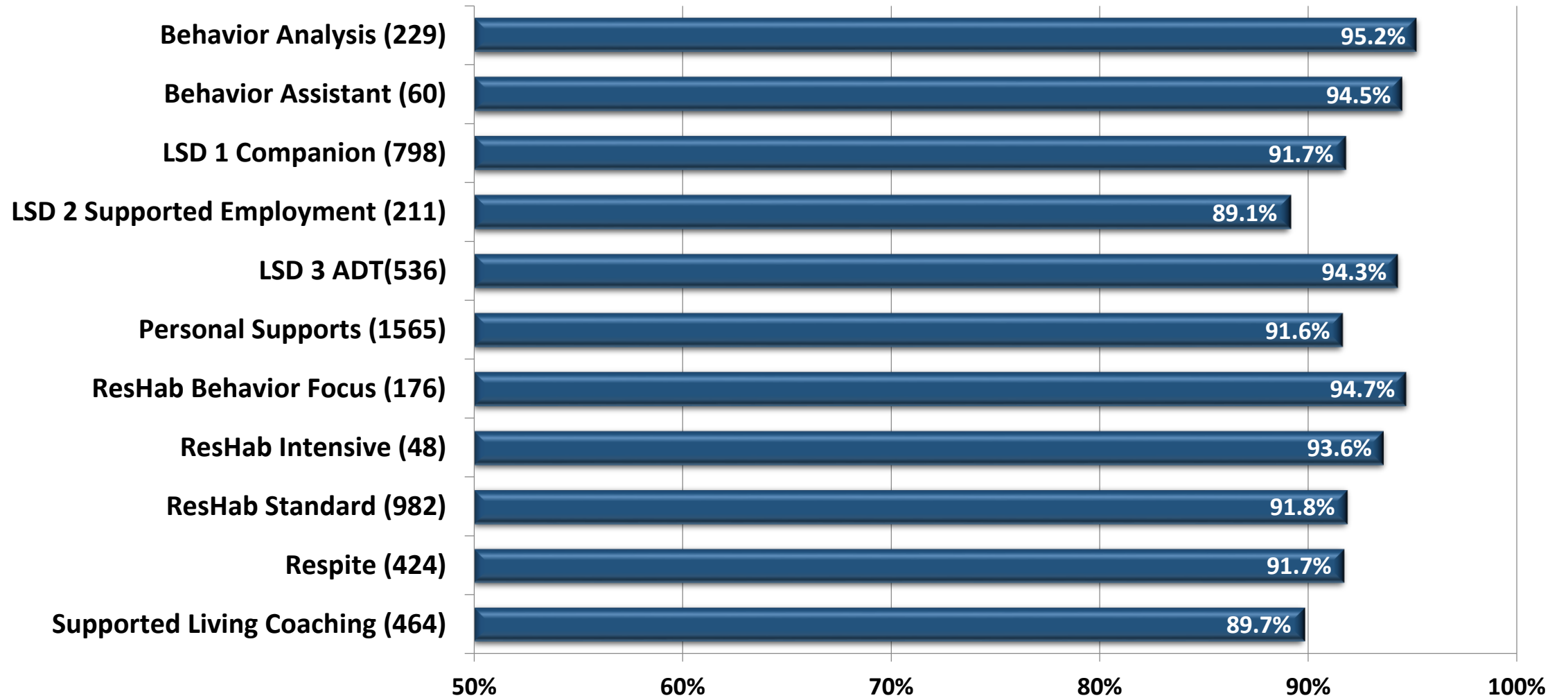
The provider has completed all aspects of required Level II Background Screening (SP: 84.5%, WSC: 93.4%)

Provider received training in HIPAA (SP: 84.0%, WSC: 90.3%), HIV/AIDS/Infection control (SP: 84.5%, WSC: 88.0%), or first aid (SP: 85.9%, WSC: 87.8%)

The Support Coordinator completes 24 hours of job related annual in-service training (80.0%)



# Service Specific Record Reviews July 2017 – June 2018



# Lowest Scoring SSRR Standards

## July 2017 – June 2018

The Provider submits documents to the Waiver Support Coordinator as required (LSD2: 63.5%, Sup. Living: 65.1%, Respite: 65.5%, ResHab Standard: 69.1%, LSD1: 69.7%).

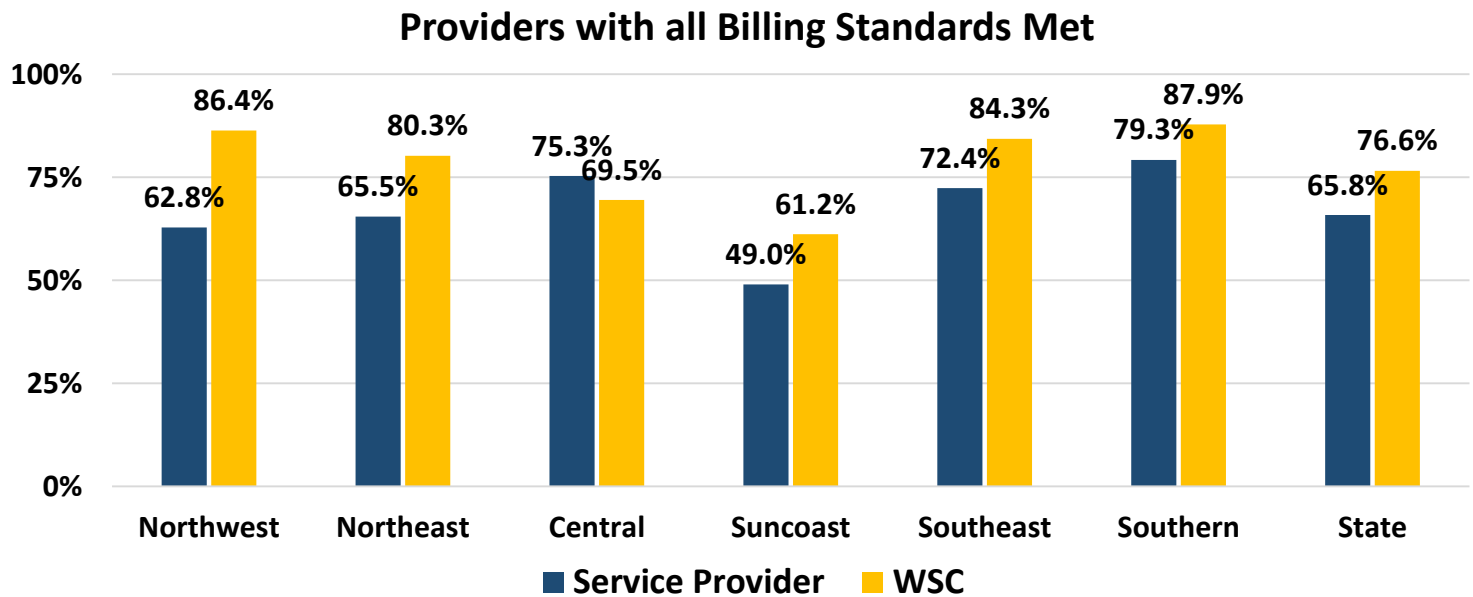
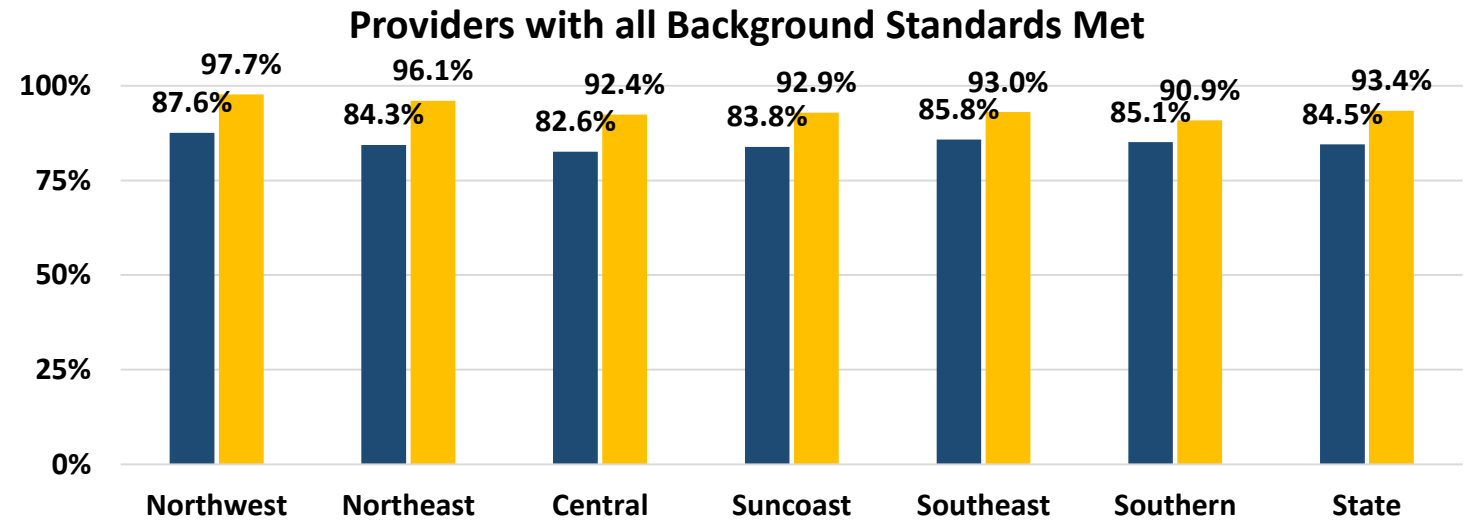
The 3rd Quarterly/Annual Report covering services provided and billed during the period under review contains all required component (ResHab Intensive: 66.7%, ResHab Behavior Focus: 72.8%, LSD2: 74.0%)

The current Implementation Plan covering services provided and billed during the period under review contains all required components (Supported Living Coach: 72.5%).

Provider documents efforts to assist the person to define abuse, neglect, and exploitation including how the person would report any incidents on an ongoing basis (ResHab Standard: 73.4%).

# Background Screening and Billing Discrepancies July 2017 – June 2018

Region	Number of PDRs	
	Service Providers	WSC
Northwest	113	44
Northeast	281	76
Central	247	118
Suncoast	359	98
Southeast	246	115
Southern	188	66
<b>State</b>	<b>1,434</b>	<b>517</b>



# Alerts Identified by Region

## (Service Providers and WSCs combined)

Region	Total # of PDRs	# of Providers with 1+ Alert	Total # of Alerts	Rights	Health & Safety	ANE	Back Ground Screening	Clearing House Roster	Med. Admin./ Training	Med. Storage	Drivers License/ Insurance
Northwest	157	20	28	3.6%	7.1%	0.0%	46.4%	28.6%	10.7%	0.0%	3.6%
Northeast	357	68	81	0.0%	4.9%	0.0%	46.9%	25.9%	14.8%	2.5%	4.9%
Central	365	76	87	1.1%	3.4%	0.0%	46.0%	34.5%	4.6%	5.7%	4.6%
Suncoast	457	130	154	3.2%	10.4%	0.6%	25.3%	31.8%	15.6%	9.1%	3.9%
Southeast	361	67	79	3.8%	11.4%	0.0%	40.5%	32.9%	7.6%	2.5%	1.3%
Southern	254	41	45	0.0%	8.9%	0.0%	62.2%	22.2%	4.4%	2.2%	0.0%
<b>State</b>	<b>1,951</b>	<b>402</b>	<b>474</b>	<b>2.1%</b>	<b>8.0%</b>	<b>0.2%</b>	<b>40.1%</b>	<b>30.4%</b>	<b>10.8%</b>	<b>5.1%</b>	<b>3.4%</b>



## Questions Feedback

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