



Quality Council Data Presentation March 8, 2018

Florida Statewide Quality Management System
July – December 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

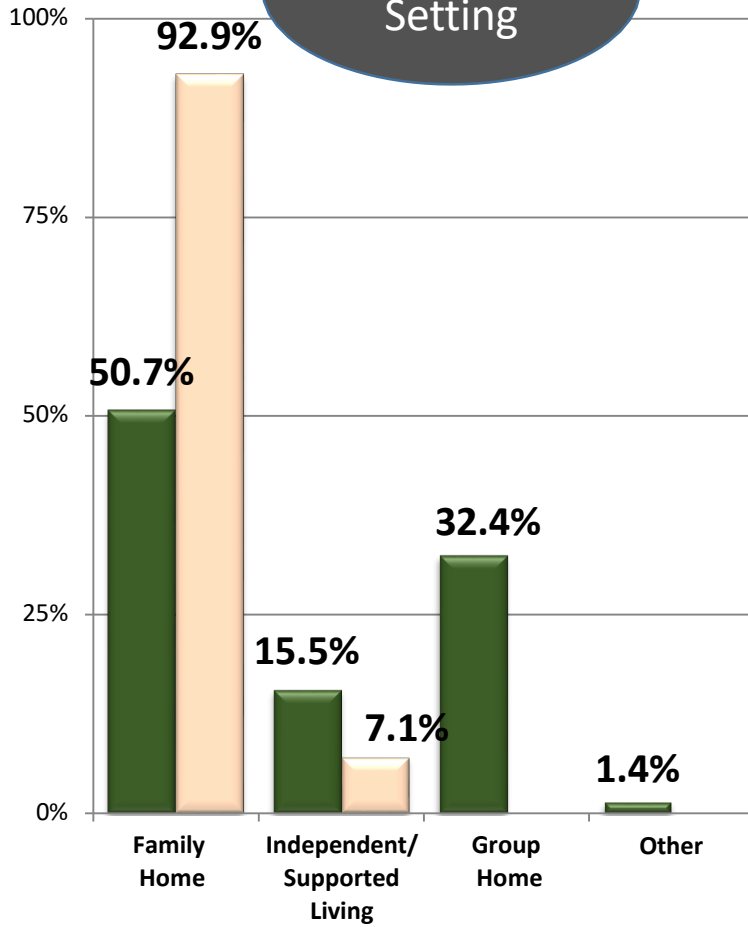


Person Centered Reviews

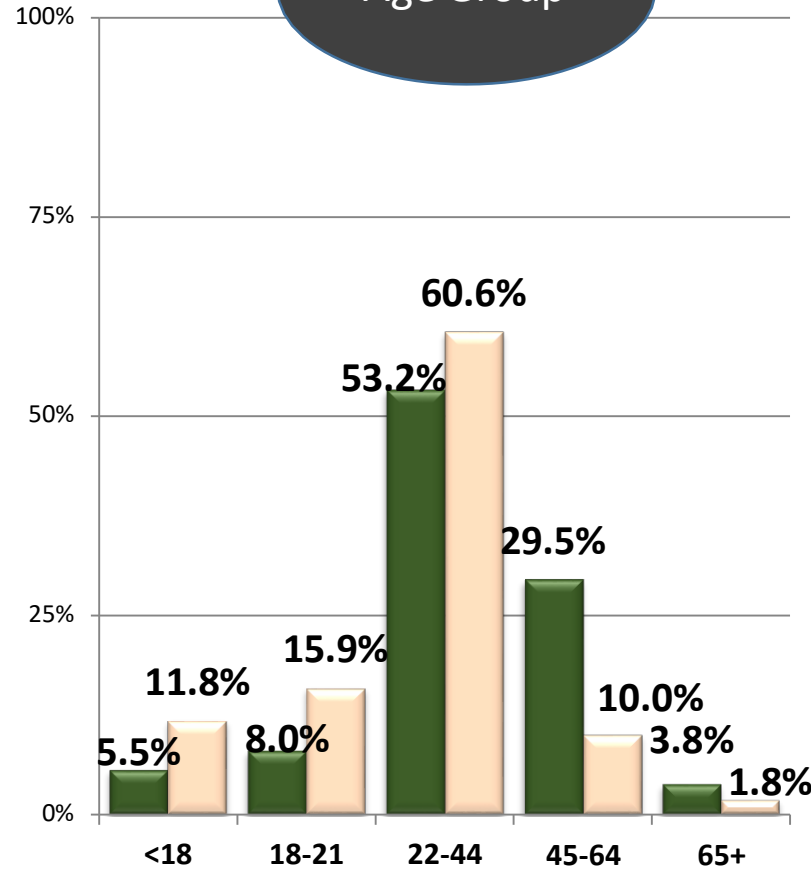


PCR Demographics

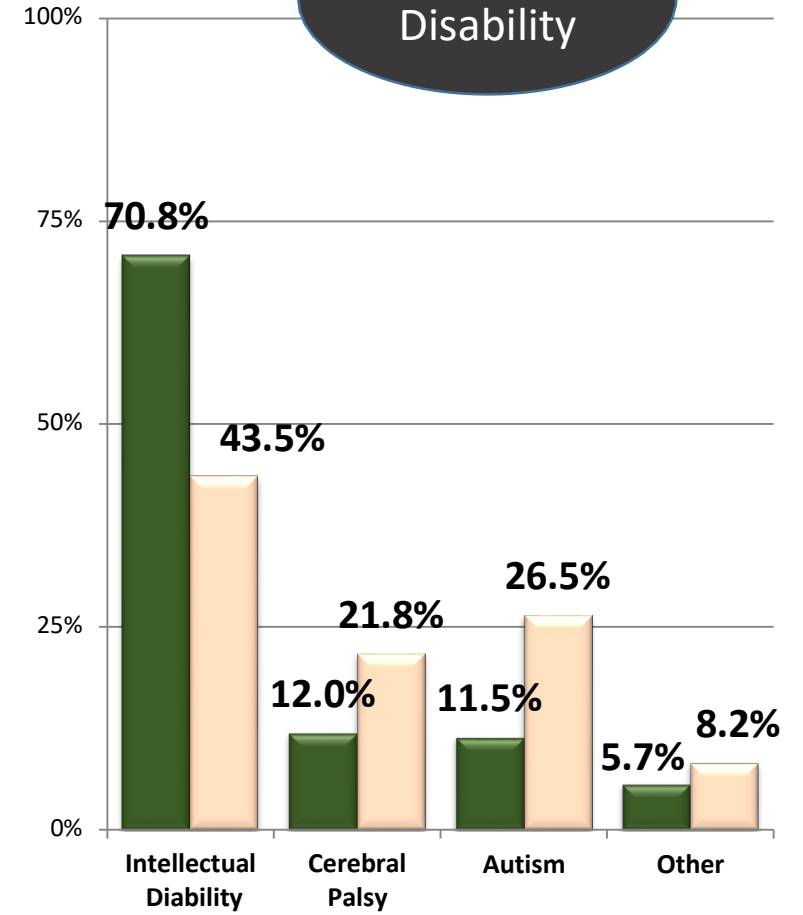
Residential Setting



Age Group



Primary Disability



■ Waiver (740) ■ CDC+ (170)

Note:

Other home types include: Assisted Living Facility (n = 7) and Foster Home (n = 3)

Other disability types include: Downs Syndrome (W = 27, CDC+ = 9), Spina Bifida (W = 8, CDC+ = 3), Prader Willis (W = 9), and Epilepsy (W = 3, CDC+ = 2)

PCRs by Region and Number of Declines

Person Centered Review Activity				
July - December 2017				
# of PCRs			# of Declines	
Region	Waiver	CDC+	Waiver	CDC+
Northwest	69	17	26	10
Northeast	117	37	36	9
Central	94	44	35	5
Suncoast	175	25	43	15
Southeast	163	40	50	5
Southern	122	7	23	0
Total	740	170	213	44

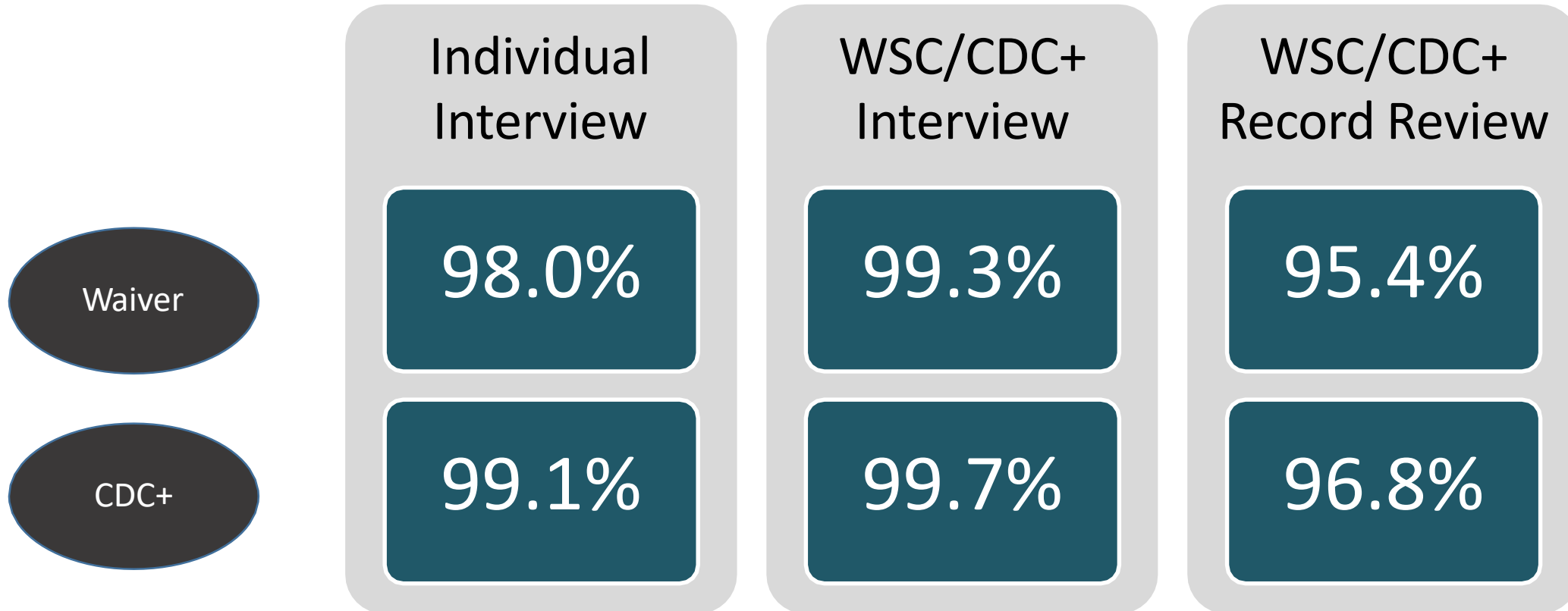
Person Centered Review			
Decline Reasons			
July - December 2017			
Decline Reason	Waiver	CDC+	Total
Refused	129	16	145
Review Next Year	45	19	64
No Longer Receiving Services	21	3	24
Deceased	11	6	17
Moved Out of State	7	0	7
Total	213	44	257

Decline Rate:

Waiver: 24.6%; CDC+: 23.0%;

Review Next Year: 24.9%

PCR Scores by Review Component July – December 2017



Lowest Scoring Interview Indicators



Person is provided education/information about social roles in the community (91.9%).

Support Coordinator provides education/information to the person about social roles in the community (WSC 93.9%).

Person has had more than just limited opportunities to develop new friendships/relationships (W: 93.8%, CDC+: 94.5%).

Person's preferences concerning social roles in the community are addressed (94.1%).

Lowest Scoring Record Review Indicators

Progress Notes demonstrate pre-Support Plan planning activities were conducted (WSC: 83.6%)

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: 85.0%)

The current Annual Report is in the record (WSC: 86.9%, CDC+: 90.6%).

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: 89.3%, CDC+: 87.5%).

The Consultant documents efforts to assist the person/legal representative to know about rights on an ongoing basis (CDC+: 90.5%).



CDC+ Representative

Record Review Results by Region		
July - December 2017		
Region	# of Reviews	Percent Met
Northwest	17	86.3%
Northeast	46	95.9%
Central	46	94.6%
Suncoast	34	93.6%
Southeast	48	95.2%
Southern	7	96.0%
State	198	94.3%

Lowest Scoring CDC+ Representative Indicators

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

Documentation is available to support the reconciliation of Monthly Statements (85.9%).

Copies of approved Cost Plans are available for entire period of review (91.4%)

Accurate Signed and approved Timesheets for all Directly Hired Employees (DHE) are available for review (92.9%)

Signed and approved Invoices for Vendor Payments are available for review (93.0%)



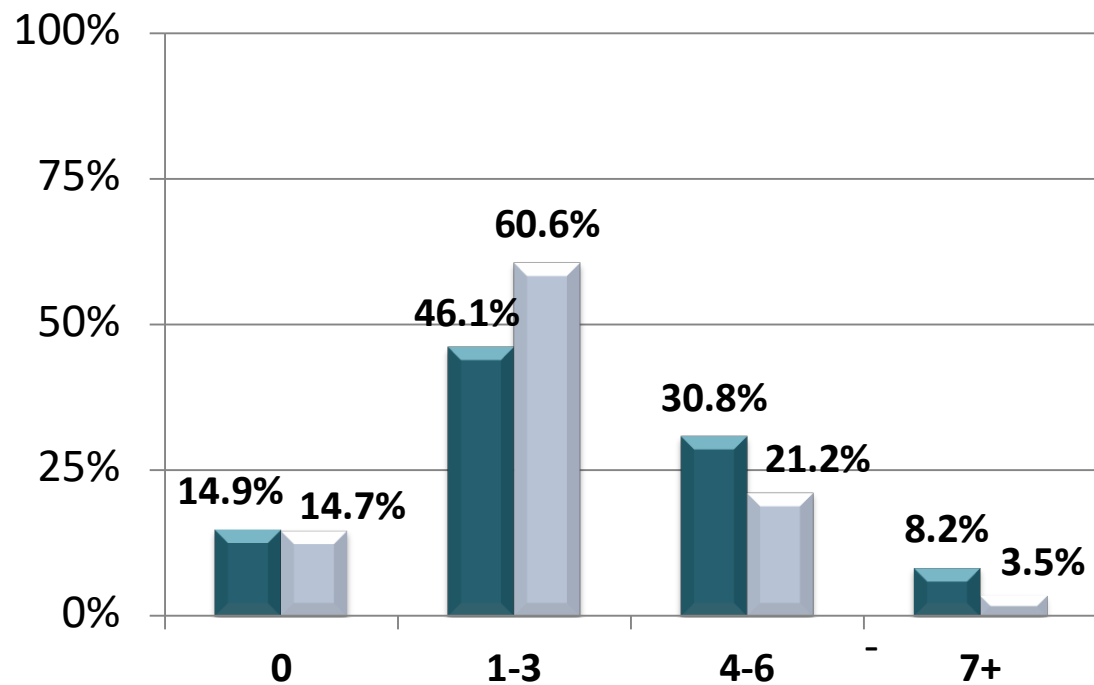


Health Summary

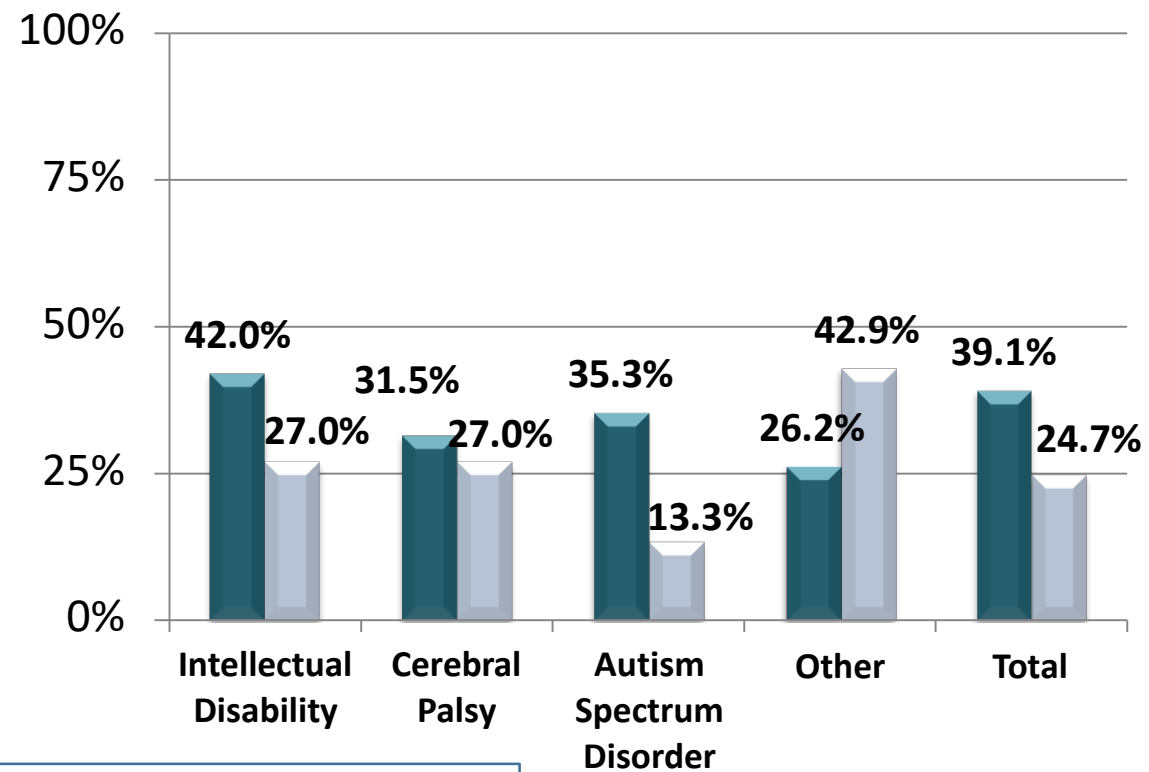


Taking 4 or More Prescription Drugs July – December 2017

Number of Prescription Drugs



Disability Type

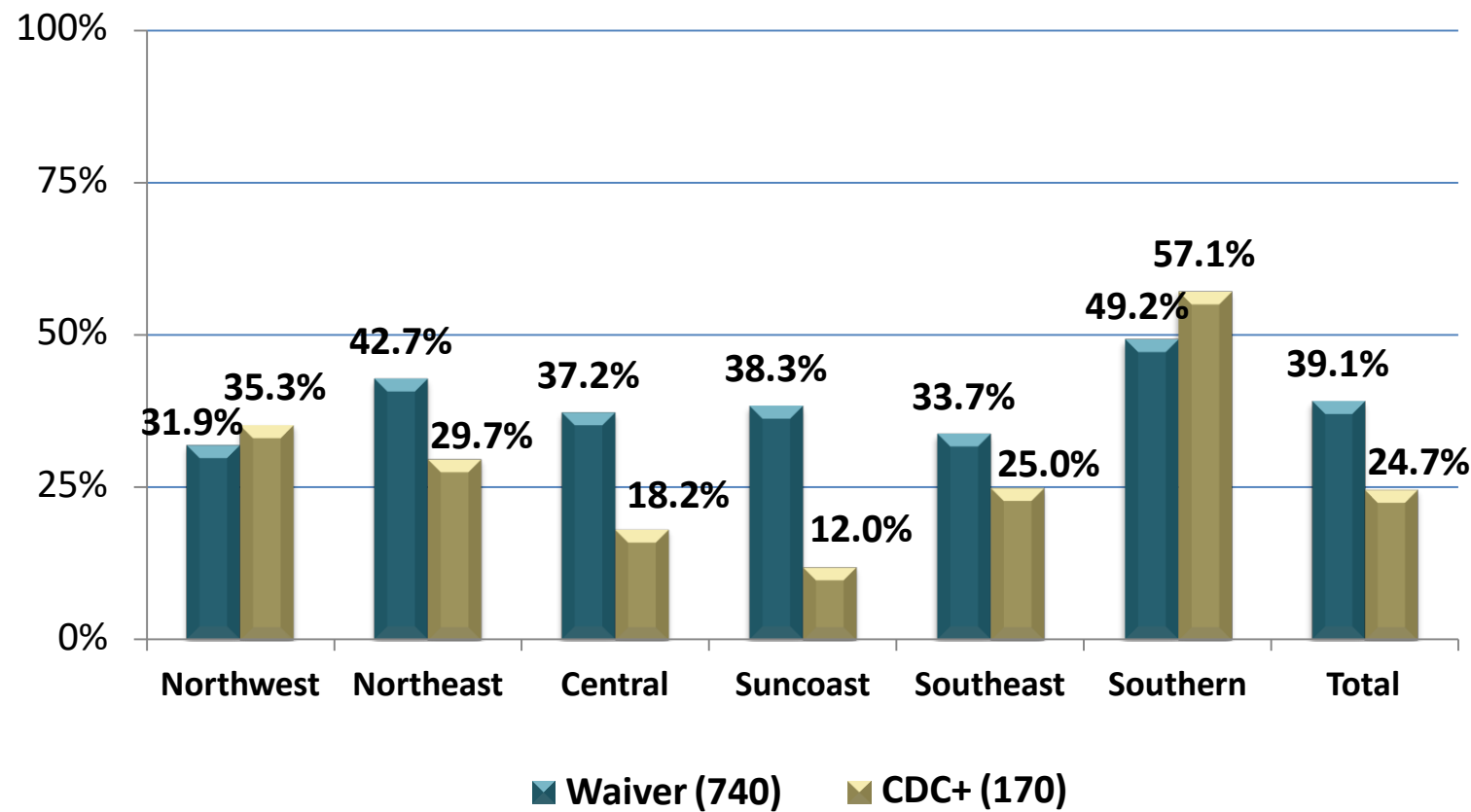


Waiver (740) **CDC+ (170)**

Note: Other disability types include: Downs Syndrome (W = 27, CDC+ = 9), Spina Bifida (W = 8, CDC+ = 3), Prader Willis (W = 9), and Epilepsy (W = 3, CDC+ = 2)

Taking 4 or More Prescription Drugs July – December 2017

Number of PCR's		
Region	Waiver	CDC+
Northwest	69	17
Northeast	117	37
Central	94	44
Suncoast	175	25
Southeast	163	40
Southern	122	7
State	740	170





Provider Discovery Reviews



PDR Observations July – December 2017

Scores by Region and Location				
Region	Licensed Residential Home		Day Programs	
	# OBS	% Met	# OBS	% Met
Northwest	27	97.6%	9	97.2%
Northeast	139	96.7%	17	98.8%
Central	123	93.9%	14	97.5%
Suncoast	160	97.4%	38	98.9%
Southeast	105	97.9%	15	99.6%
Southern	92	98.3%	13	98.6%
State	646	96.8%	106	98.6%

Lowest Scoring Observation Indicators (LRHs) July – December 2017

Individuals have a key to their bedroom door (76.8%, n = 624)

Individuals have a key to their home (82.1%, n = 624)

Training in use of public transportation is available and facilitated (82.4%, n = 426)

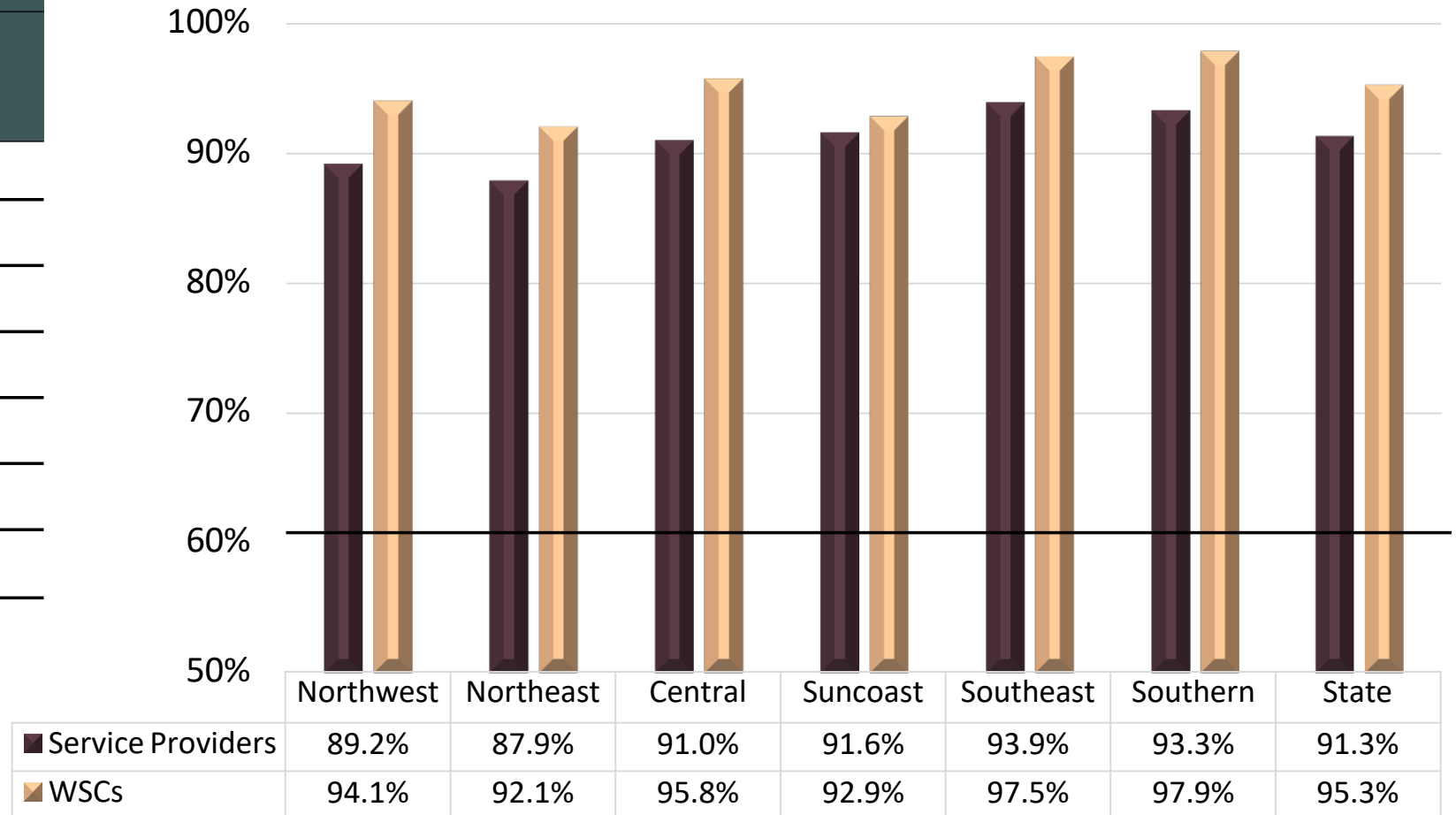
Individuals participate in the development of the 'house rules' (88.0%, n = 625)



PDR Policies and Procedures

July – December 2017

Number of PDRs		
Region	Service Providers	WSC
Northwest	71	23
Northeast	153	43
Central	146	51
Suncoast	194	46
Southeast	129	58
Southern	109	27
State	802	248



Lowest Scoring P&P Indicators

July – December 2017

The provider maintains written policies and procedures:



P O L I C I E S

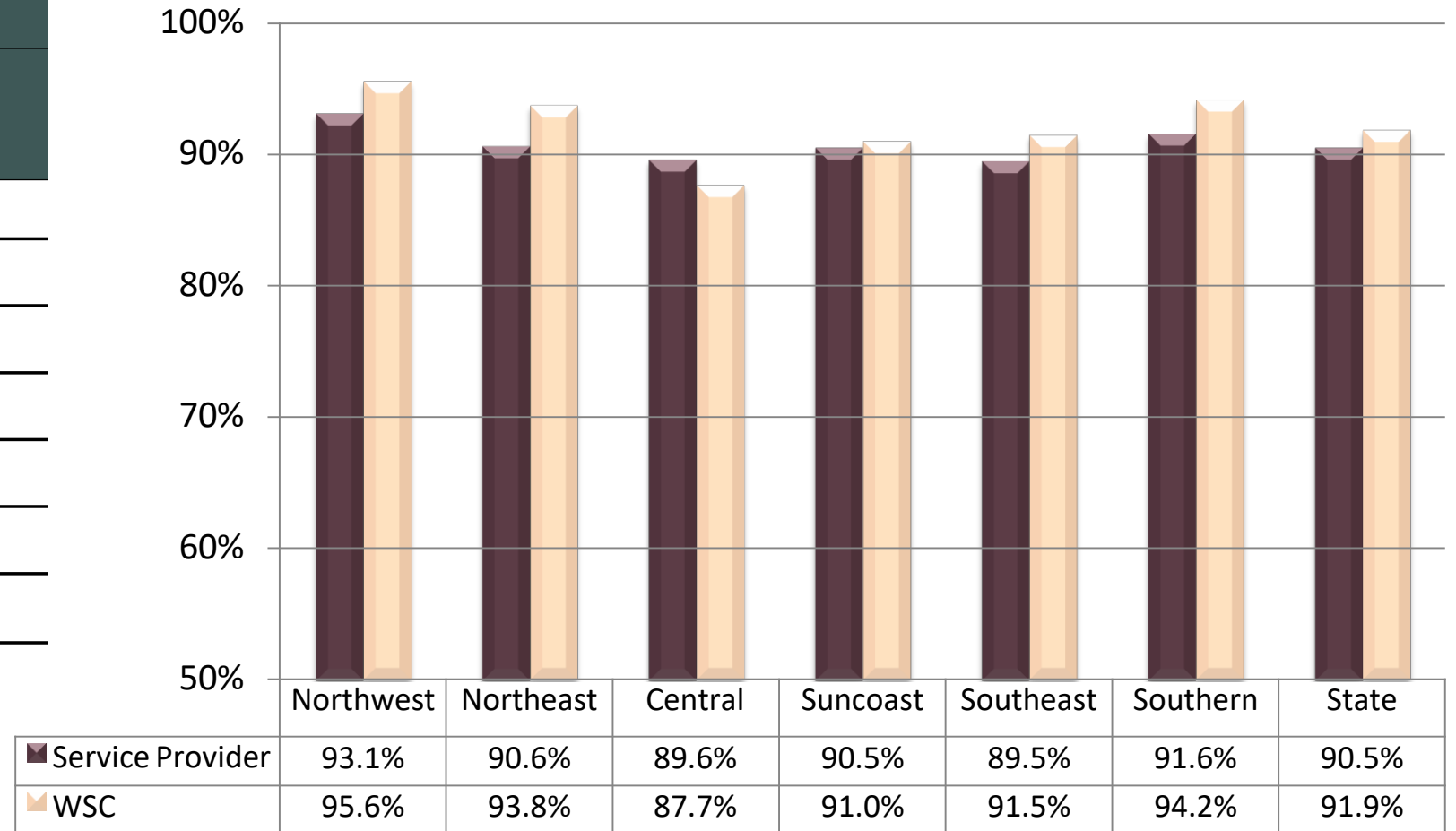
Detailing how to ensure compliance with background screening and five-year rescreening (79.6%, n = 676)

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. (82.2%, n = 675)

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 (83.6%, n = 477)

PDR Qualifications and Training July – December 2017

Number of PDRs		
Region	Service Providers	WSC
Northwest	71	23
Northeast	153	43
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Lowest Scoring Q&T Indicators July – December 2017

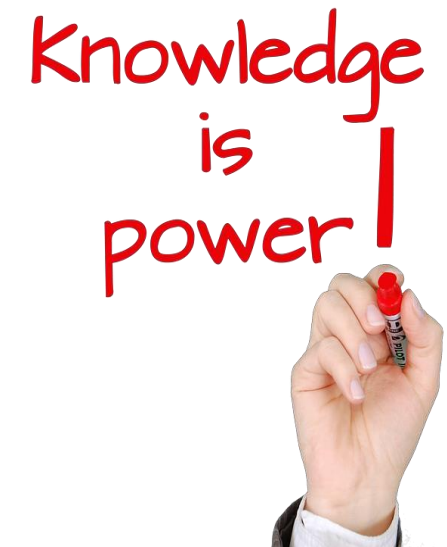
For non-service specific training requirements

The provider received training in Requirements for all Waiver Providers (SP: 53.8%, WSC: 65.2%)

The provider has completed all aspects of required Level II Background Screening (SP: 84.4%, WSC: 92.3%)

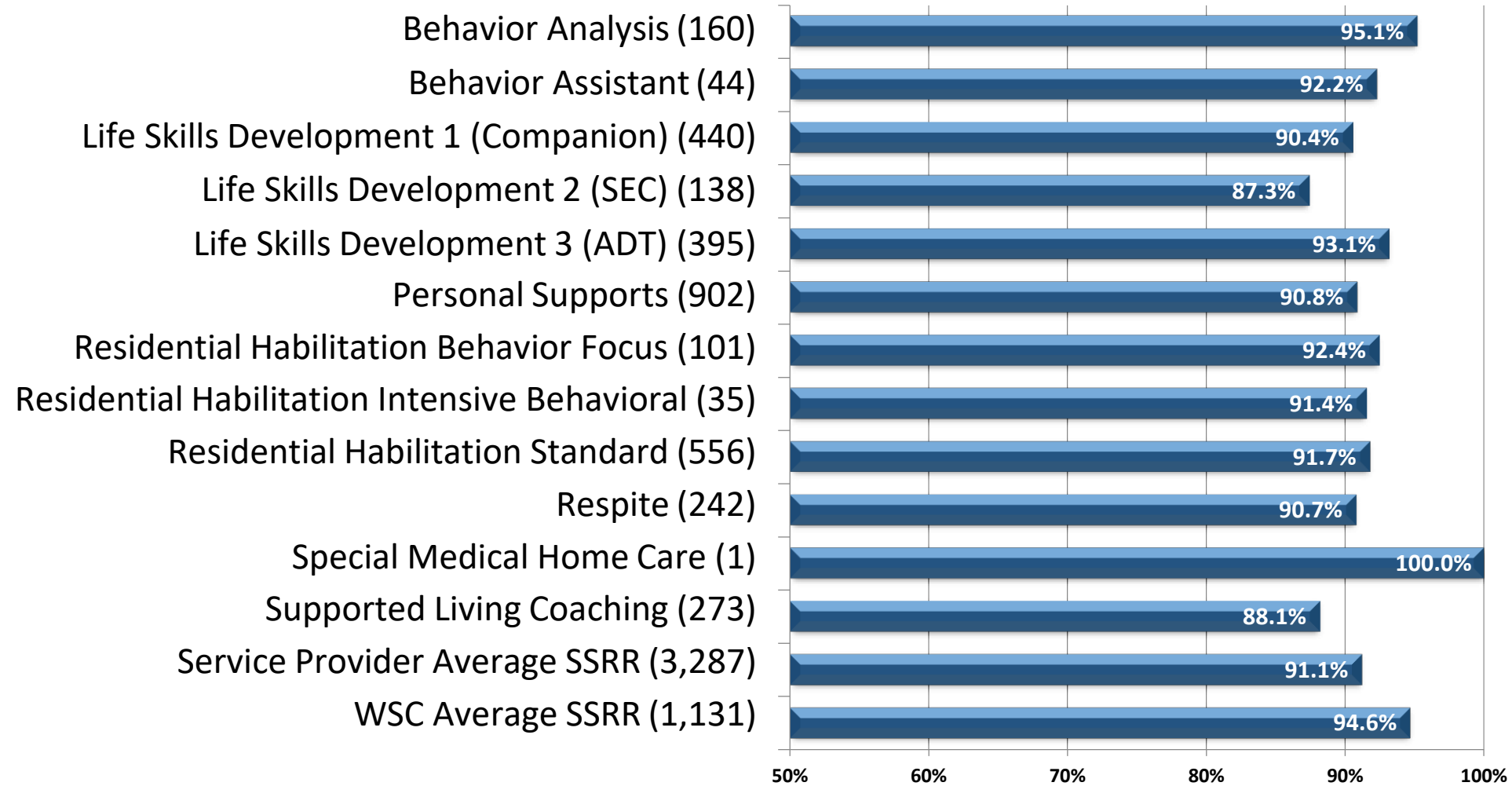
Provider received training in HIPAA (SP: 81.7%, WSC: 87.1%), HIV/AIDS/Infection control (SP: 83.4%, WSC: 85.1%), or first aid (SP: 83.0%, WSC: 86.3%)

The Support Coordinator completes 24 hours of job related annual in-service training (79.6%)



Service Specific Record Reviews

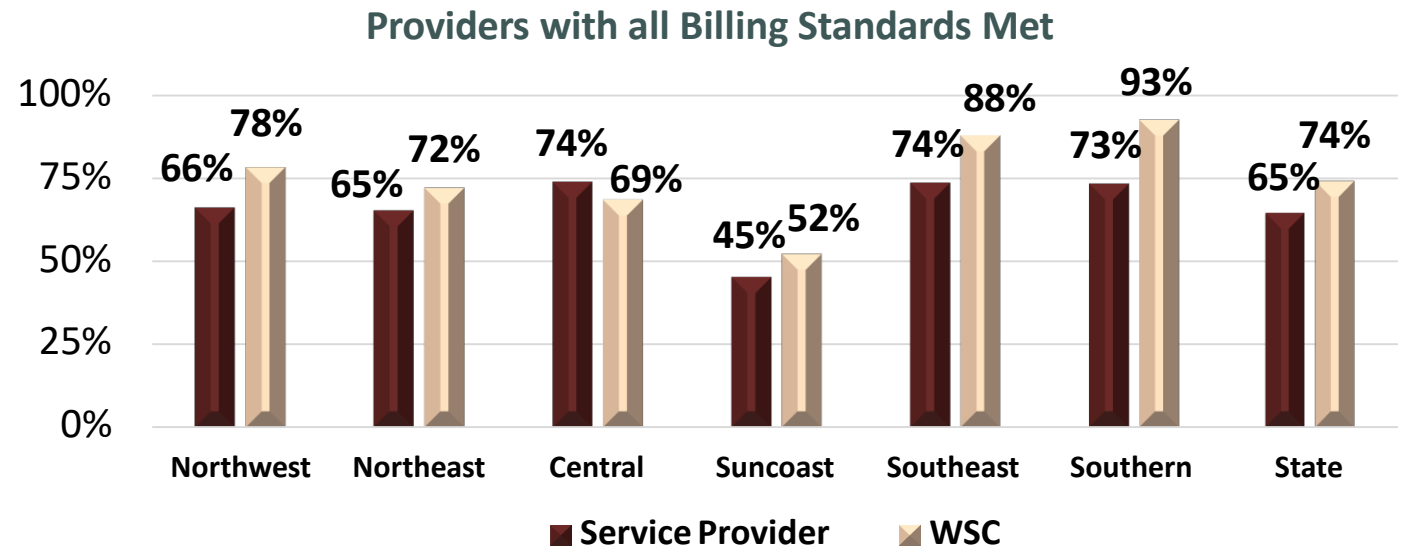
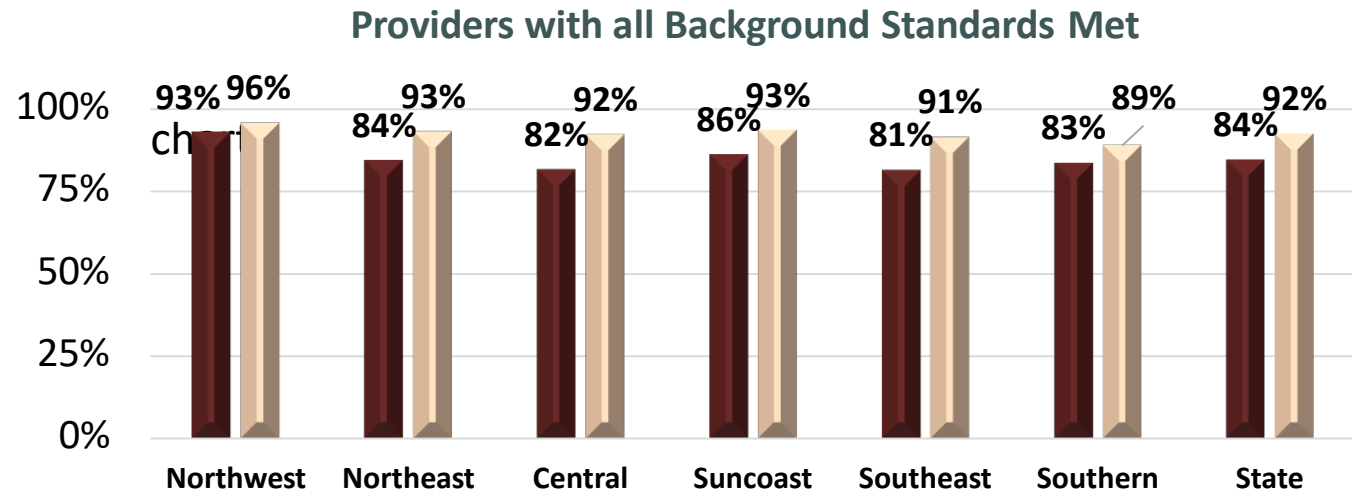
July – December 2017



Background Screening and Billing Discrepancies

July – December 2017

Region	Number of PDRs	
	Service Providers	WSC
Northwest	71	23
Northeast	153	43
Central	146	51
Suncoast	194	46
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Recommendations



The Quality Council could consider adding the Pre-Support Plan planning activities to the agenda for the next QC meeting, to brainstorm barriers that may be preventing this important activity and ways WSCs could ensure it occurs with the person.



Qlarant should work with APD, perhaps through the Quality Council, to identify resources available to providers in each region where providers could complete some types of training specific to the needs of the person receiving services. This information could be posted to the APD and Qlarant websites and offered to providers while onsite for provider reviewers.



Training on the use of public transportation is a critical aspect of helping individuals be able to access their communities as desired. Qlarant reviewers may want to develop a list of best practices in helping individuals learn to use public transportation, and disseminate this to providers during the reviews and include on the FSQAP website. This is a project the Quality Council may also want to consider.



Questions
Feedback

Glasgowk@qlarant.com

Kellys@qlarant.com