

Quality Council Meeting Qlarant Data Presentation

July 21, 2022

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Outline

- **Person Centered Review (PCR):**

October 2021– March 2022

- Individual Demographics
- My Life Interview
- Health Summary
- WSC/CDC+ Consultant Record Reviews

- **Provider Discovery Review (PDR):**

July 2021– March 2022

- General Administrative Review (GAR)
- Qualifications & Training (Q&T)
- Observations
- Alerts
- Service Specific Record Review (SSRR)
- PDR Scores by Provider Size

Person Centered Review (PCR)

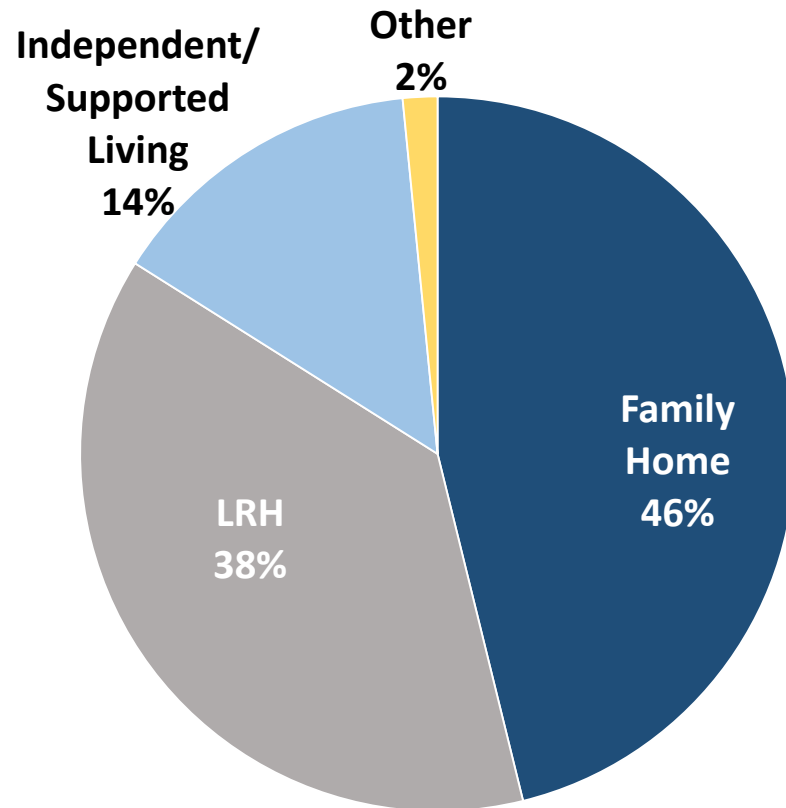
October 2021 – March 2022

Person Centered Review Activity October 2021 - March 2022

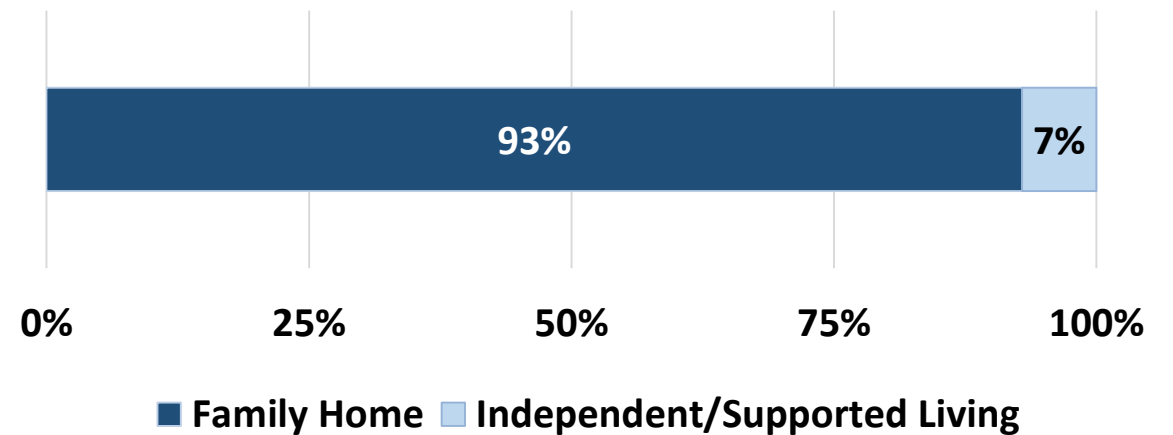
Region	Waiver		CDC+	
	n	%	n	%
Northwest	67	7.5%	5	3.9%
Northeast	153	17.1%	22	17.3%
Central	164	18.3%	45	35.4%
Suncoast	211	23.5%	19	15.0%
Southeast	193	21.5%	17	13.4%
Southern	109	12.2%	19	15.0%
Total	897	100.0%	127	100.0%

Individual Demographics: Residential Setting

Waiver (n = 897)

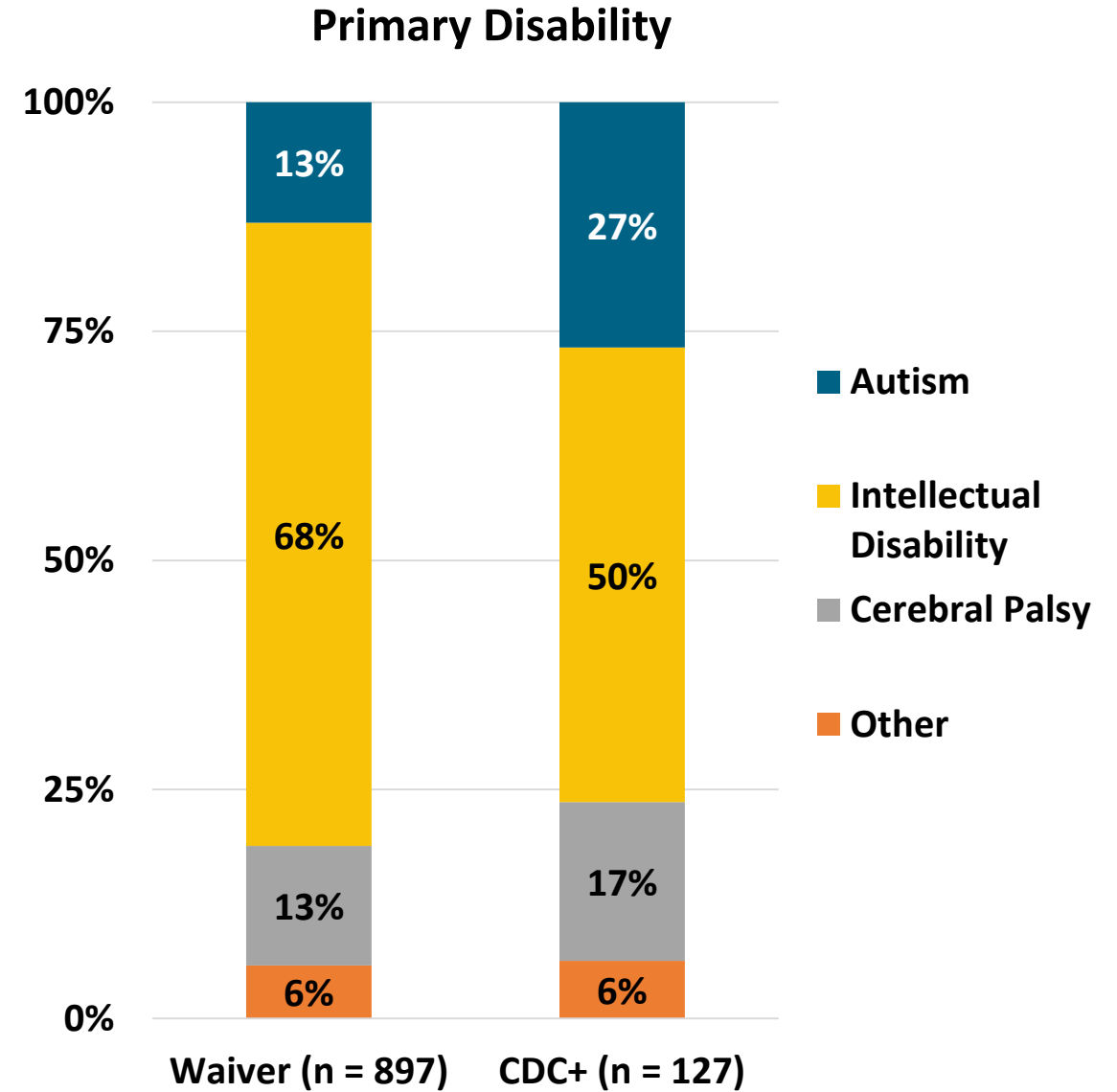
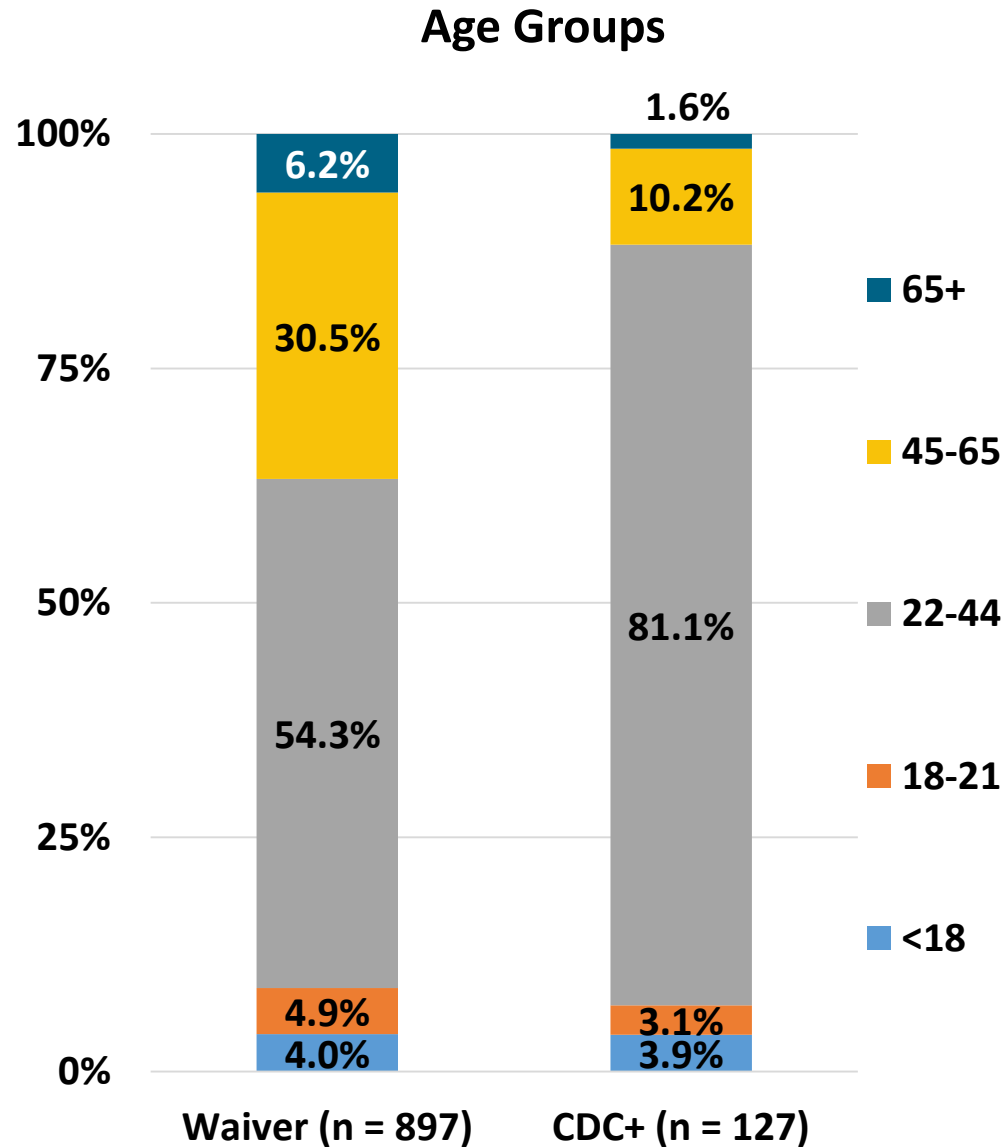


CDC+ (n = 127)



*Other: 14 individuals living in an Assisted Living Facility.

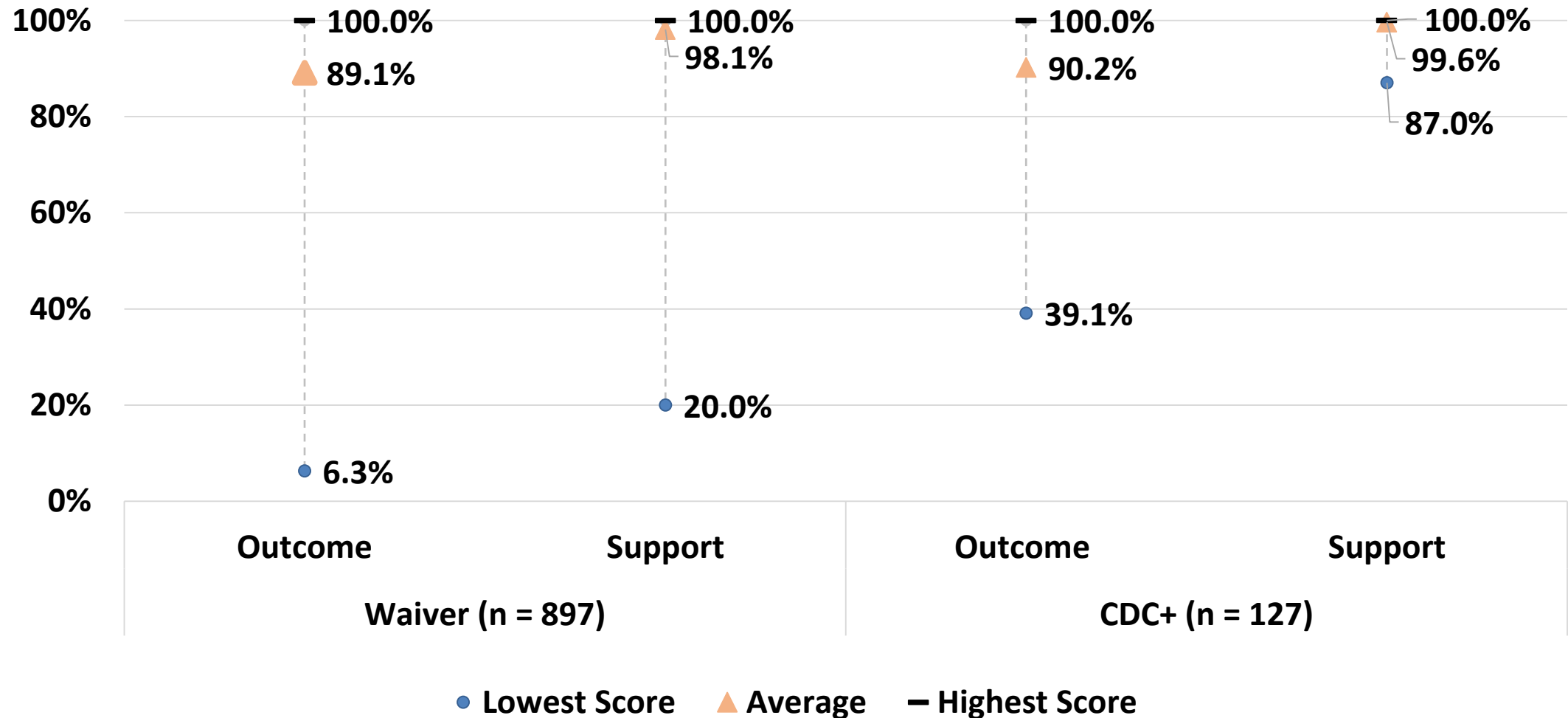
Individual Demographics: Age and Disability



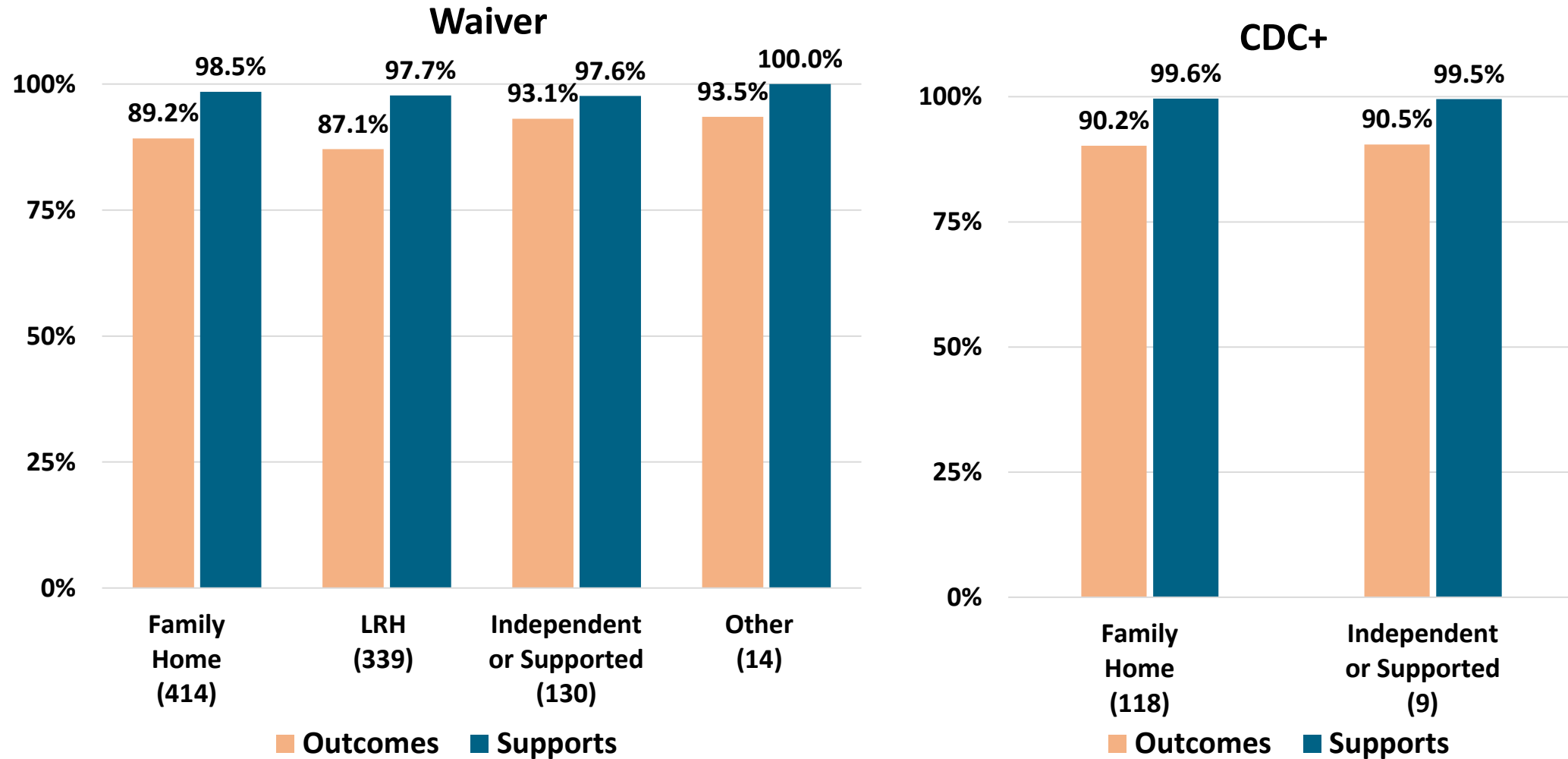
*Other Disability: Waiver - Down syndrome (44) and Spina Bifida (9), Prader Willi (5), Phelan-McDermid Syndrome (2); CDC+ - Down syndrome (8).

My Life Interview (MLI)

MLI Score Ranges: Outcomes vs Supports

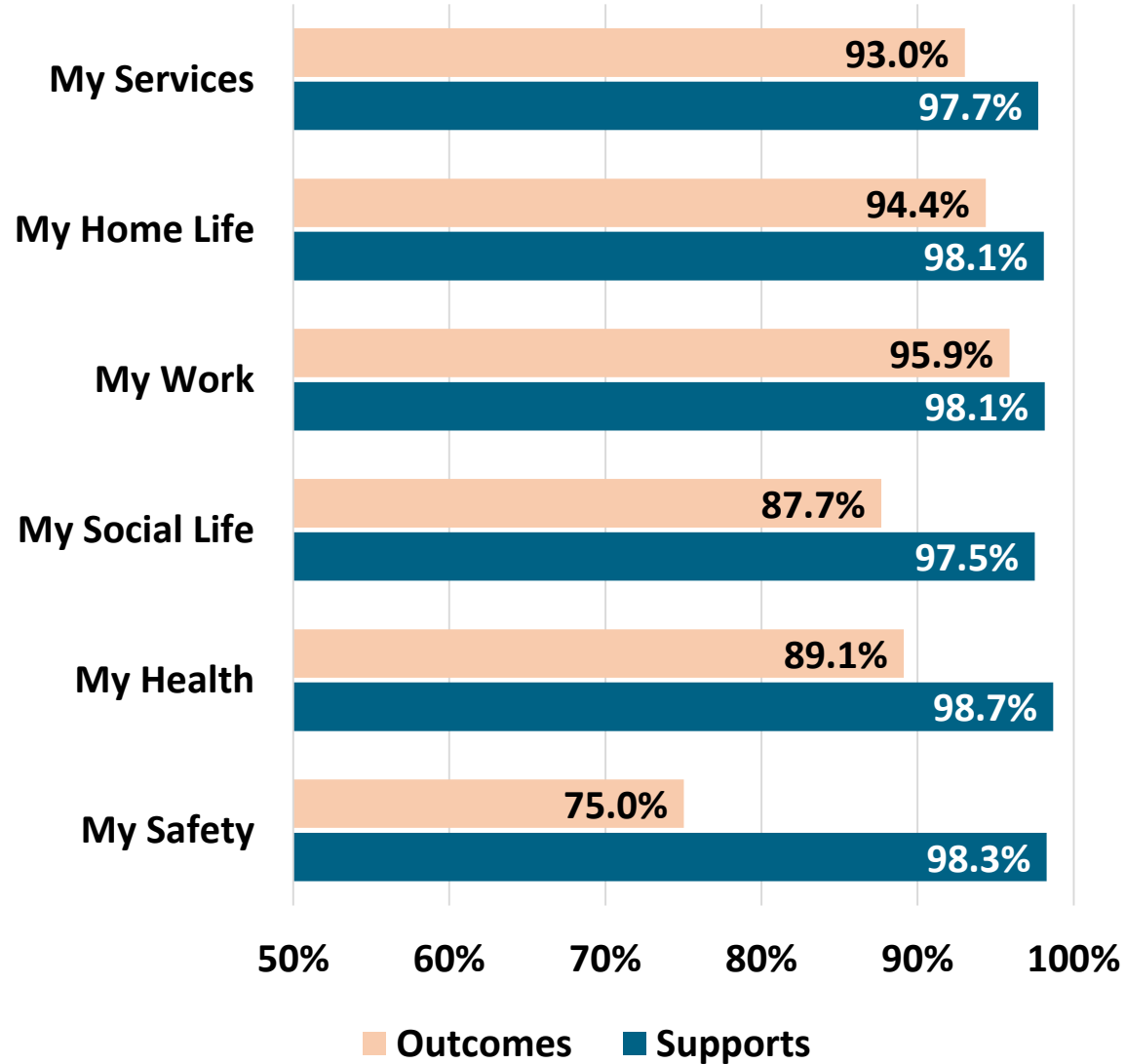


PCR My Life Interview by Residential Setting

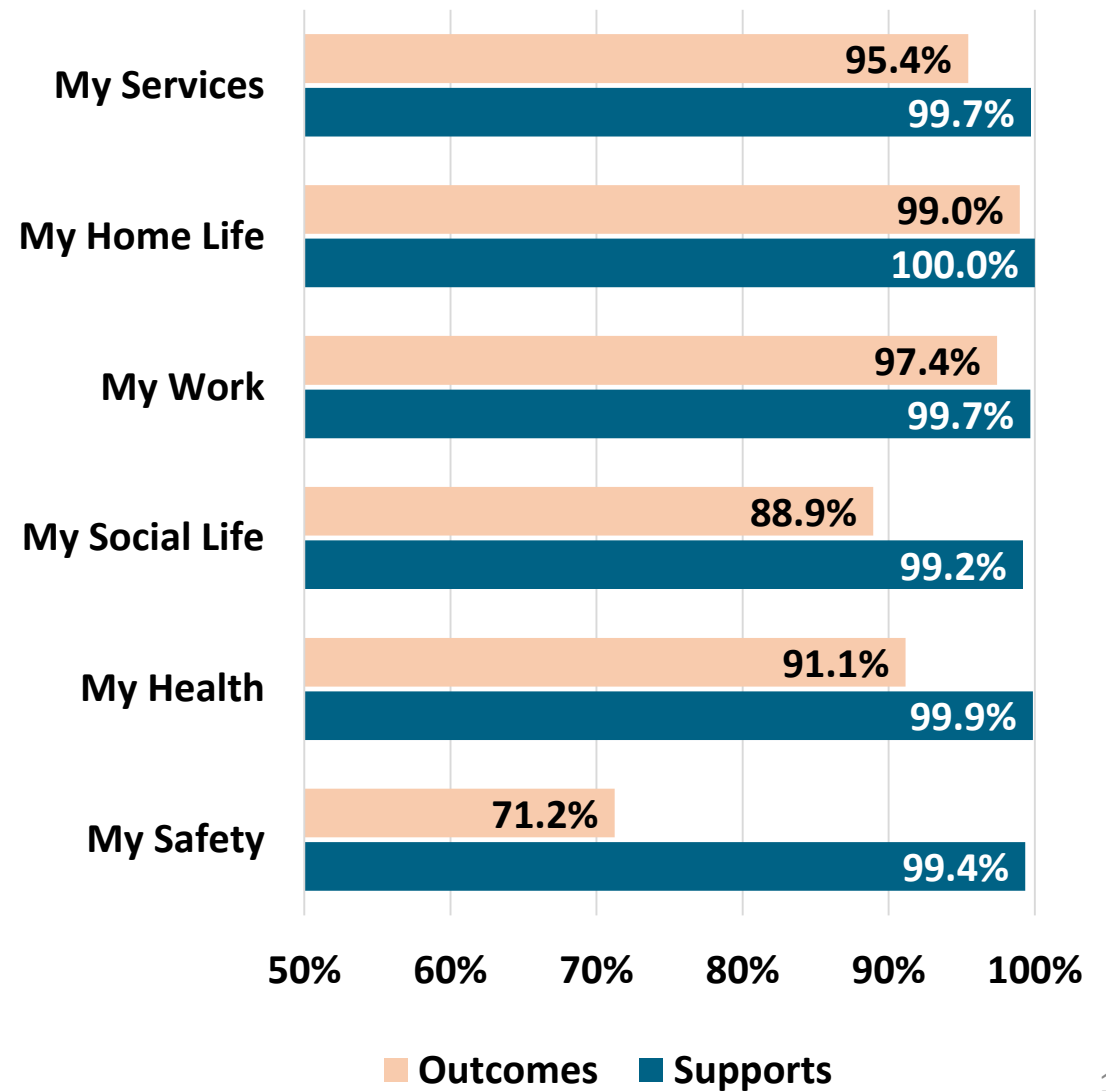


MLI: Scores by Life Area

Waiver (n = 897)



CDC+ (n = 127)



Lowest Scoring Outcomes for Waiver and CDC+

Outcomes	Waiver (n = 897)		CDC+ (n = 127)	
	# Reviewed	% Present	# Reviewed	% Present
My Health and Safety				
I understand my medications.	742	58.4%	105	65.7%
I understand what abuse, neglect, and exploitation (ANE) means.	813	60.5%	117	62.4%
I know what to do if abuse, neglect, or exploitation (ANE) occurs.	819	72.3%	117	65.0%
My safety needs are addressed.	872	80.5%	126	73.0%
My health needs are being addressed.	890	89.7%	127	91.3%
My Social Life				
I am part of and participate in my community.	849	81.6%	123	82.9%
I am an active and contributing member of my community.	772	81.3%	115	83.5%

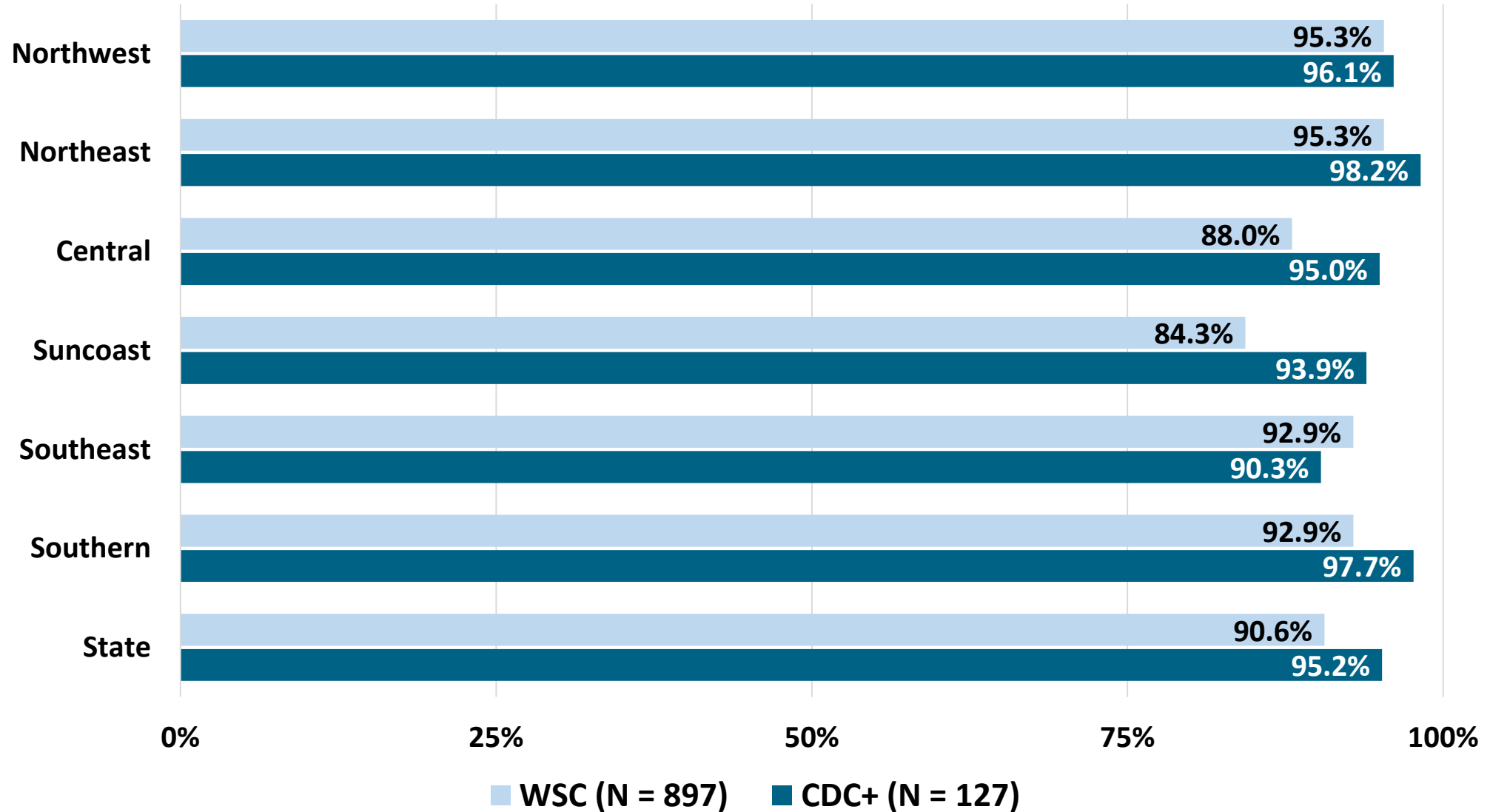
I understand my medications: 345 Not Mets

- 77.1% were not aware of potential side effects.
- 71.9% were not aware of which medications they take.
- 60.0% were not aware of why their medications are prescribed.



WSC/CDC+ Consultant Record Review

WSC/CDC+ Consultant Record Review Scores by Region (October 2021 – March 2022)



Low Scoring Record Review Indicators: WSCs

The Support Plan reflects support and services necessary to address assessed risks.

- 78.7% Met; n = 844

Level of care is completed accurately using the correct instrument/form.

- 80.4% Met; n = 889

The Support Plan includes supports and services consistent with assessed needs.

- 81.2% Met; n = 889

Support Coordinator Progress Notes demonstrate pre-Support Plan planning activities were conducted.

- 82.6% Met; n = 805

Low Scoring Record Review Indicators: CDC+ Consultants

The CDC+ Consultant Progress Notes demonstrate pre-Support Plan planning activities were conducted.

- 86.3% Met; n = 117

CDC+ Consultant Progress Notes include meaningful information to effectively assist the person in achieving goals/outcomes.

- 88.1% Met; n = 126

The current Annual Report is in the record.

- 89.8% Met; n = 12

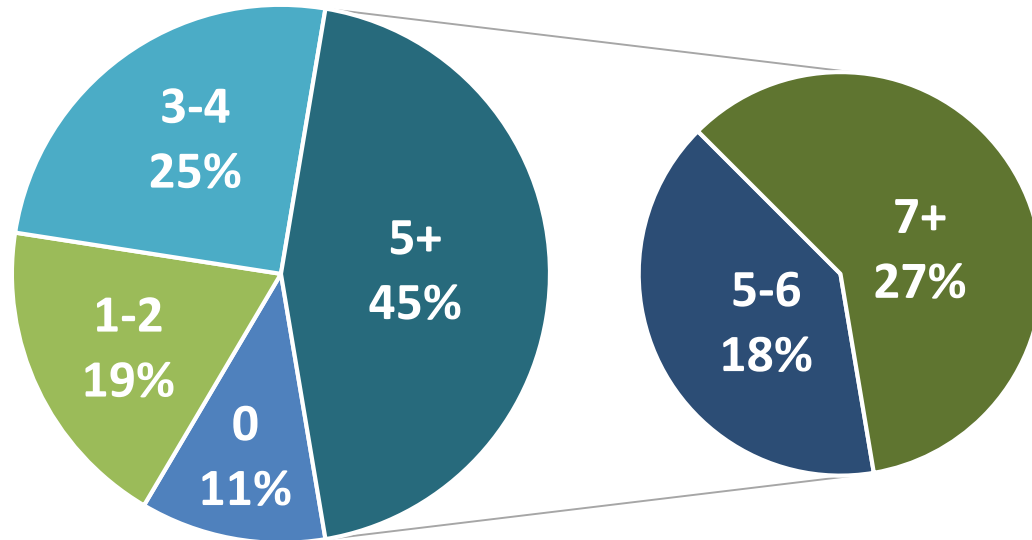
Health Summary

Percent of Individuals with a Significant Health Event by Waiver Type (% Yes)

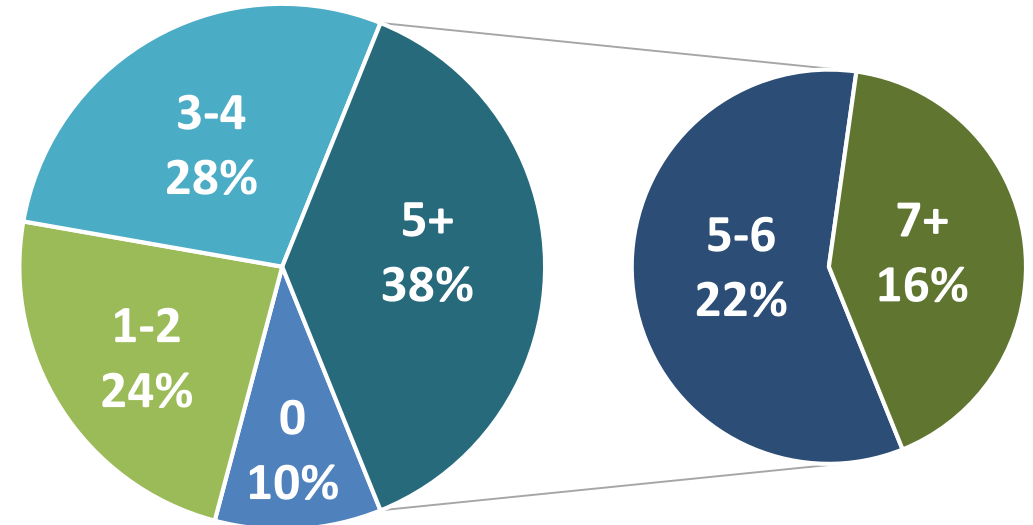
In the previous 12 months:	Waiver		CDC+	
	FY21 (N = 1,294)	FY22 Q1-3 (n = 897)	FY21 (N = 144)	FY22 Q1-3 (n = 127)
Has the Abuse Hotline been contacted by you or others to report abuse, neglect, or exploitation?	1.6%	1.8%	0.0%	0.0%
Have Reactive Strategies under 65G-8 been used due to behavioral concerns?	3.3%	3.9%	0.7%	0.0%
Have you been Baker Acted?	2.6%	2.6%	0.0%	0.8%
Have you been admitted to the hospital?	11.0%	10.3%	9.7%	7.1%
Have you been to an Emergency Room?	14.5%	16.7%	9.0%	11.8%
Have you been to an Urgent Care Center?	4.5%	5.5%	1.4%	6.3%

Health Summary: Number of Medications

Waiver (n = 897)

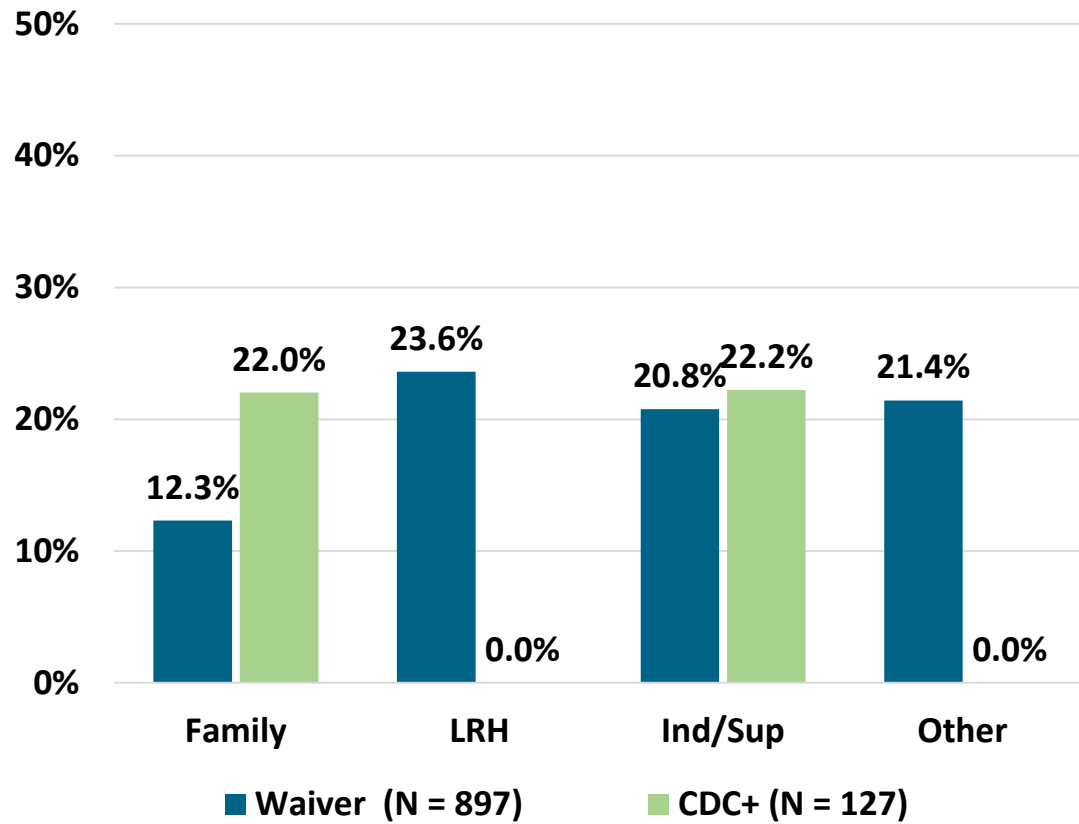


CDC+ (n = 127)

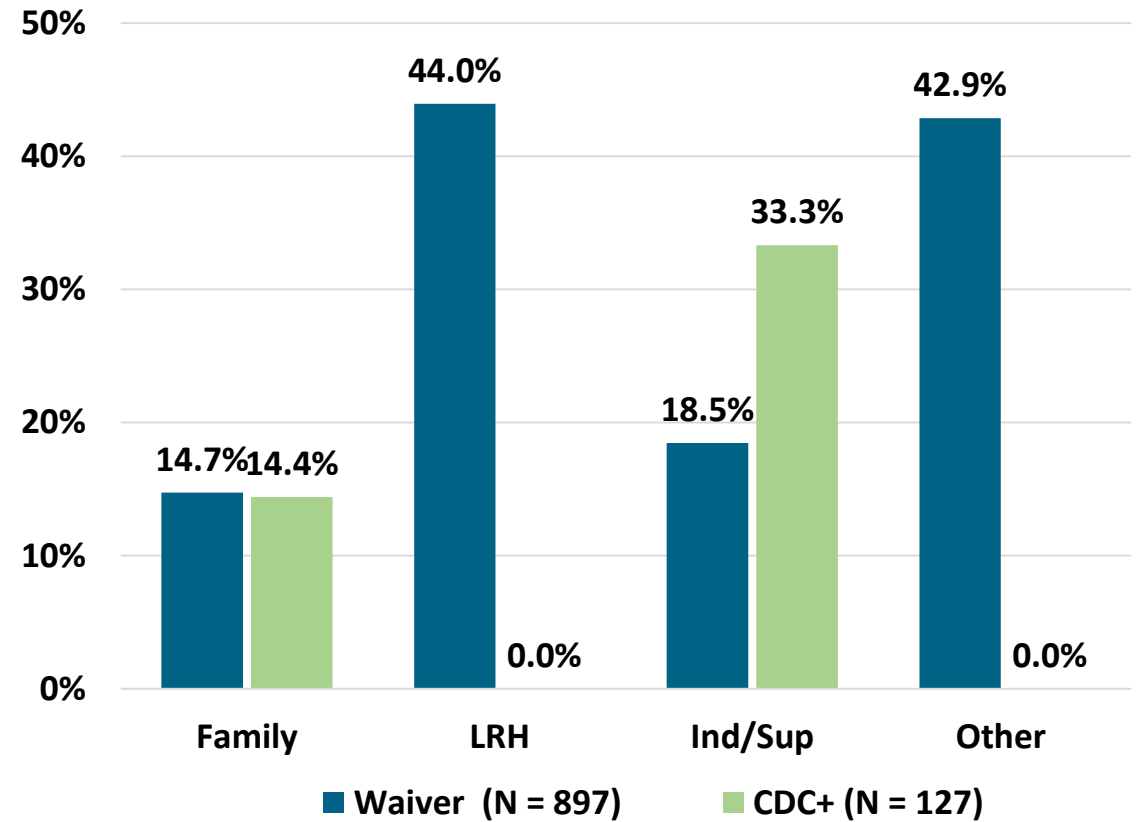


Medication Use by Residential Setting

Percent taking 5-6 medications



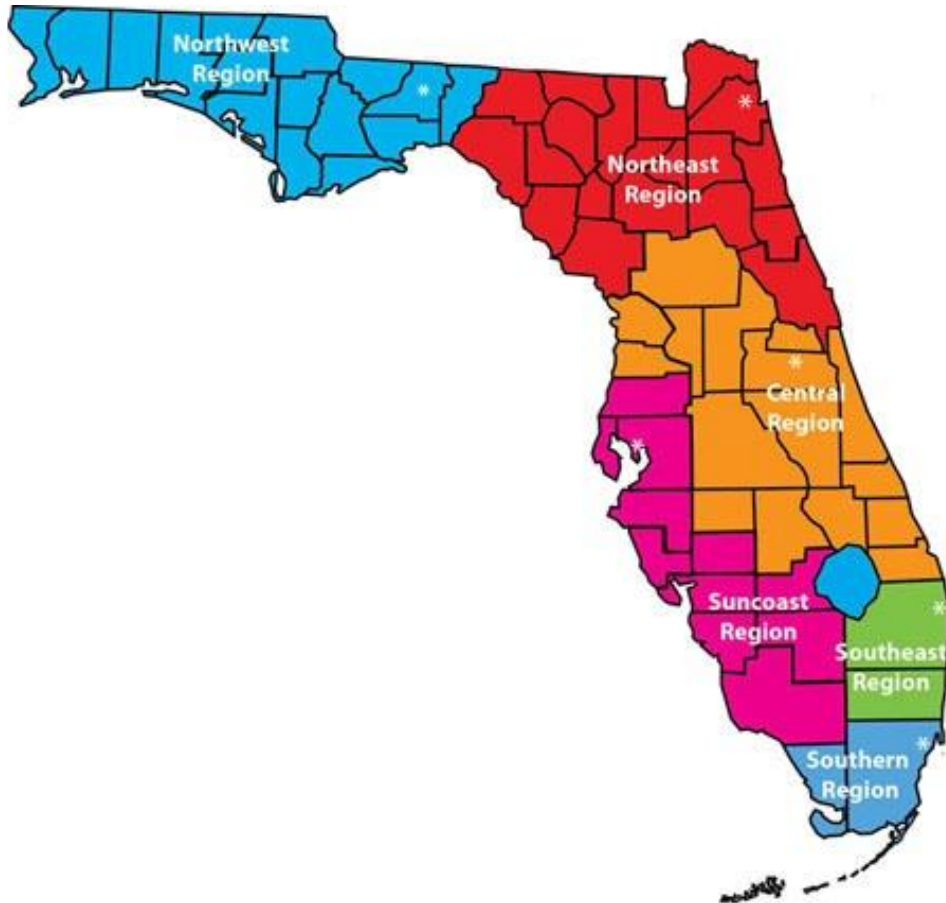
Percent taking 7+ medications



Provider Discovery Reviews: July 2021 – March 2022



PDRs: July 2021 – March 2022



Region	# of PDRs	
	Service Providers	Qualified Organizations*
Northwest	96	7
Northeast	195	15
Central	222	23
Suncoast	313	22
Southeast	233	38
Southern	179	23
State	1,238	128

*Began October 2021

Service Provider PDRs by Region

July 2021– March 2022

Region (n)	GAR		Q&T (3,186)	SSRR (4,160)	OBS* (163)	
	Agencies (1,060)	Solo (178)			LRH (143)	ADT (20)
Northwest (96)	97.1%	97.4%	91.4%	93.4%	99.5%	98.7%
Northeast (195)	96.0%	87.3%	93.3%	92.8%	99.5%	100%
Central (222)	97.3%	89.7%	91.4%	92.6%	96.7%	100%
Suncoast (313)	95.9%	91.7%	90.5%	91.1%	98.0%	100%
Southeast (233)	99.3%	100.0%	91.5%	93.5%	99.7%	99.4%
Southern (179)	94.7%	85.7%	92.6%	94.7%	98.7%	NA
State (1,238)	96.7%	91.5%	91.6%	92.7%	98.0%	99.6%

*Resumed in January 2022

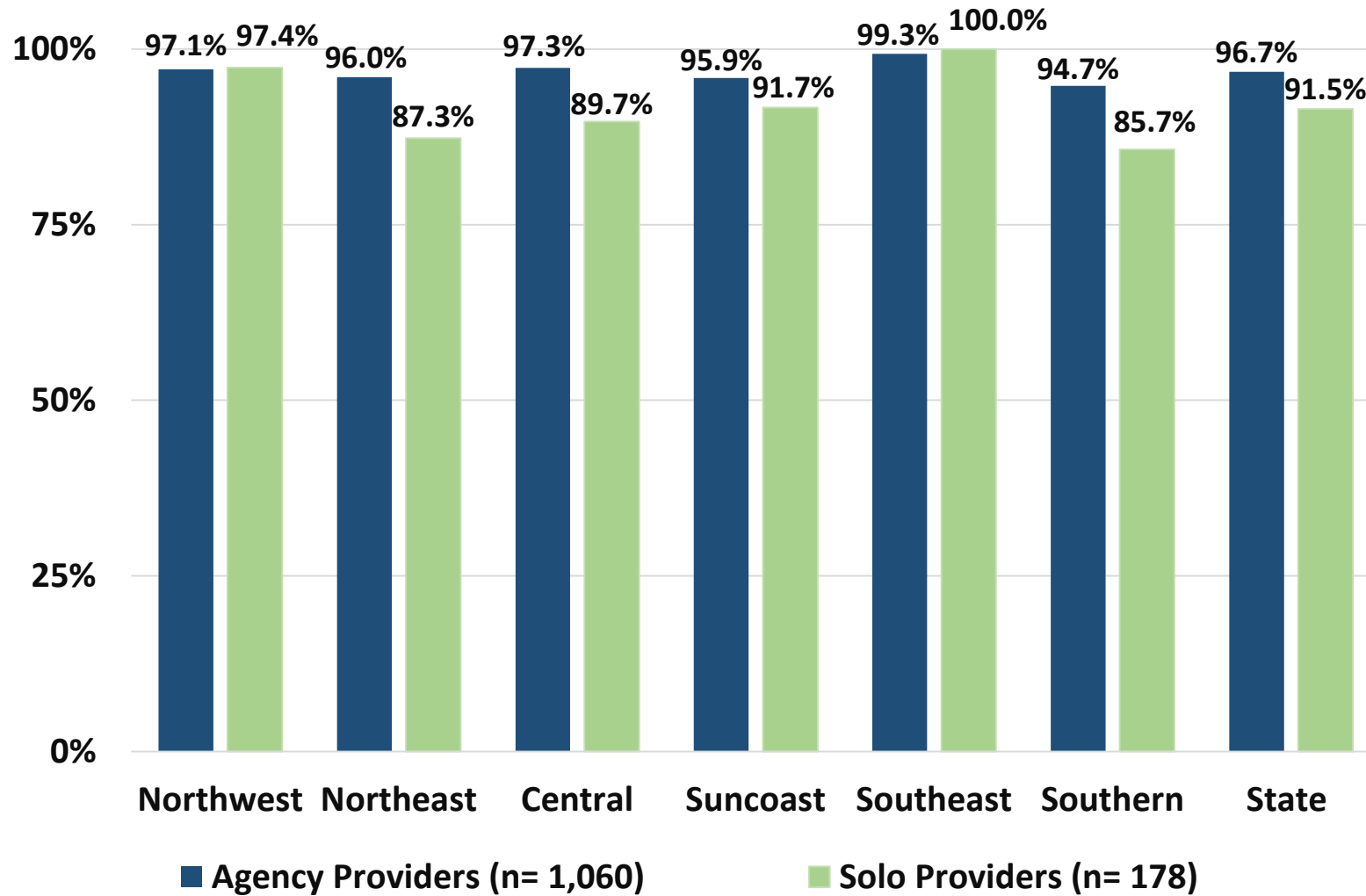
QO PDRs by Region

October 2021– March 2022

Region (n)	GAR (128)	Q&T (437)	SSRR (1,357)
Northwest (7)	100.0%	97.6%	95.5%
Northeast (15)	100.0%	97.7%	95.4%
Central (23)	97.2%	95.9%	90.7%
Suncoast (22)	96.4%	94.4%	87.6%
Southeast (38)	96.6%	97.0%	93.1%
Southern (23)	95.4%	97.3%	93.9%
State (128)	97.1%	96.5%	92.2%

General Administrative Review (GAR)

General Administrative Review by Region for Service Providers



Lowest Scoring Indicators

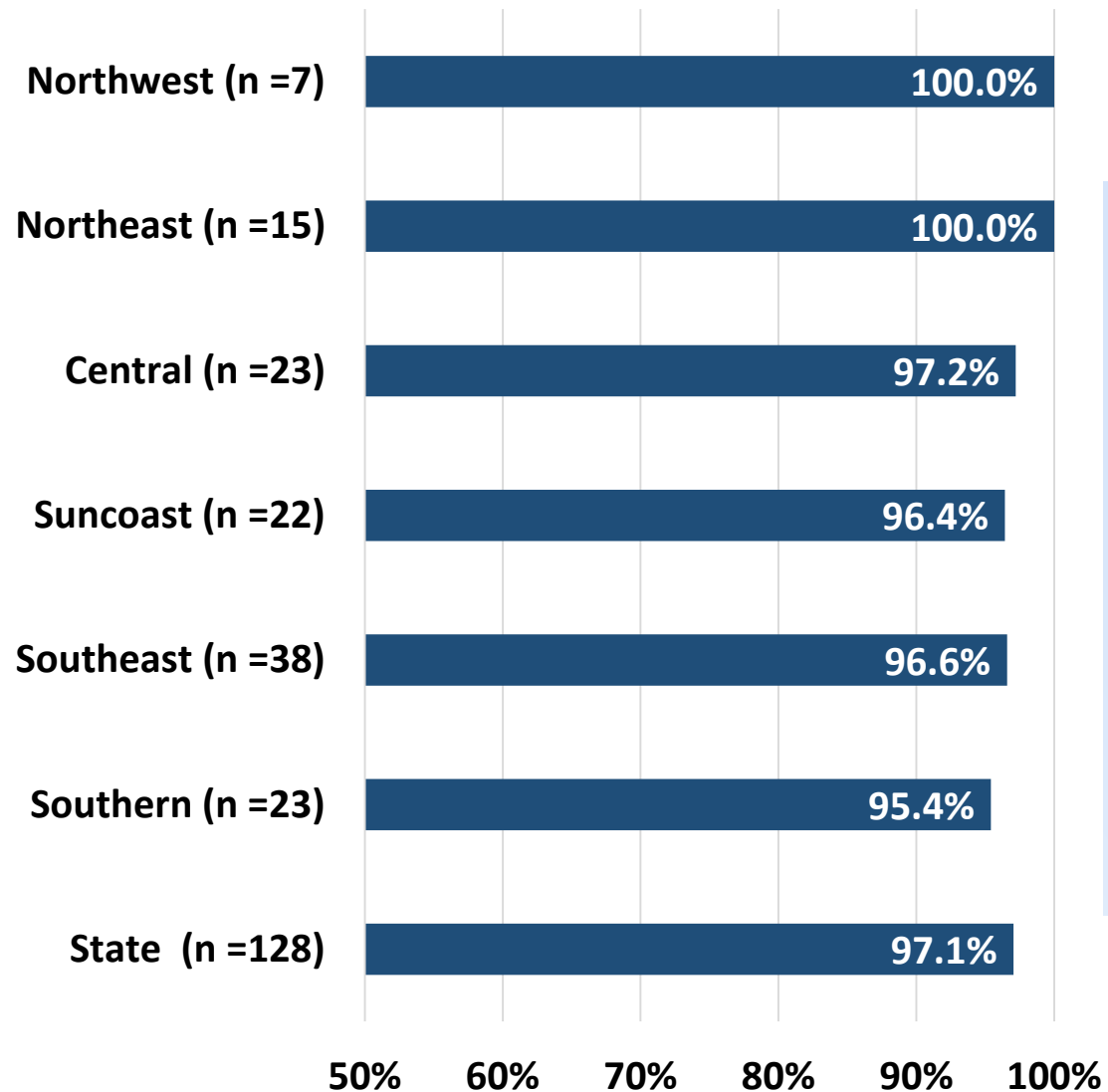
Agencies

- The provider identifies and addresses concerns related to abuse, neglect, and exploitation.
 - 89.7% Met; n = 39

Solos

- The provider maintains an Employee/Contractor Roster within the Department of Children and Families/Agency for Persons with Disabilities Background Screening Clearinghouse.
 - 90.4% Met; n = 177

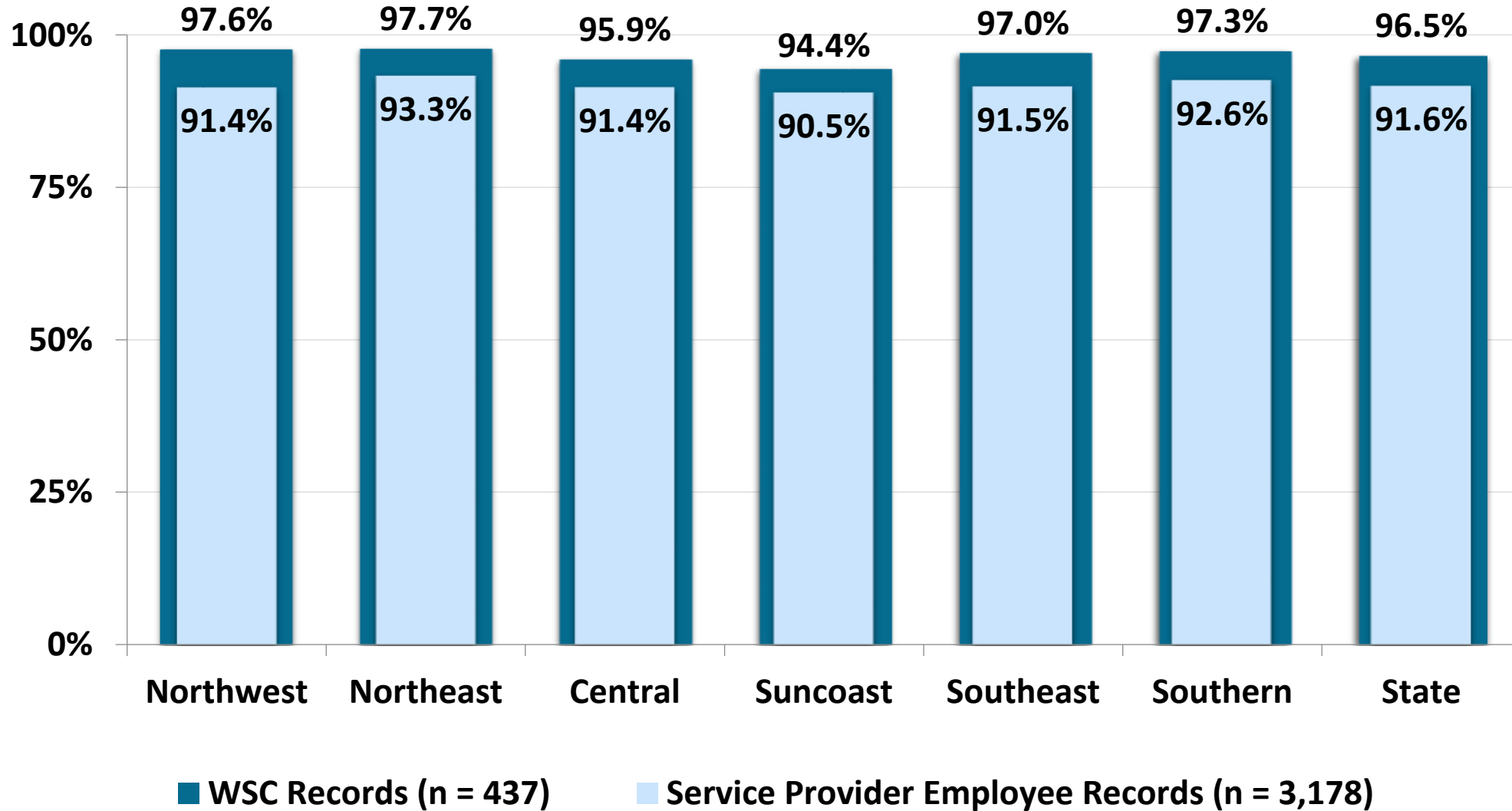
General Administrative Review by Region for QOs



- 3 of 11 standards were **100%** met.
- The lowest scoring standard, was in reference to the provider maintaining a **Table of Organization** (94.4%; n = 126).
 - 7 QOs missed this standard. These QOs had a Table of Organization, but were missing one of the following elements:
 - Medicaid provider numbers for each WSC (n = 6).
 - Contact email and phone for each WSC (n = 4).
 - Designation of mentor(s) (n = 5).
 - The region(s) the WSC was rendering in (n = 5).
 - Point of contact for the region under review (n = 6).

Staff Qualifications and Training (Q&T)

Qualifications and Training Scores by Region



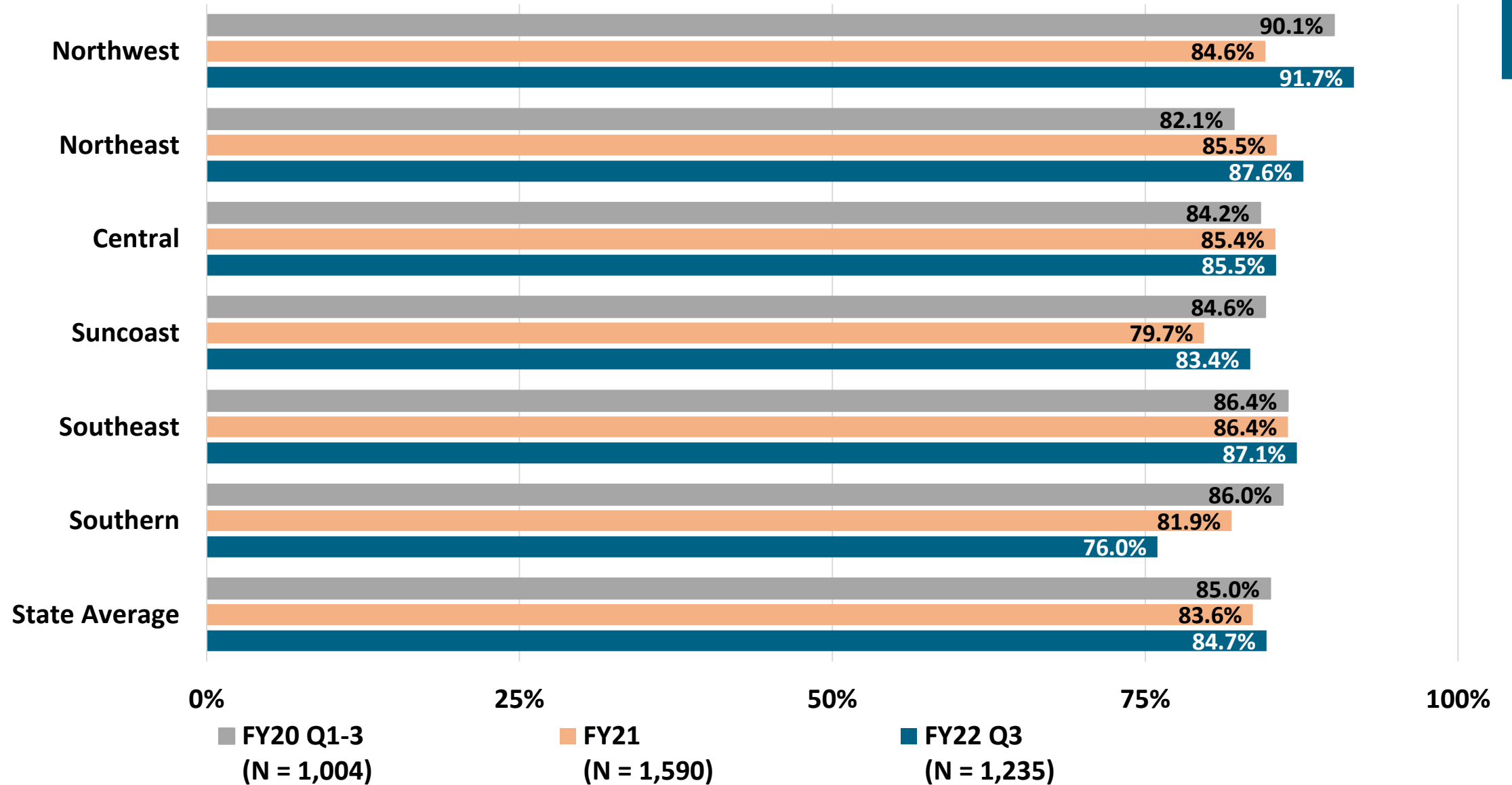
Lowest Scoring Q&T Indicator: Medication Validation

Approximately 40% of service providers did not meet compliance requirements for maintaining current Basic Medication Administration Validation.

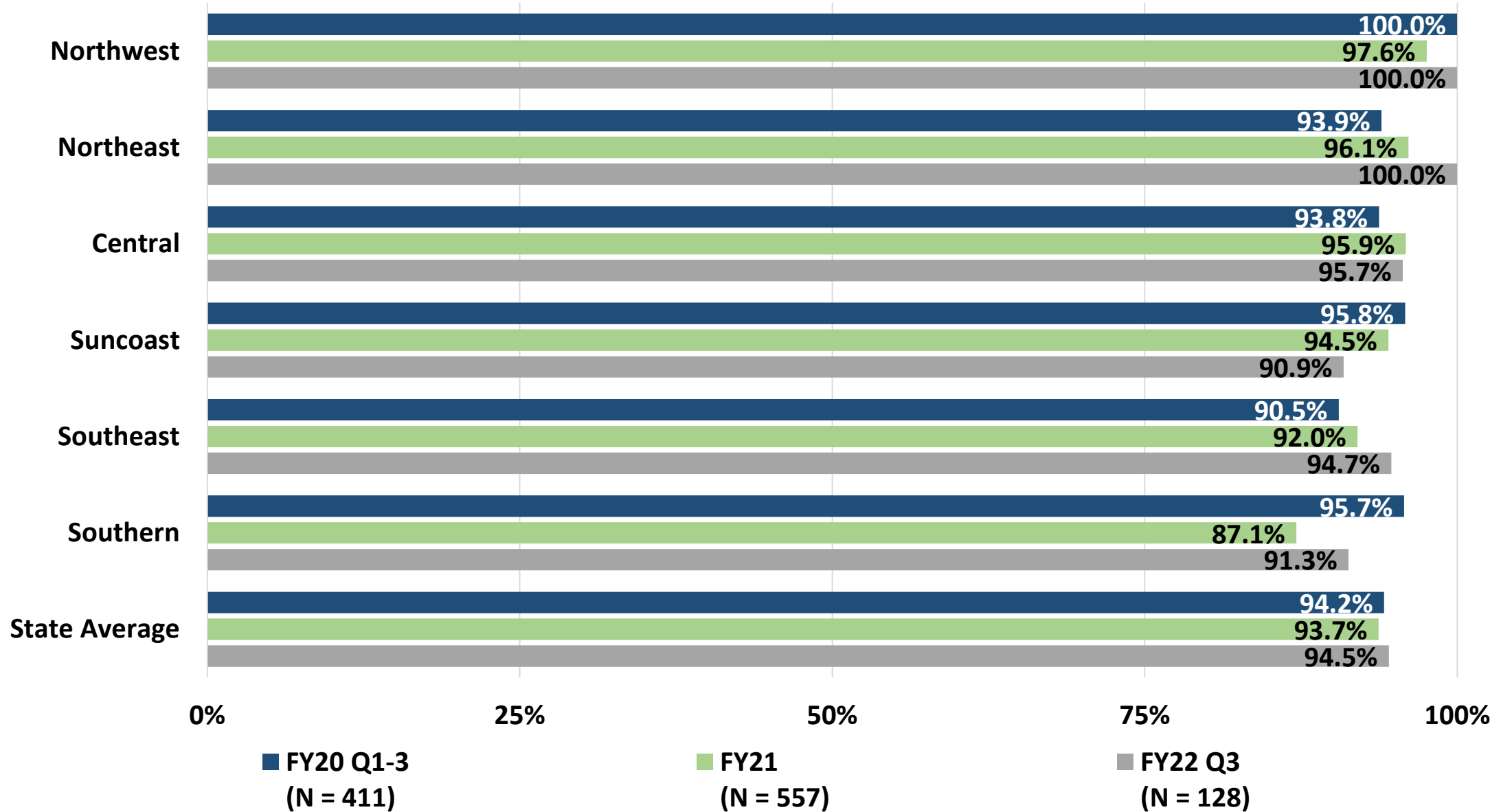
Of the 438 Basic Medication Administration Validation Certificates deemed out of compliance:

- Just over **50%** did not have the Established Primary Route circled,
- Nearly **40%** were either missing or had an incorrect Validation Effective Date,
- And **35%** were either missing or had an incorrect Validation Expiration Date.

Percent of Service Providers with all Background Screenings Met by FY



Percent of QOs with all Background Screenings Met by FY

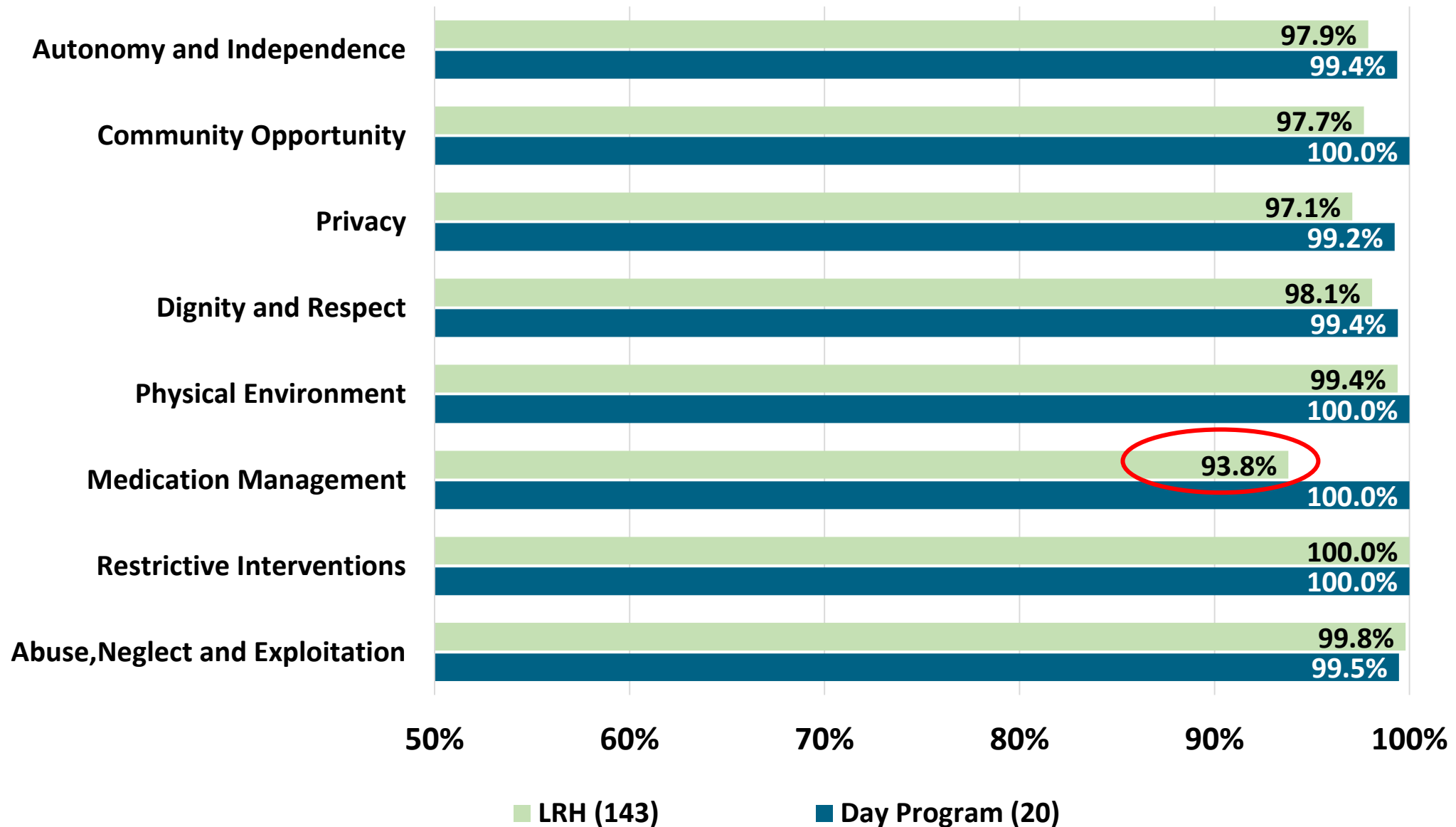


Observations

Observations: January – March 2022

	LRH		Day Programs	
Region	# OBS	% Met	# OBS	% Met
Northwest	4	99.5%	1	98.7%
Northeast	23	99.5%	5	100%
Central	44	96.7%	5	100%
Suncoast	46	98.0%	7	100%
Southeast	12	99.7%	2	99.4%
Southern	14	98.7%	0	-
State	143	98.0%	20	99.6%

Observations by Standard and Location



Privacy and Medication Management

Licensed Residential Homes:

Privacy:

Individuals do not always have a key to their bedroom door (89.3%; n = 132).



Medication Management:

- Controlled medications are not stored separately from other prescription and OTC medications, in a locked container within a locked enclosure (91.2%; n = 120).
- Non-controlled medications are not centrally stored in a locked container in a secured enclosure (92.5%; n = 133).



404 Alerts: July 2021– March 2022



★ KNOW ★
— YOUR —
RIGHTS

Rights

- 3



HEALTH & SAFETY

Health and Safety

- 4

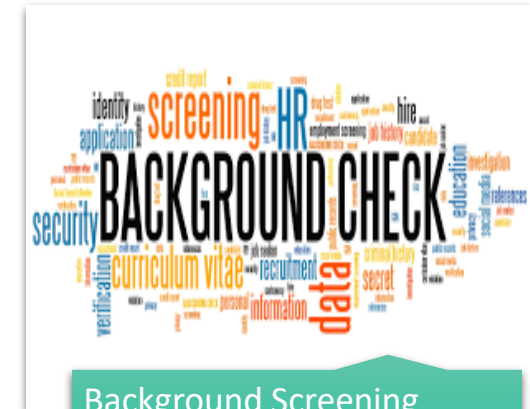


abuse
neglect
exploitation

STOP

ANE

- 0



BACKGROUND CHECK

Background Screening

- 125



CLEARING HOUSE

Clearing House Roster

- 44



MEDICATION Administration

Med. Administration/Training

- 194



Medication Storage

- 15



SPRINGFIELD DRIVER LICENSE

B47U89RE243

BART SIMPSON
742 EVERGREEN TERR,
SPRINGFIELD, USA

BIRTHDATE: 02-11-70
SEX: M HT: 4'9" EYES: BL WT: 85

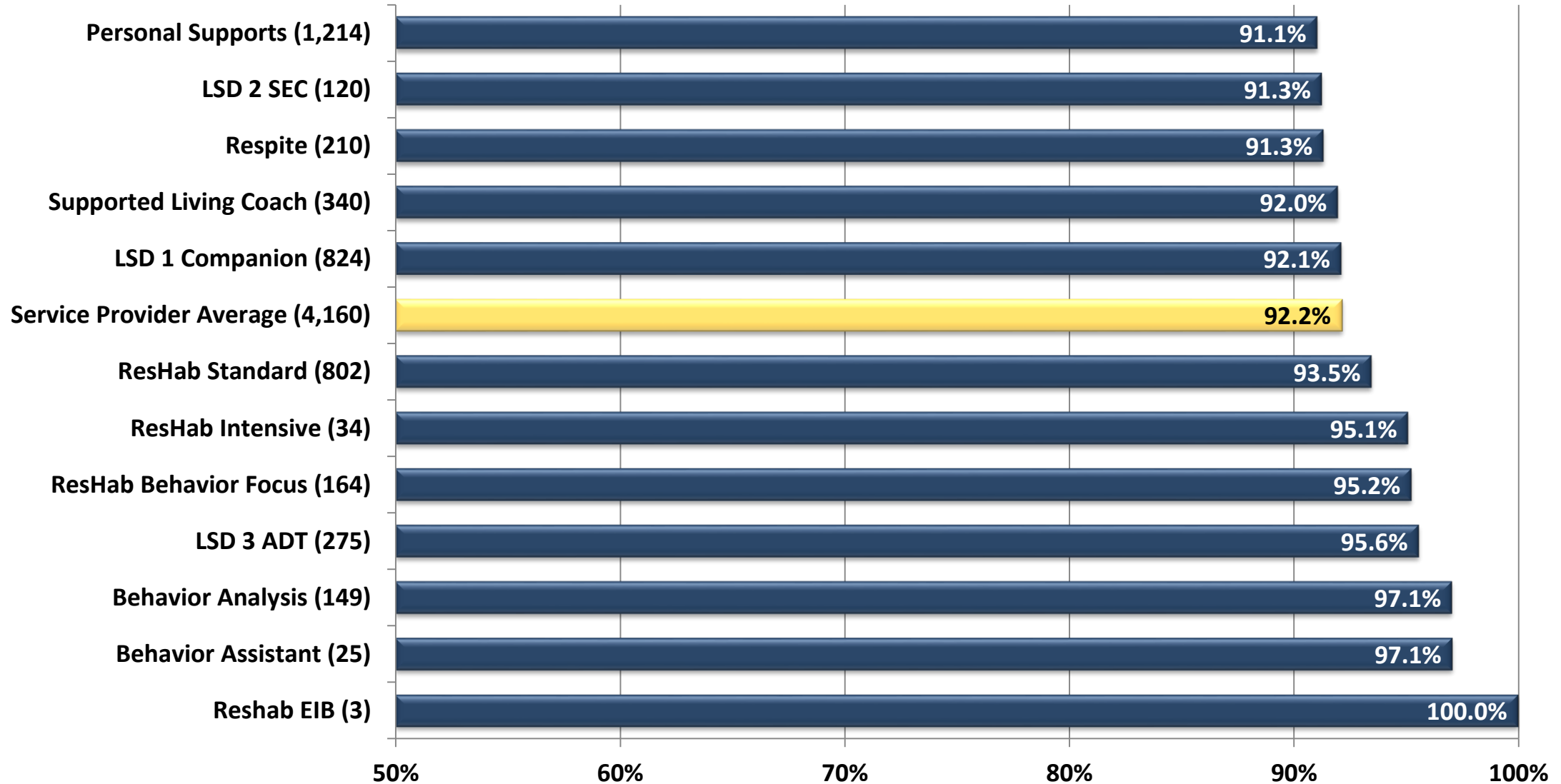
Drivers License/Insurance

- 19

*163 observations were completed during this time period

Service Specific Record Reviews (SSRRs)

SSRR Scores by Service



Lowest Scoring Indicator for Lowest Scoring Services

LSD 1 Companion:

- The provider has complete Service Logs covering services provided and billed during the period under review.
- 81.1% Met; n = 821

Personal Supports:

- The provider has complete Service Logs covering services provided and billed during the period under review
- 69.4% Met; n = 1,212

Respite:

- The provider has complete Service Logs covering services provided and billed during the period under review
- 71.0%; n = 210

LSD 2 (SEC):

- The current Employment Stability Plan covering services provided and billed during the period under review contains all required components
- 56.3%; n = 119

Supported Living Coaching:

- The current Implementation Plan covering services provided and billed during the period under review contains all required components
- 73.2% Met; n = 339

PDR Scores by Provider Size

Summary of PDR Scores for Service Providers by Size* July 2021 - March 2022

Size	PDR Score			Alerts		Billing Discrepancy Standards Missed	
	Overall Score	Compliance	Person Centered Practices	#	Rate per 10 Reviews	#	Rate per 10 Reviews
Small (1,130)	92.1%	91.9%	92.6%	362	3.20	959	8.49
Medium (95)	95.8%	95.5%	96.5%	31	3.26	84	8.84
Large (13)	97.0%	97.0%	96.9%	6	4.62	12	9.23
State (1,238)	92.8%	92.6%	93.2%	399	3.22	1,055	8.52

*Small – 1 to 29 people; Medium – 30 to 99 people; Large – 100+ people.

Summary of PDR Scores for QO's by Size* October 2021 - March 2022

Size	PDR Score			Alerts		Billing Discrepancy Standards Missed	
	Overall Score	Administrative Review	SSRR	#	Rate per 10 Reviews	#	Rate per 10 Reviews
Small (20)	93.0%	97.7%	92.0%	1	0.50	17	8.50
Medium (31)	85.5%	94.4%	84.0%	2	0.65	63	20.32
Large (77)	93.6%	97.2%	93.3%	2	0.26	266	34.55
State (128)	92.5%	96.6%	92.1%	5	0.39	346	27.03

*Small – 1 to 29 people; Medium – 30 to 99 people; Large – 100+ people.

Thank you!

Questions? Comments?

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