

Quality Council Meeting Qlarant Data Presentation

October 15, 2020

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Outline

FY 2020: July 2019 - June 2020

- **Provider Discovery Review (PDR)**

- Service Provider Scores
- WSC Scores
- SSRR and Billing Discrepancies
- Alerts

- **Person Centered Review (PCR)**

- Individual Demographics
- My Life Interview Scores
 - Outcomes & Supports
 - Stability
- Health Summary

Provider Discovery Reviews

July 2019 – March 2020

April – June 2020

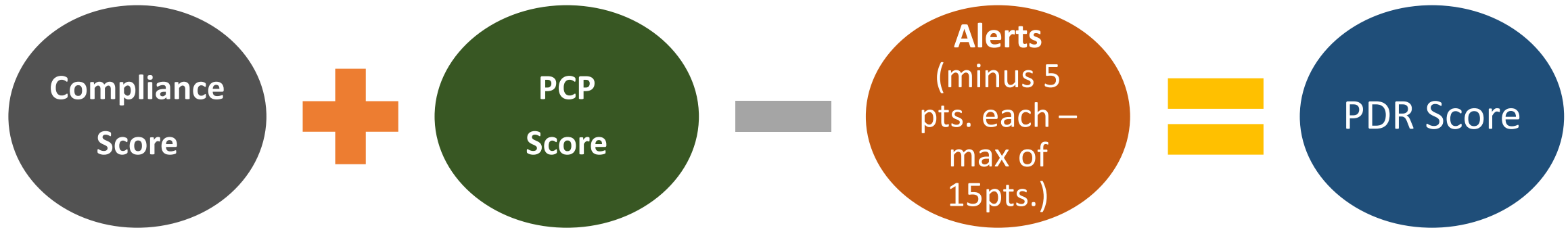


PDRs by Region

Table 14. Number of PDRs by APD Region (July 2019 – June 2020)

Region	Service Providers		WSCs	
	Q1-3	Q4	Q1-3	Q4
Northwest	71	54	35	13
Northeast	184	91	66	16
Central	183	100	96	45
Suncoast	241	139	72	42
Southeast	191	84	95	34
Southern	136	69	47	21
Total	1,006	537	411	171

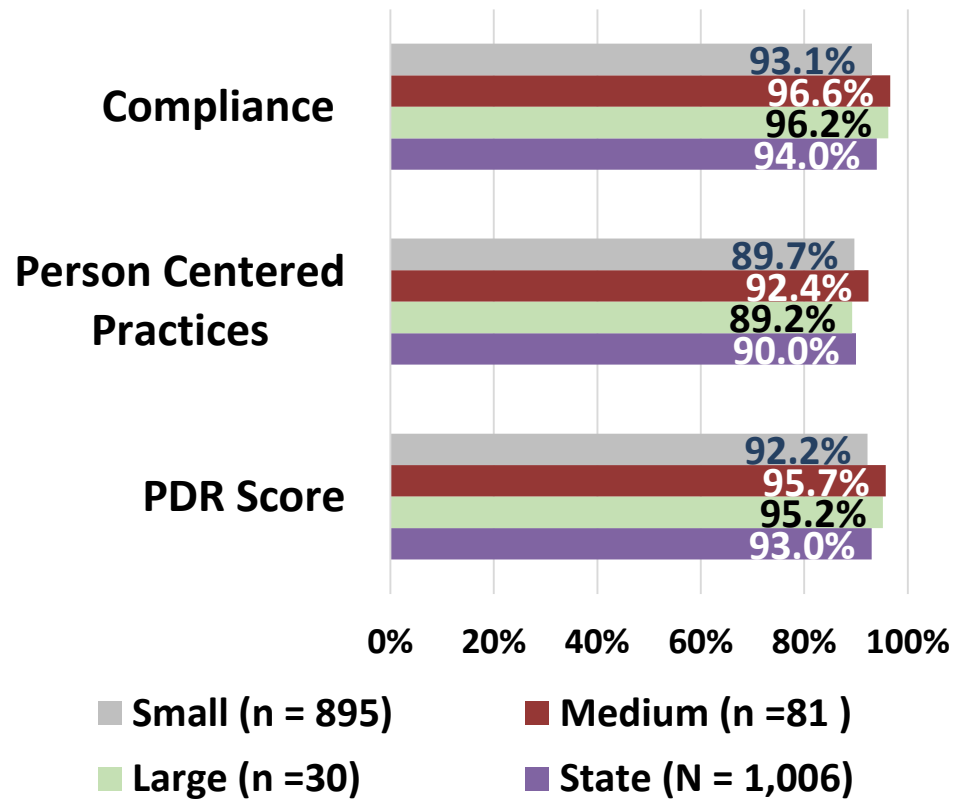
Provider Scores



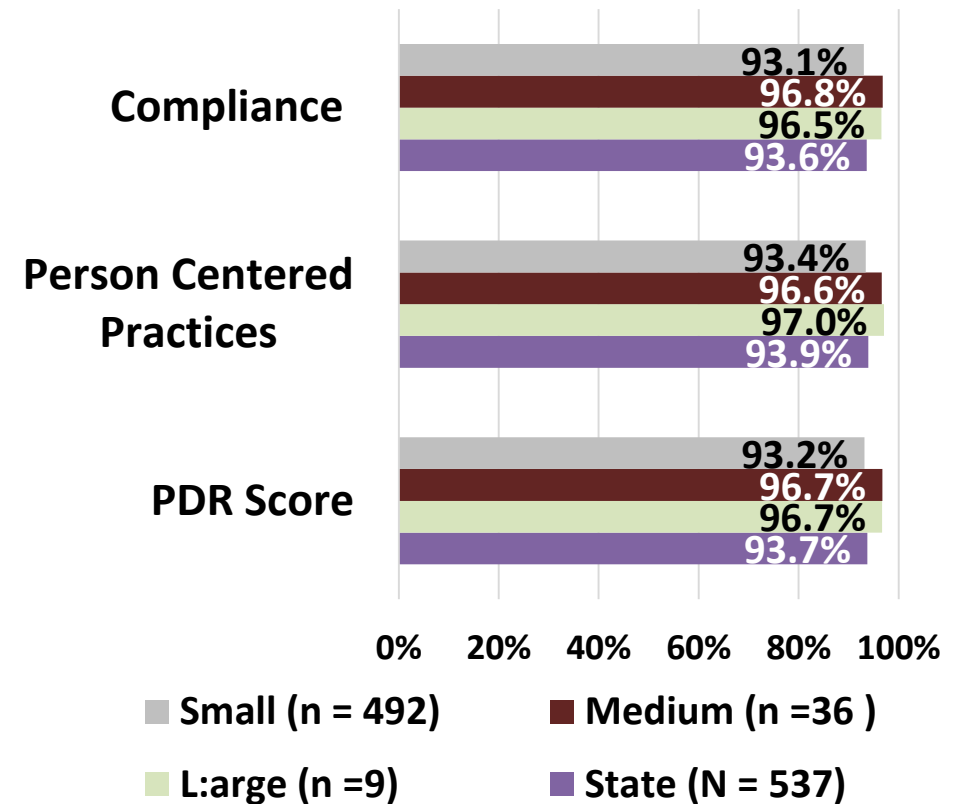
Service Provider Scores by Provider Size

Small: <30 receiving services
 Medium: 30-99 receiving services
 Large: 100 or more receiving services

Q1-3 (July 2019 – March 2020)



Q4 (April – June 2020)



Alerts and Billing by Provider Size

Q 1-3

Size	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	895	267	2.98	1,049	11.72
Medium	81	21	2.95	115	14.20
Large	30	21	7.00	49	16.33
State	1,006	309	3.07	1,213	12.06

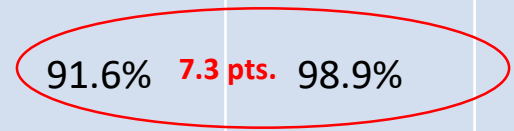
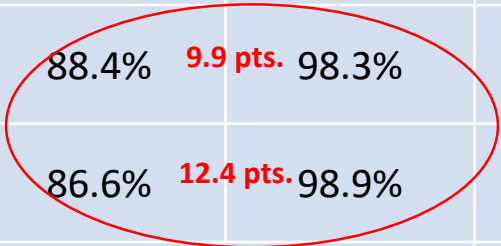
Q 4

Size	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	492	112	2.28	479	9.74
Medium	36	6	1.67	15	4.17
Large	9	0	0.00	4	4.44
State	537	118	2.20	498	9.27

Service Provider Scores by Region & Tool

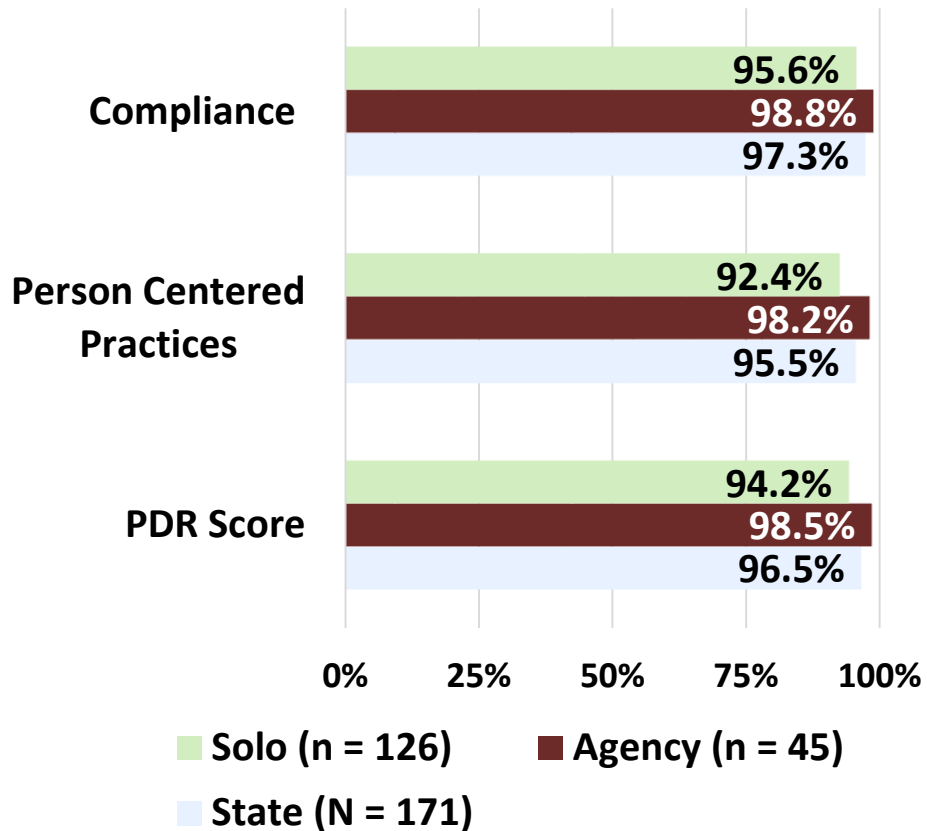
Q4: April – June 2020

Region	My Life Interview (N = 696)		Observations (N = 0)		Q & T (N = 1,335)	P & P (N = 537)	SSRR (N = 1,806)
	Outcomes	Supports	Announced (n = 0)	Unannounced (n = 0)			
Northwest	94.4%	98.8%	NA	NA	91.2%	92.2%	90.2%
Northeast	97.0%	99.5%	NA	NA	95.0%	97.5%	95.3%
Central	93.4%	99.0%	NA	NA	92.6%	94.2%	91.0%
Suncoast	88.4%	98.3%	NA	NA	93.4%	92.5%	91.4%
Southeast	86.6%	98.9%	NA	NA	95.2%	93.5%	95.2%
Southern	94.4%	99.1%	NA	NA	95.7%	94.3%	95.5%
State	91.6%	98.9%	NA	NA	94.0%	94.1%	93.1%



WSC Scores: Agency vs. Solo

WSC PDR Scores: Solo vs. Agency (Q4)



Q1-3

Q4

WSC Type	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Solo	316	34	1.08	104	3.29
Agency	88	8	0.91	36	4.09
State	404	42	1.04	140	3.47

WSC Type	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Solo	126	12	.95	37	3.94
Agency	45	0	0.00	5	1.11
State	171	12	0.70	42	2.46

Service Provider Comparisons: Q1-3 to Q4

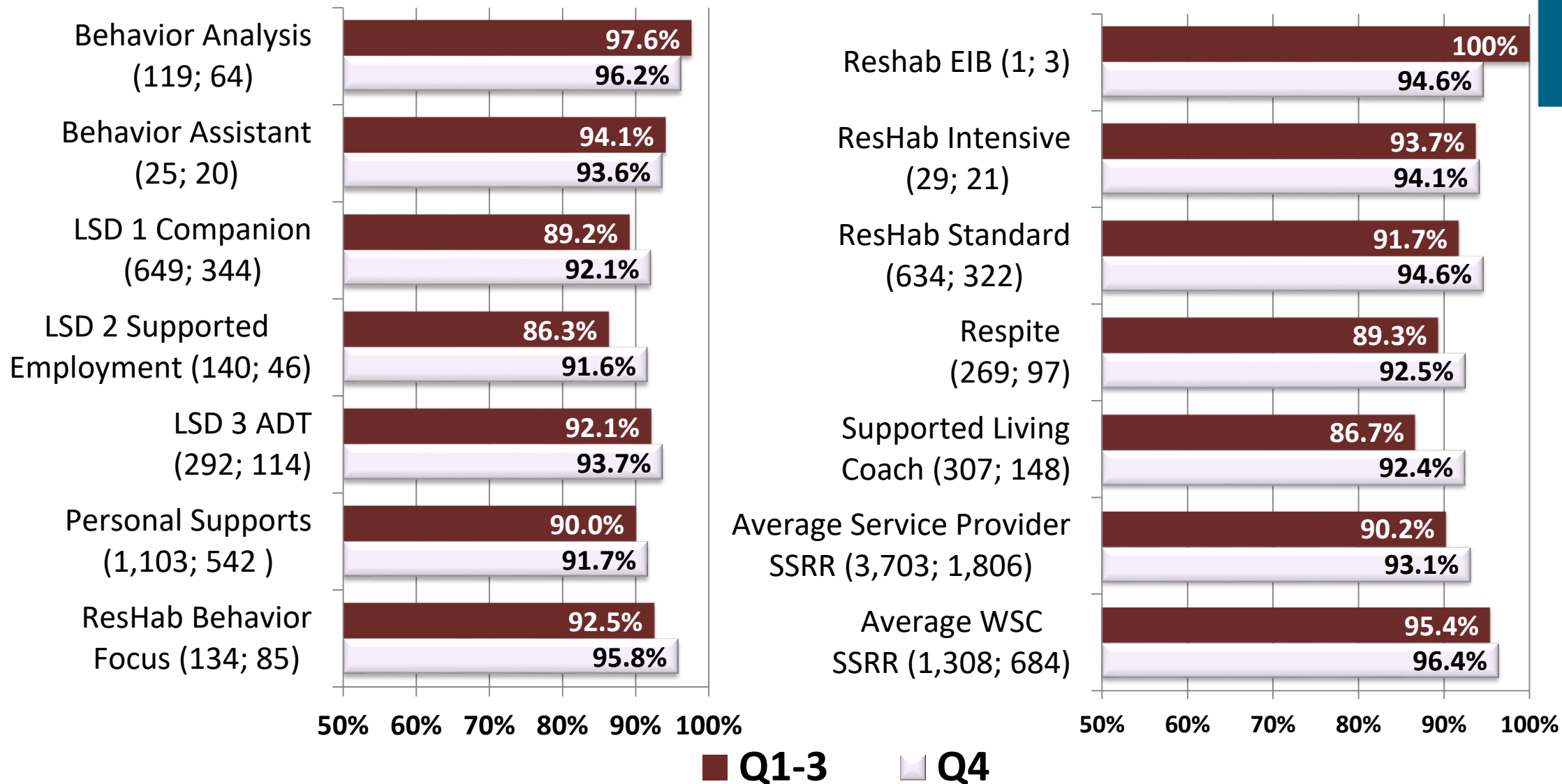
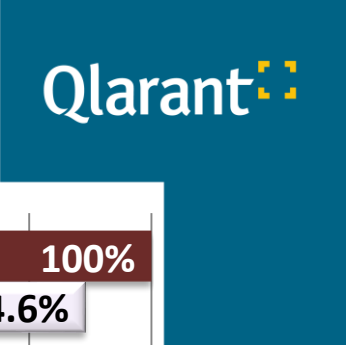
- Overall PDR Scores were similar.
- Scores for all review components as well as for Compliance and Person Centered Practices, were similar.
- Scores for providers who received training in Requirements for all Waiver Providers increased in Q4, from 80.2% to 91.8%.
- Billing Discrepancy rates decreased in Q4, particularly among Medium and Large providers, down 10 and 12 points respectively.
- Alert rate decreased in Q4, particularly among medium and large providers

WSC Scores by Region & Tool Q4 (April – June 2020)

Region	Q & T (N = 237)	P&P (N = 171)	WSC Record Reviews (N = 684)	
			Announced (n = 430)	Unannounced (n = 254)
Northwest	98.2%	100.0%	99.3%	99.8%
Northeast	95.5%	100.0%	96.5%	96.7%
Central	97.0%	97.1%	95.9%	96.7%
Suncoast	97.3%	94.9%	93.8%	94.7%
Southeast	97.8%	97.4%	95.9%	97.6%
Southern	95.4%	100.0%	98.7%	98.6%
State	97.0%	97.5%	96.1%	96.8%

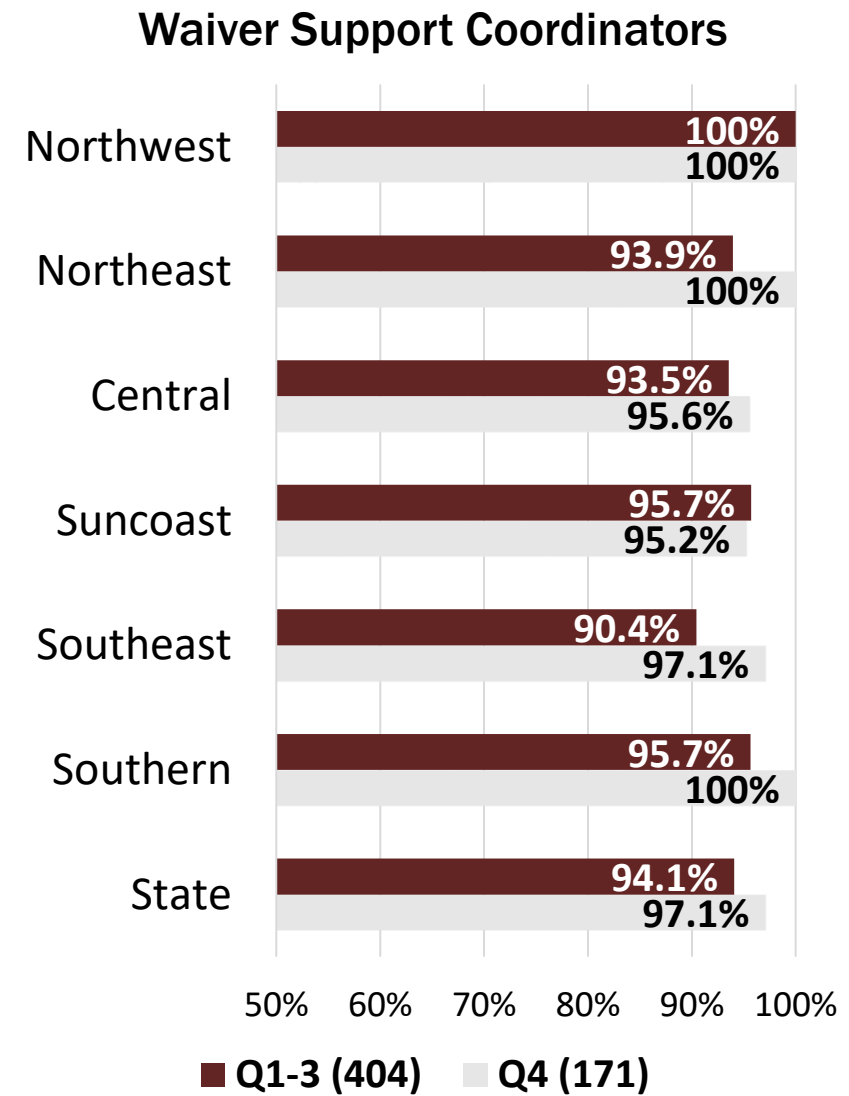
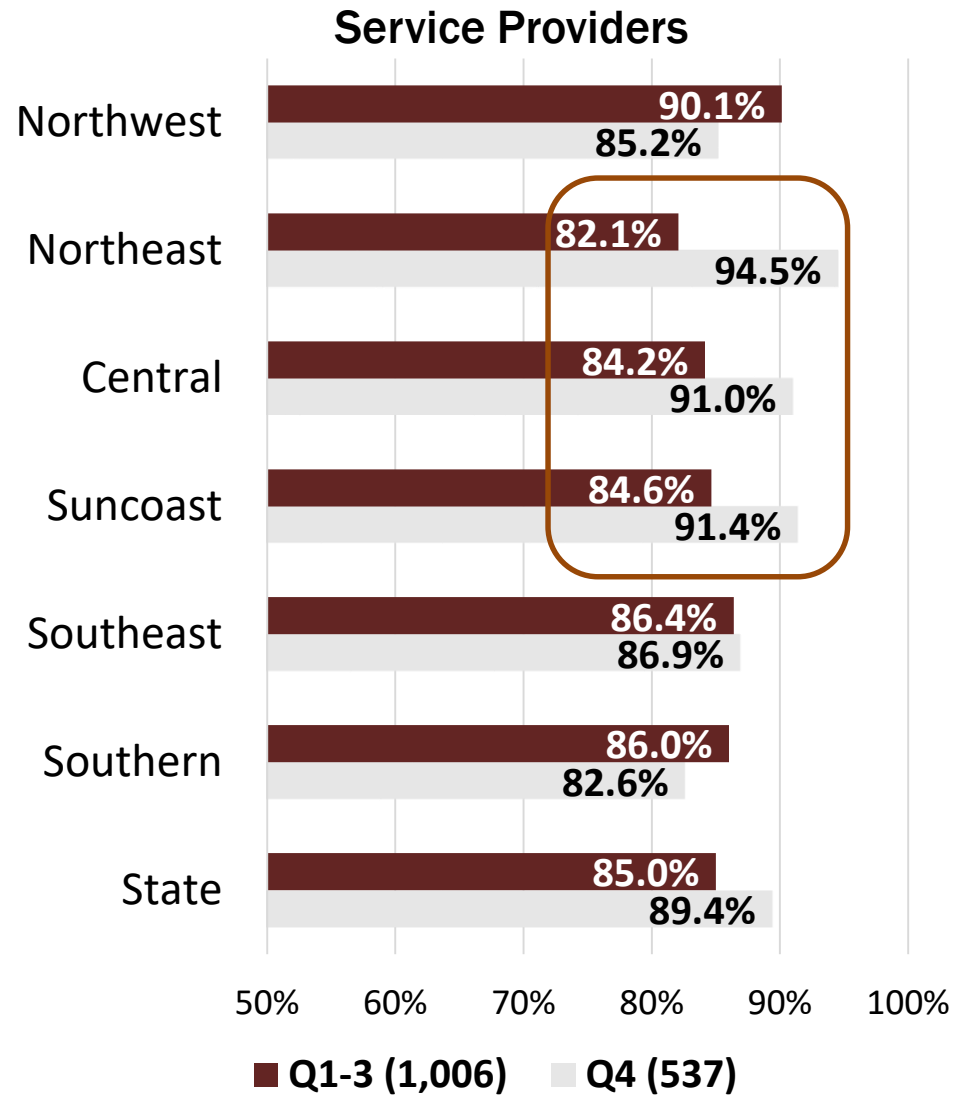
Scores for WSC review components were essentially the same compared to the first three quarters.

SSRR by Service: July 2019 – June 2020

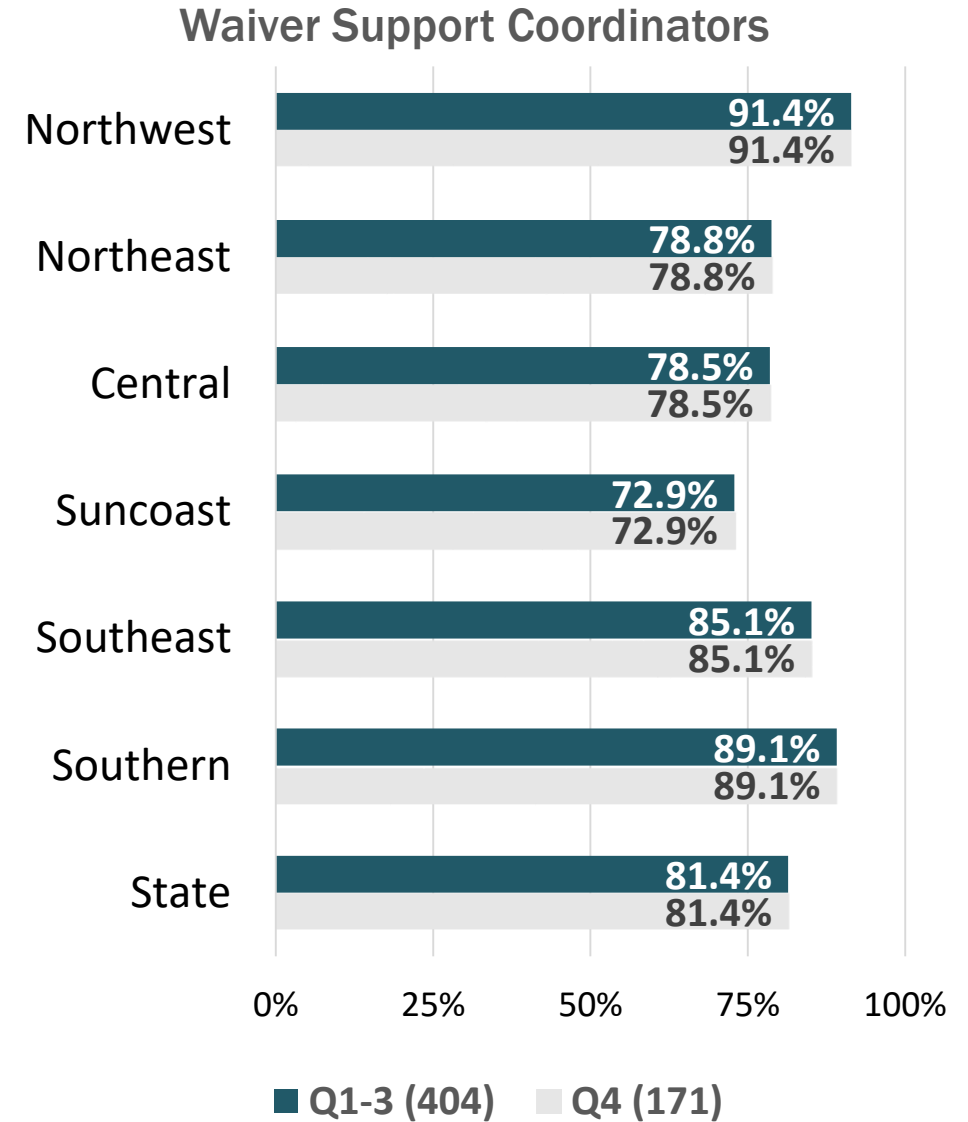
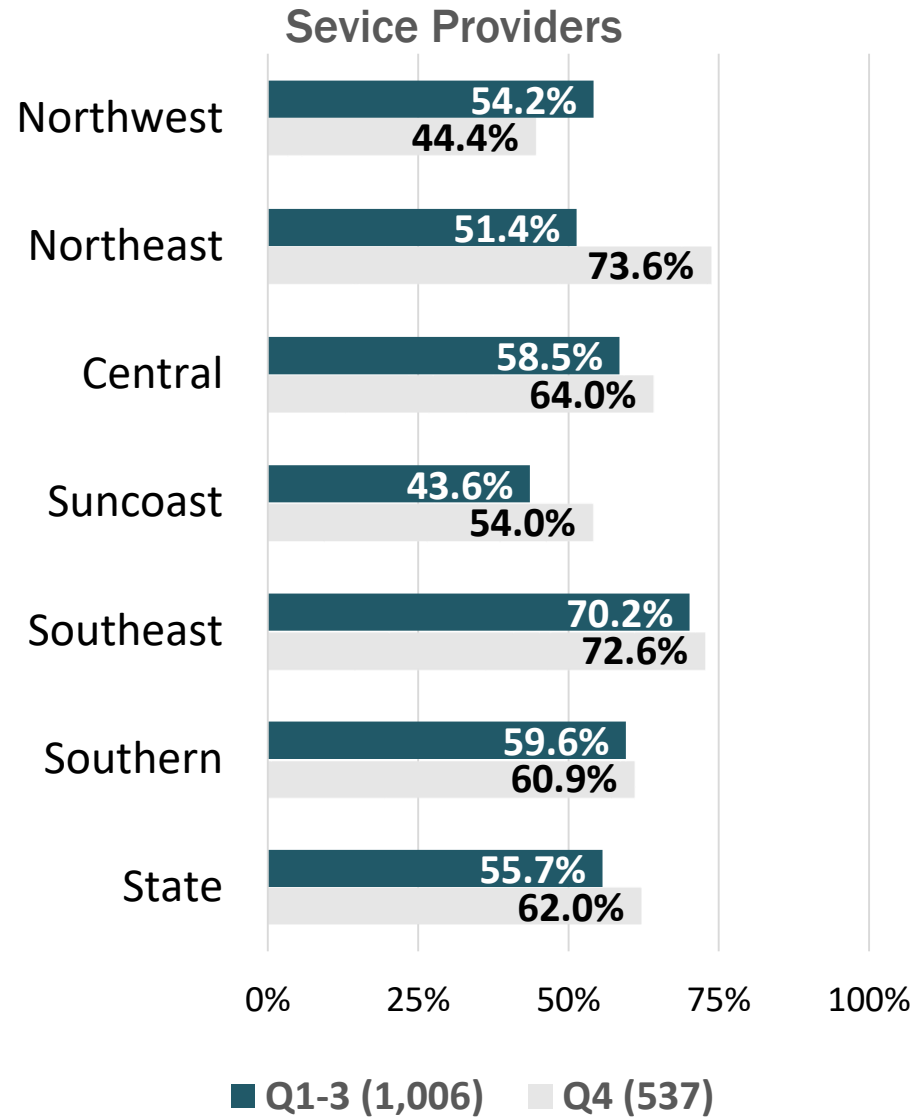


Note: Special Medical Home Care (n=1) is not displayed. Score was 100% Present

Percent with All Background Screening Indicators Present by Region: July 2019 – June 2020



Percent with All Billing Discrepancy Indicators Present by Region: July 2019 – June 2020



Comparisons: Q1-3 to Q4

- WSC results were high and essentially the same in both time periods, and similar to Year 2.
- SSRR scores were the same or somewhat higher in Q4 for all services except Enhanced Intensive Behavioral (small Ns).
- In Q4, SSRR scores increased by approximately 5 points for Supported Employment and Supported Living Coaching.
- Service providers in the Northeast, Central and Suncoast regions increased compliance on background screening and billing when using the remote review process in Q4.

351 Alerts in Q1-3 plus 130 Alerts in Q4



★ KNOW ★
— YOUR —
RIGHTS

Rights

- 10



HEALTH
& SAFETY

Health and Safety

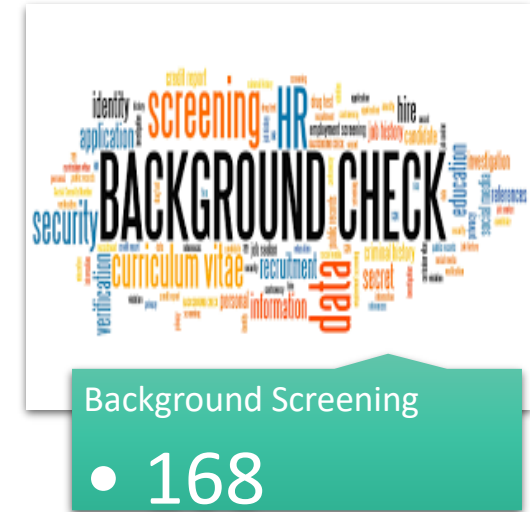
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abuse
neglect
exploitation

ANE


- 2



BACKGROUND CHECK

Background Screening

- 168



CLEARING HOUSE

Clearing House Roster

- 146



MEDICATION
Administration

Med.
Administration/Training

- 56



Medication Storage

- 66



SPRINGFIELD
DRIVER LICENSE

B47U89RE243

BART SIMPSON
742 EVERGREEN TERR,
SPRINGFIELD, USA

BIRTHDATE 02-11-70
SEX HT EYES WT
M 4'0 DL 88

Drivers License/Insurance

- 27

Proportion of Alerts: Comparing Q1-3 to Q4



Compared to Q1-3, the proportion of alerts due to Medication Storage issues in Q4 decreased by 15.6 percentage points (17.9% vs 2.3% respectively).



The proportion of Clearinghouse Roster alerts increased by 10 points in Q4, from 27.6% to 37.7%.

Distribution of Alerts by Region (Greatest proportions circled)

April – June 2020 (171 PDRs and 130 Alerts)

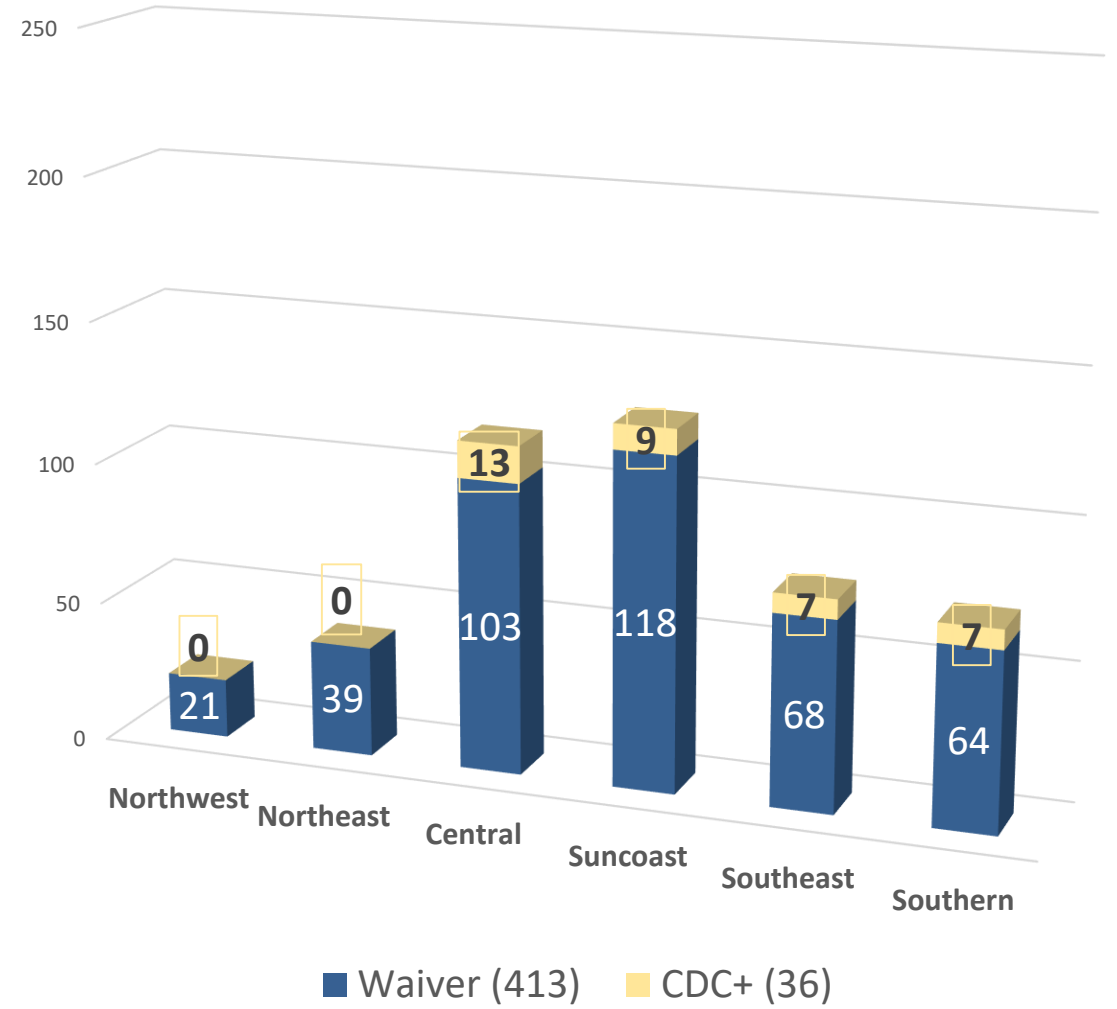
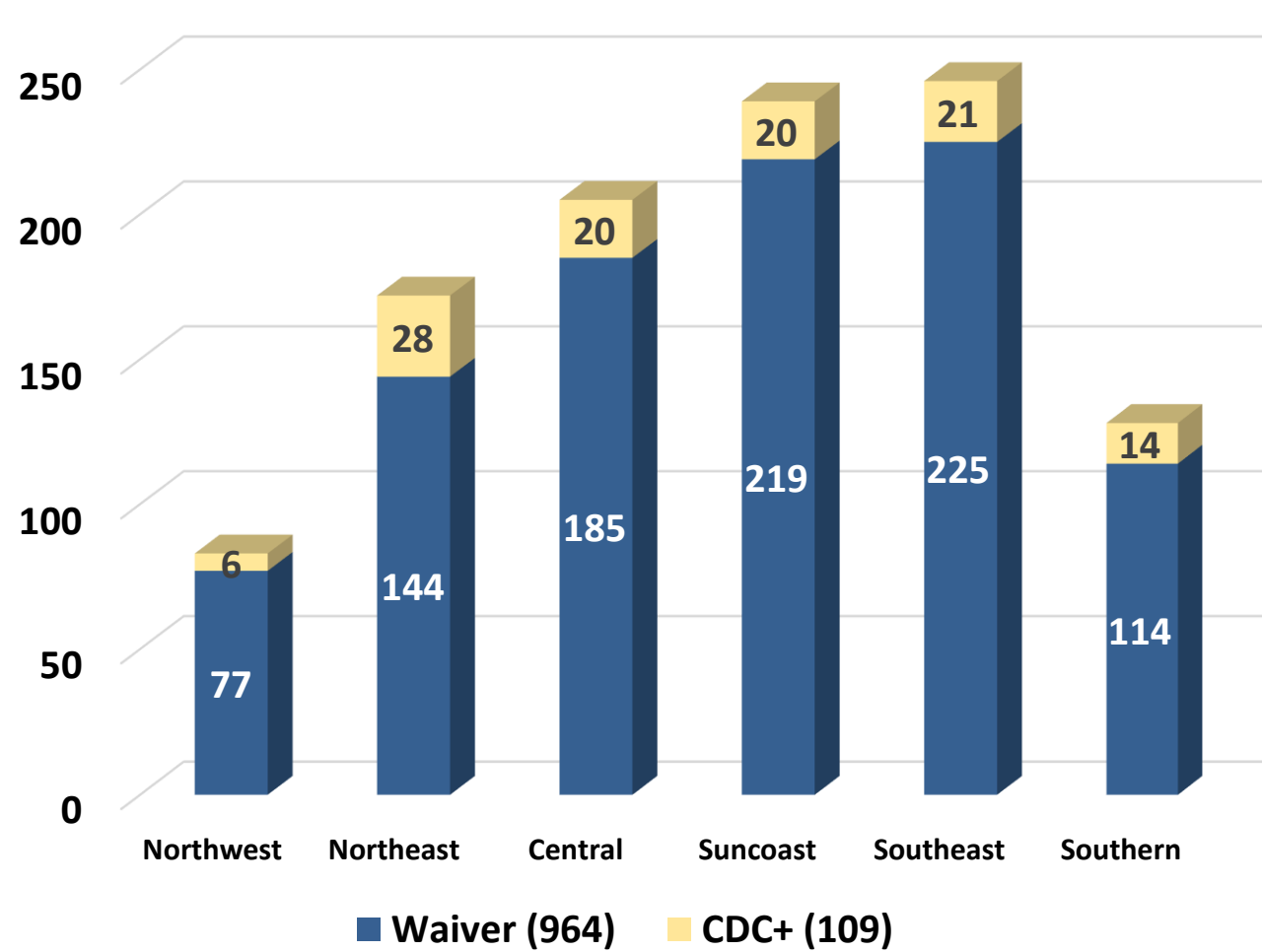
Region	Rights (n = 10)	Health & Safety (n = 5)	ANE (n = 2)	Background Screening (n = 168)	Clearing House Roster (n = 146)	Medication Admin/Trng (n = 56)	Medication Storage (n = 66)	Drivers License/ Insurance (n = 28)
Northwest (n = 13)	0.0%	0.0%	0.0%	34.8%	56.5%	4.3%	0.0%	4.3%
Northeast (n = 16)	0.0%	0.0%	0.0%	37.5%	25.0%	25.0%	0.0%	12.5%
Central (n = 45)	0.0%	0.0%	0.0%	40.0%	30.0%	6.7%	3.3%	20.0%
Suncoast (n = 42)	0.0%	2.2%	0.0%	23.9%	47.8%	19.6%	2.2%	4.3%
Southeast (n = 34)	0.0%	0.0%	0.0%	64.3%	14.3%	14.3%	7.1%	0.0%
Southern (n = 21)	0.0%	0.0%	0.0%	66.7%	11.1%	22.2%	0.0%	0.0%
State (N = 171)	0.0%	0.8%	0.0%	37.7%	37.7%	13.8%	2.3%	7.7%

Person Centered Reviews

July 2019 – March 2020



Number of Person Centered Reviews

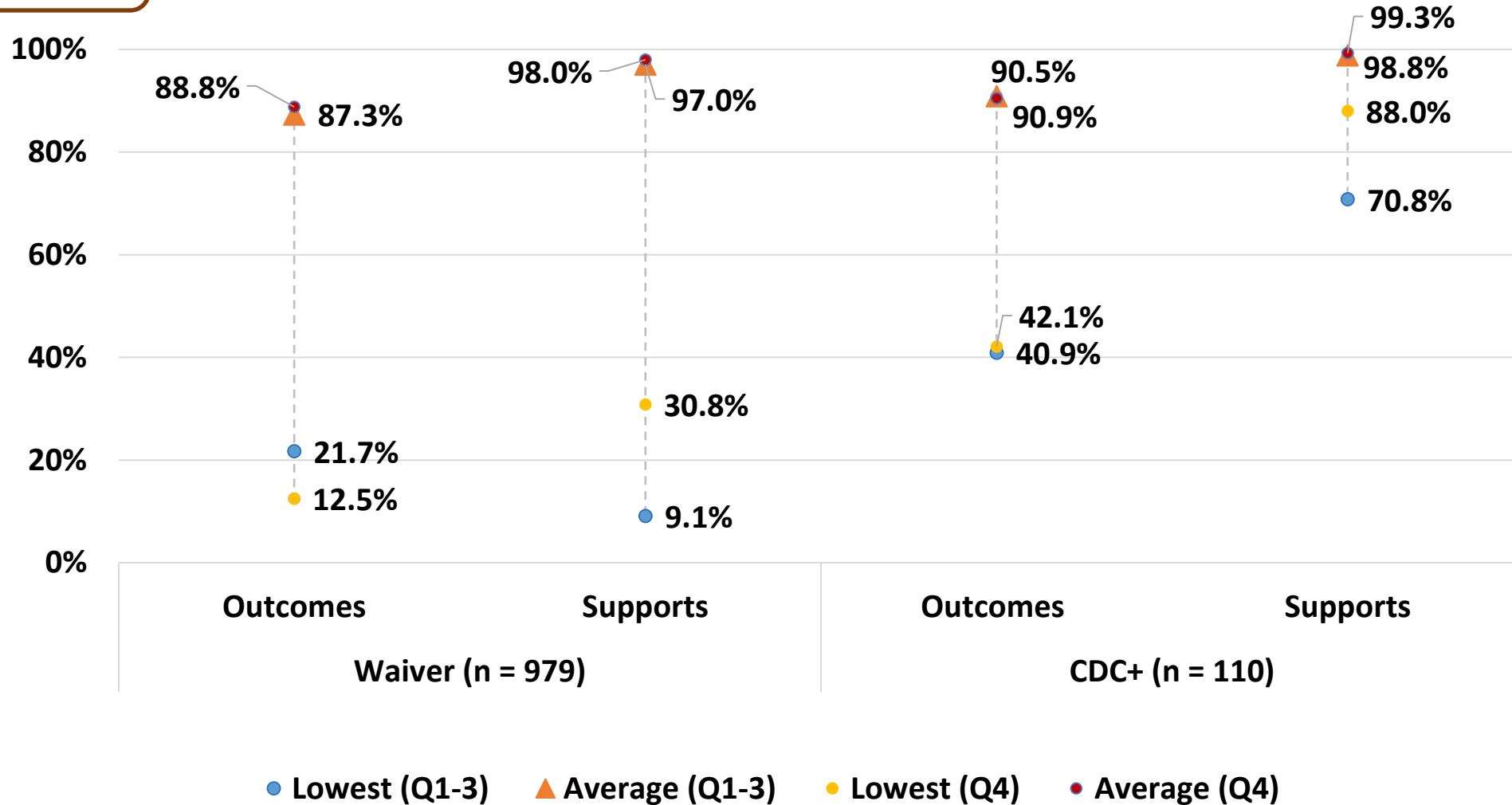


My Life Interview



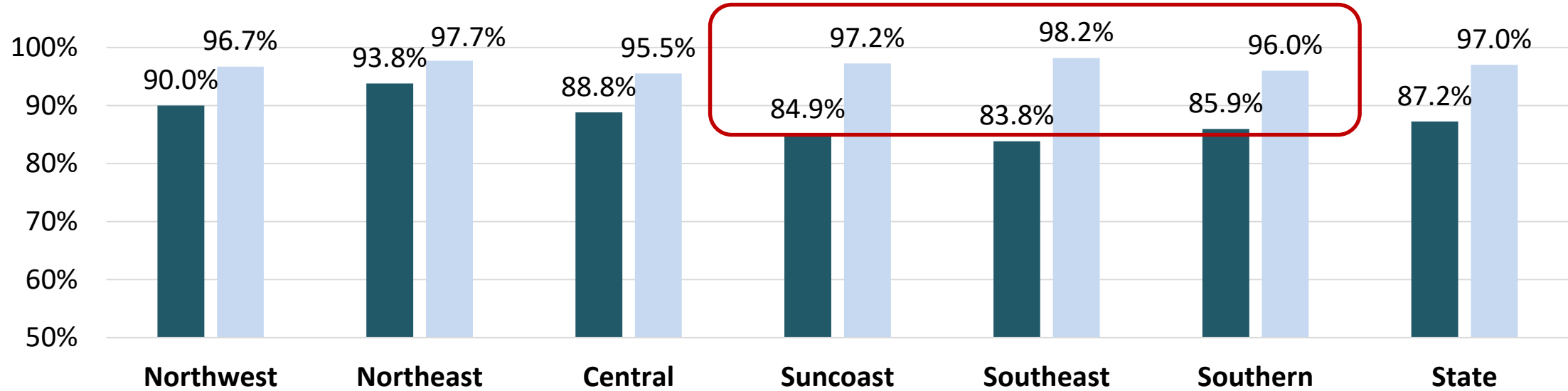
My Life Interview Outcomes and Supports: Lowest and Average Scores

Highest scores
all 100%

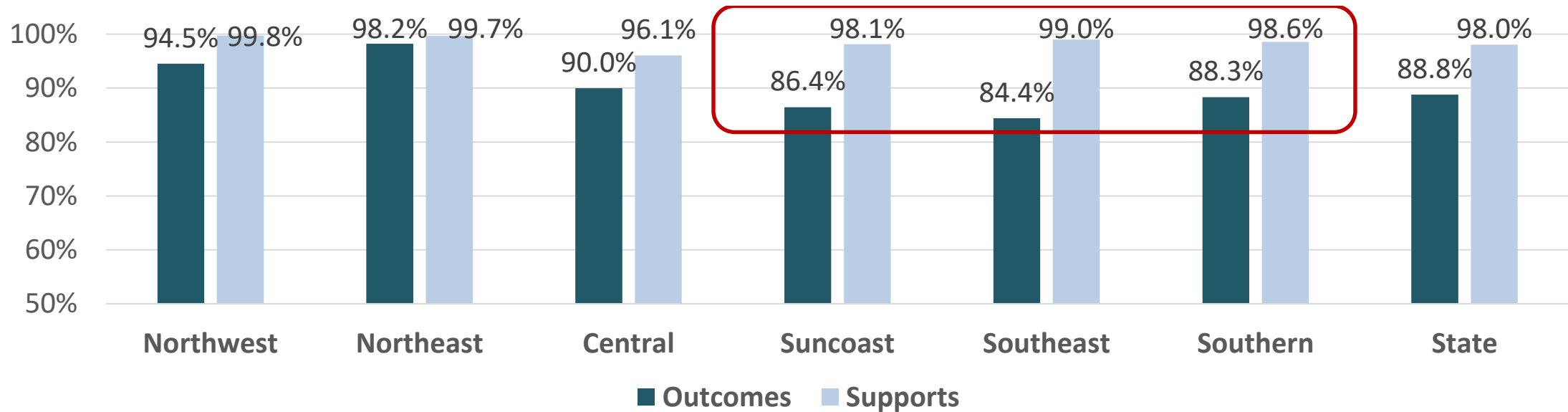


My Life Interview Waiver Scores by Region: FY20

Q 1-3 (N = 964)

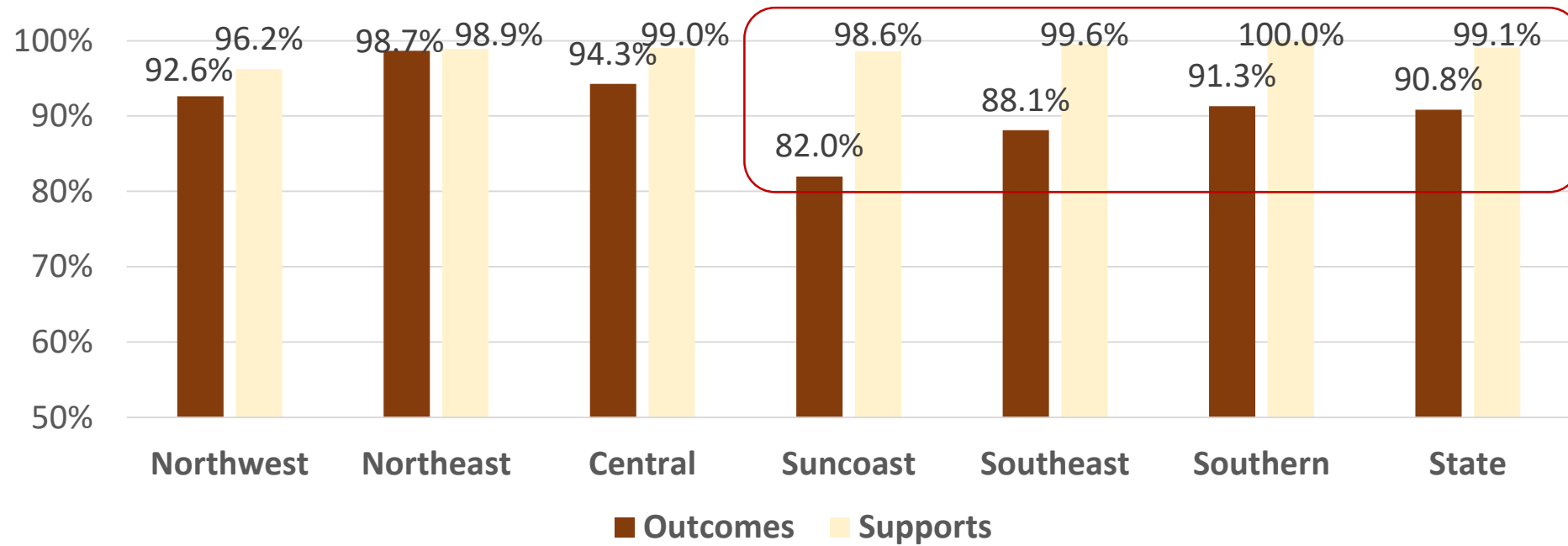


Q4 (N = 413)



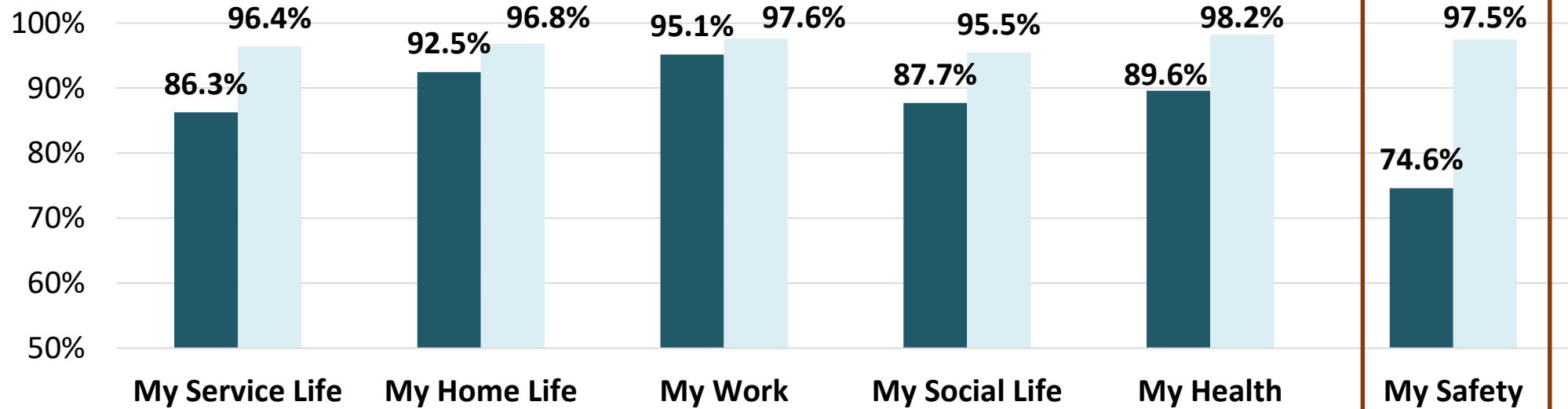
■ Outcomes ■ Supports

My Life Interview CDC+ Scores by Region: FY20

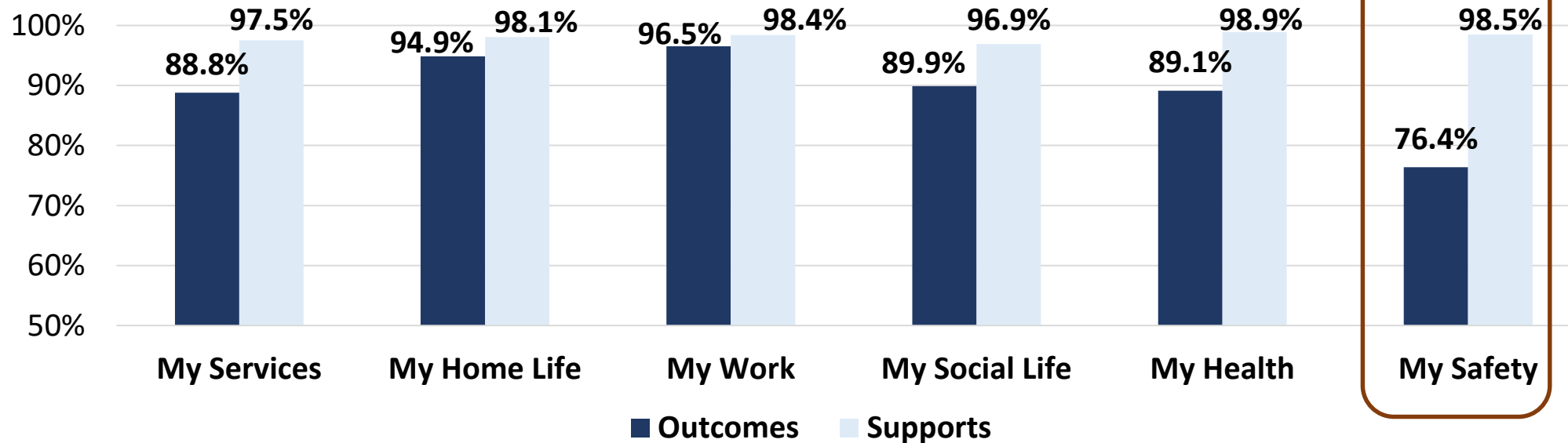


MLI Waiver Outcomes and Supports by Life Area: FY20

Q1-3 (N = 964)

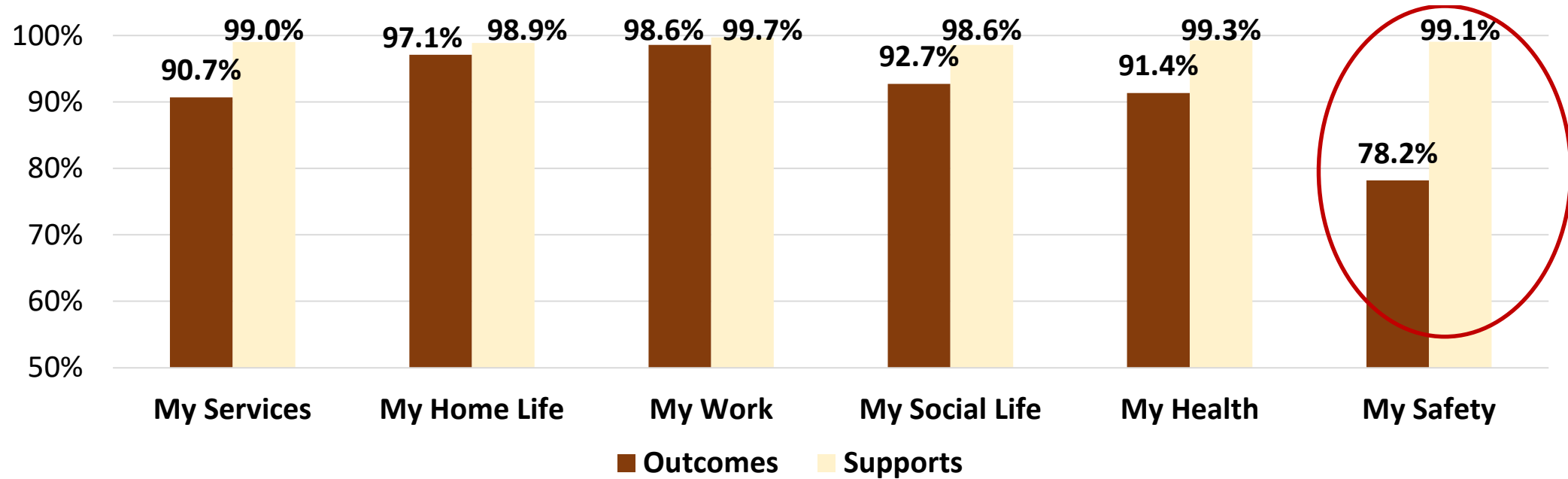


Q4 (N =413)



■ Outcomes ■ Supports

MLI CDC+ Outcomes and Supports by Life Area FY20 (N = 145)



MLI Indicator Changes from Q1-3 to Q4

Indicator	Q1-3	Q4
Waiver Outcomes		
Choice and Self-Direction: I chose where I live.	88.0%	93.7%
Choice and Self-Direction: I am an active and contributing member of my community.	75.9%	80.9%
CDC+ Outcomes		
Choice and Self Direction - I am an active and contributing member of my community.	87.4%	82.4%
Choice and Self-Direction - I am part of and participate in my community.	95.3%	88.6%
Choice and Self Direction - I have meaningful friendships and relationships.	93.5%	82.4%

*Note: No Supports showed any changes of 5 points or more.

MLI Outcomes Scored <80% Both Q1-3 and Q4 and For Both Waiver and CDC+

Rights

- Rights- I understand my medications.
- Safety - I understand what abuse, neglect and exploitation (ANE) mean.
- Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.

Safety

- Safety - I understand what abuse, neglect and exploitation (ANE) mean.
- Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.

STABILITY



PCR My Life Interview Stability Results: Q1-3 and Q4

	Waiver				CDC+			
	Q1-3 (969)		Q4 (413)		Q1-3 (110)		Q4 (36)	
Within the past 12 months,	Applicable Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change
I experienced changes in my WSC agency.	758	2.5%	295	3.1%	96	1.0%	28	3.6%
I experienced changes in my WSC.	975	10.4%	409	9.8%	110	8.2%	35	5.7%
I have changed employment.	390	4.9%	134	3.0%	50	2.0%	12	0.0%
I have experienced changes to my work/day activity service providers.	834	16.3%	343	17.5%	82	6.1%	26	15.4%
I have moved.	969	11.1%	372	9.7%	108	3.7%	32	25.0%
Service providers in my home have changed.	866	19.1%	356	14.9%	107	15.9%	33	12.1%
The services I receive have changed.	964	10.5%	394	8.4%	110	10.0%	36	5.6%

Most Common Changes: percent of times the change was the person's choice

During Q1-3, 34.8% of individuals on the Waiver indicated the change in work/day activity service providers was a personal choice. This decreased to 25.0% in Q4

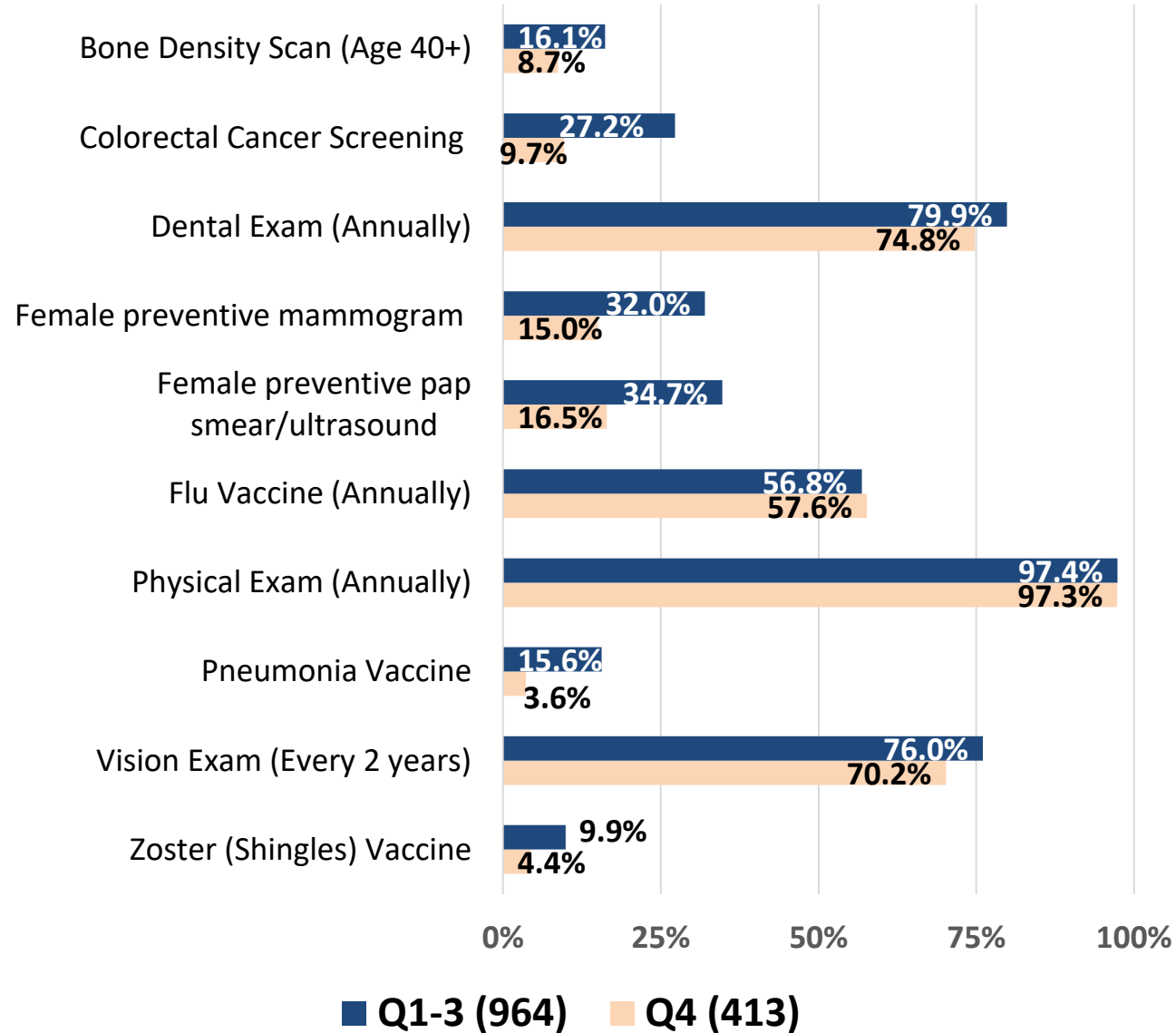
During Q1-3, 29% of individuals on the Waiver indicated the change in home service providers was a personal choice. One of four people on CDC+ indicated it was a personal choice.

Of the 8 people on CDC+ who moved during Q4, only three indicated it was a personal choice.

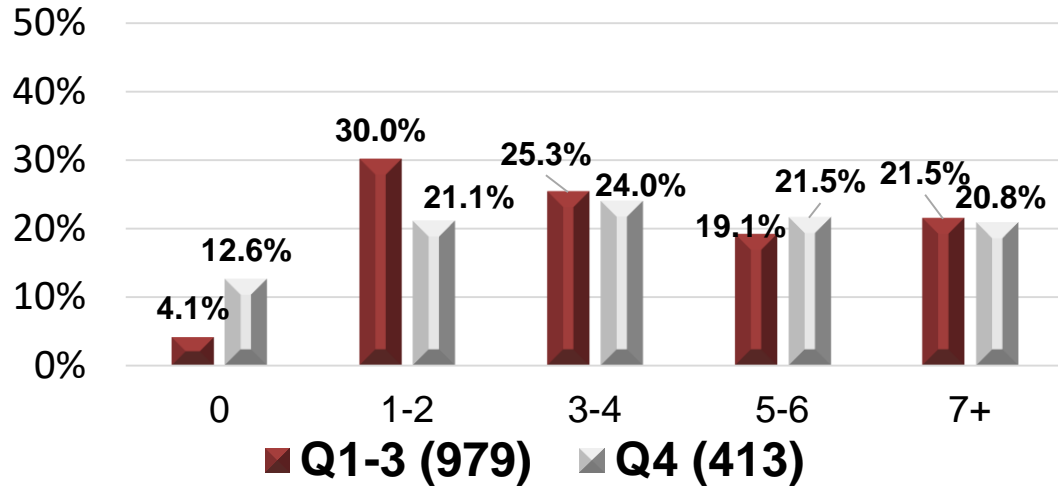
Health Summary

Have you ever received any of the following preventative healthcare procedures?

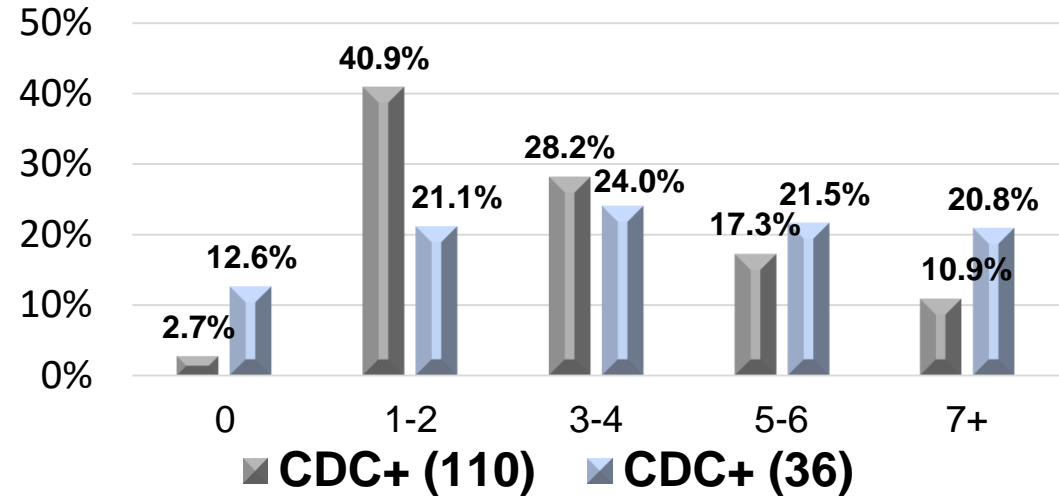
Waiver



Number of Prescriptions
Waiver July 2019 - June 2020



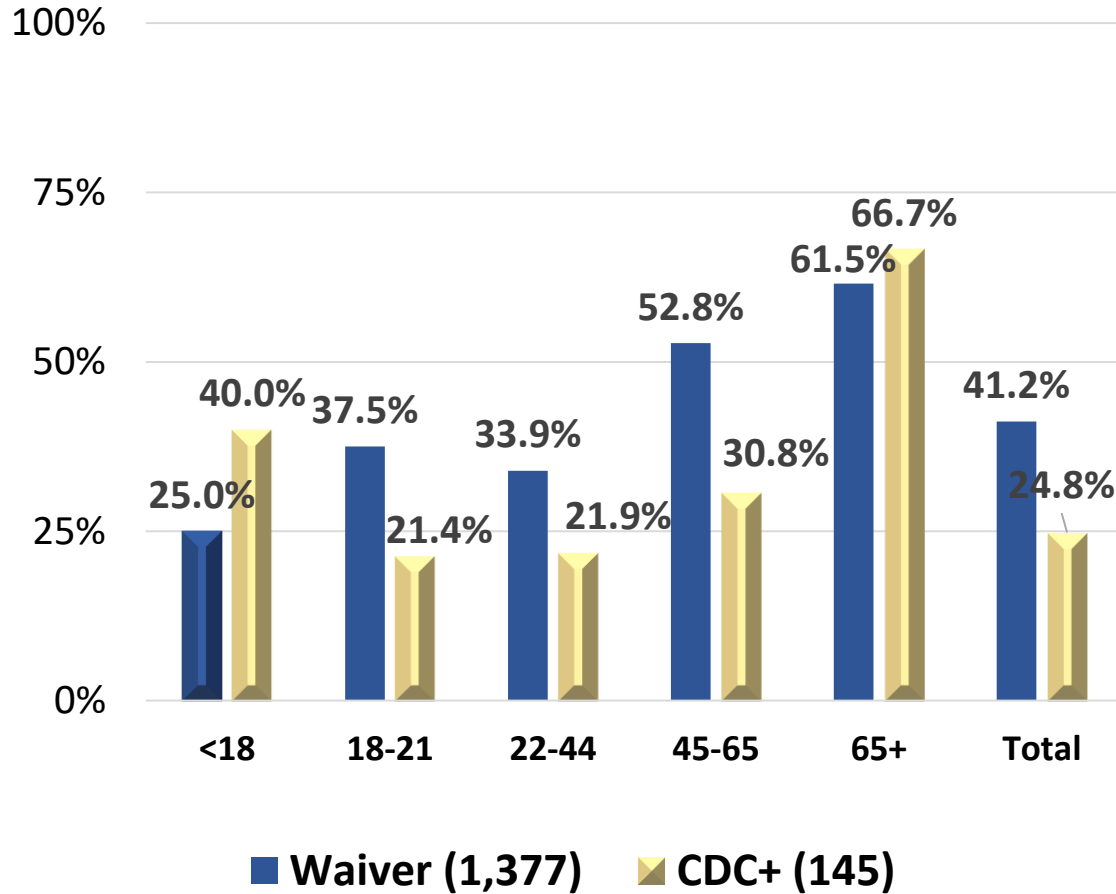
Number of Prescriptions
CDC+ July 2019 - June 2020



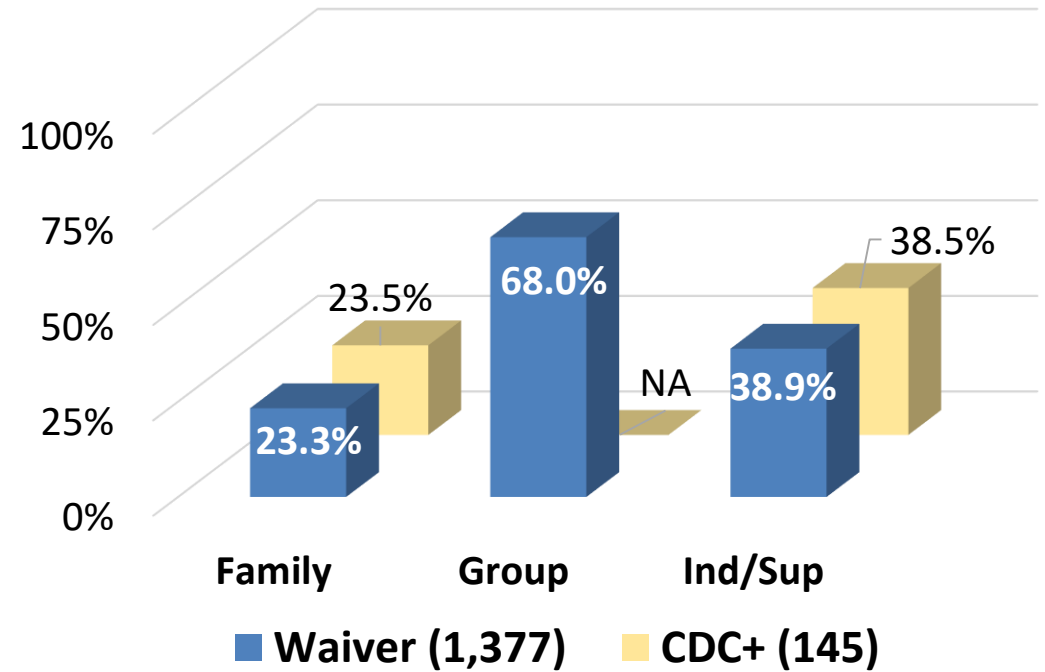
Taking 5+ Medications by Region								
Region	Waiver				CDC+			
	Q1-3		Q4		Q1-3		Q4	
	# PCR	% Taking 5+	# PCR	% Taking 5+	# PCR	% Taking 5+	# PCR	% Taking 5+
Northwest	78	33.3%	21	33.3%	6	0.0%	0	-
Northeast	145	40.0%	39	35.9%	28	25.0%	0	-
Central	187	39.6%	103	51.5%	21	47.6%	13	23.1%
Suncoast	222	47.3%	118	46.6%	20	20.0%	9	0.0%
Southeast	232	35.8%	68	27.9%	21	23.8%	7	0.0%
Southern	115	44.3%	64	42.2%	14	35.7%	7	28.6%
Total	979	40.6%	413	42.4%	110	28.2%	36	13.9%

Taking 5 or more Medications: July 2019 – June 2020

By Age Group

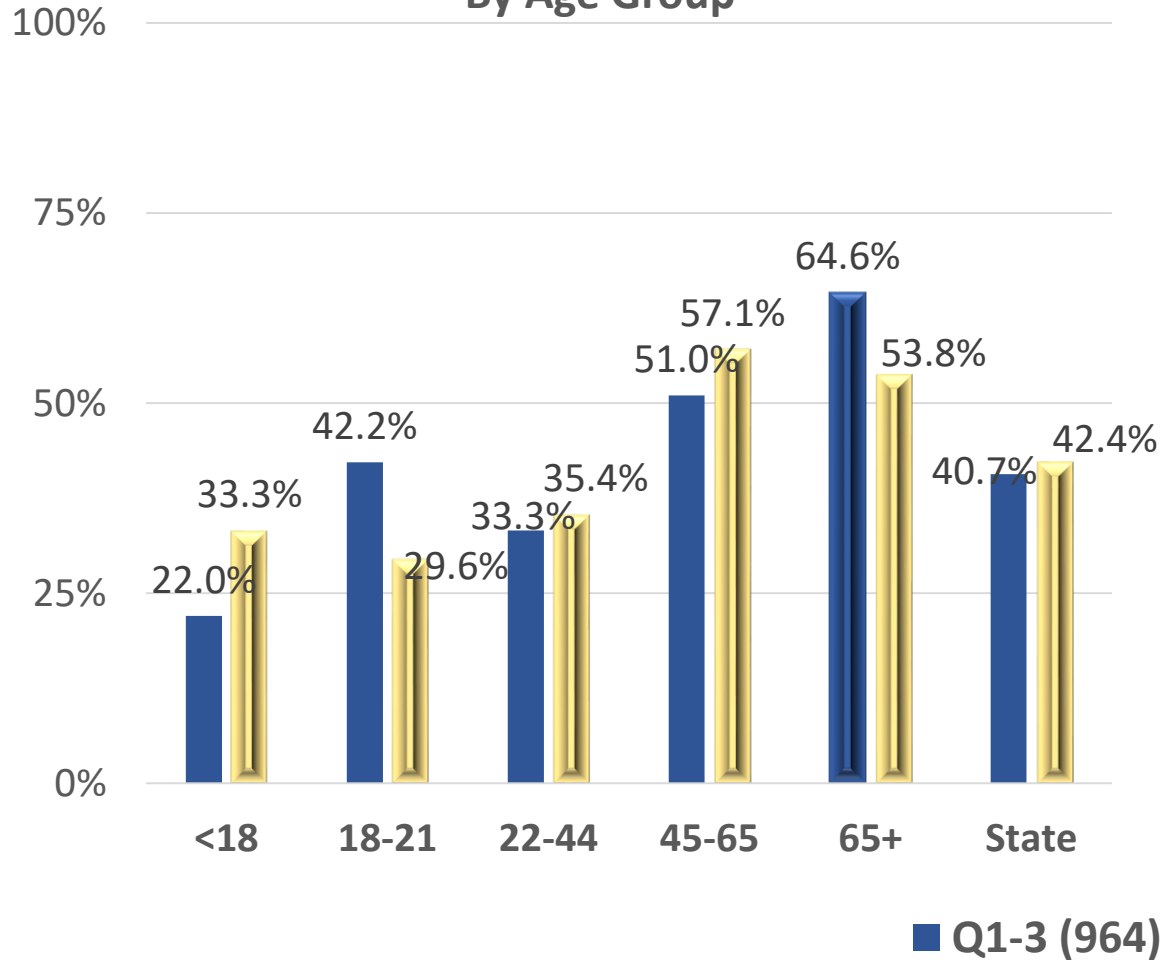


By Residential Setting

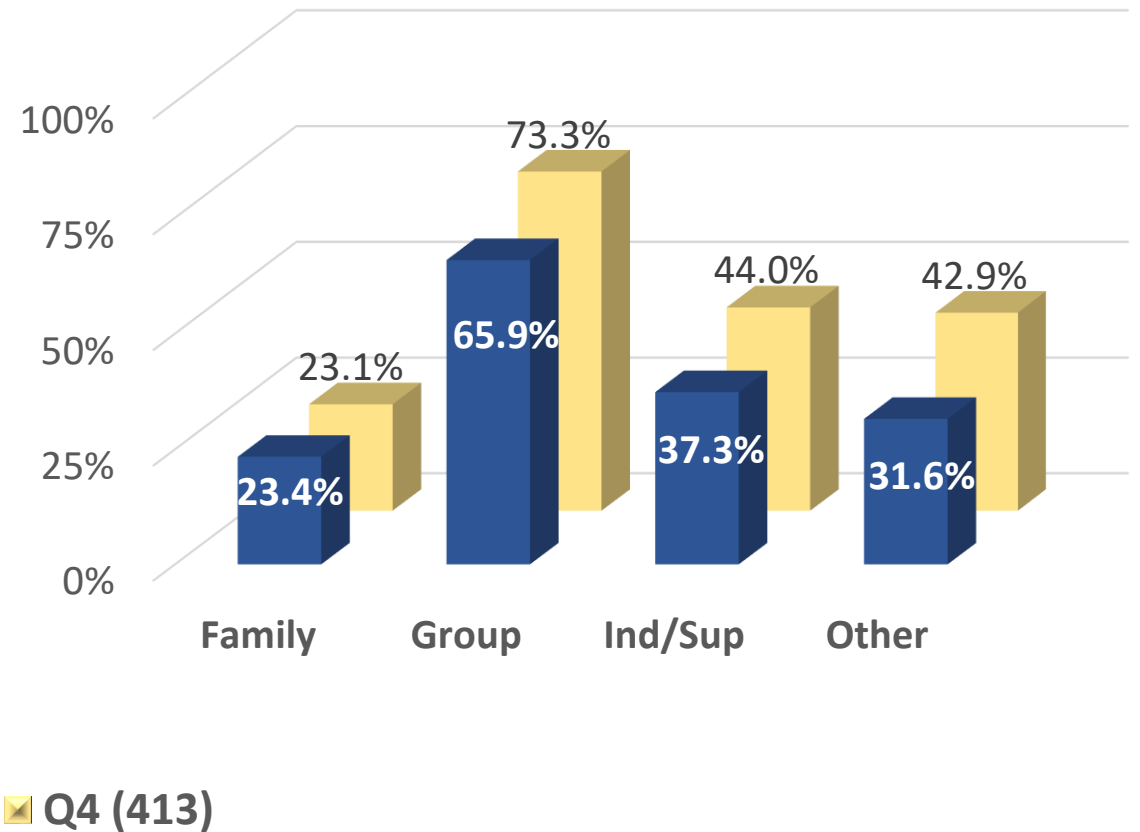


Taking 5+ Medications: Q1-3 vs. Q4

By Age Group



By Residential Status



Satisfaction Results: Comparison of Strongly Agree

Indicator	Waiver			CDC+		
	Q1-3	Q4	Diff	Q1-3	Q4	Diff
I am satisfied with approved services.	42.5%	37.7%	-4.8%	52.3%	60.0%	7.7%
I am satisfied with my service providers.	44.0%	40.1%	-4.0%	57.1%	60.0%	2.9%
I am satisfied with Waiver Support Coordinator (WSC).	48.7%	42.3%	-6.4%	56.0%	57.1%	1.2%
I am satisfied with services received in my home.	41.7%	35.3%	-6.4%	48.5%	64.7%	16.2%
I am happy with where I live.	45.1%	36.9%	-8.2%	53.3%	62.9%	9.5%
I am satisfied with service providers who support me in my desired day activity.	39.6%	32.7%	-6.9%	47.3%	60.7%	13.5%
My day activity is meaningful to me.	39.7%	32.1%	-7.6%	45.1%	62.1%	17.0%
I am happy with how much involvement I have in my community.	33.2%	22.5%	-10.7%	43.0%	44.1%	1.1%
I am in good health.	30.2%	24.6%	-5.6%	33.0%	40.0%	7.0%
Total	40.5%	33.8%	-6.8%	48.4%	56.7%	8.2%

Waiver
Q1-3
(969)

Q4
(413)

CDC+
Q1-3
(110)

Q4
(36)

Thank you!

Questions? Comments?

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