

Quality Council Meeting Qlarant Data Presentation

July 22, 2021

Qlarant 

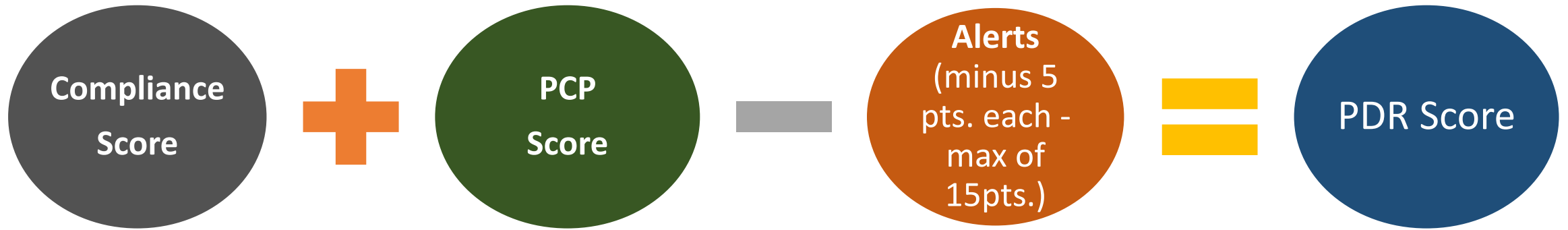
Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Provider Discovery Reviews



Provider Scores



Service Provider PDRs by Region

Region	PDR Component Scores for Service Providers by APD Region July 2020 – March 2021						
	# of PDRs	Policy & Procedure (1,166)	Q&T (3,098)	SSRR (4,132)	MLI (1,640)		OBS
					Outcomes	Supports	
Northwest	63	95.4%	90.1%	90.7%	95.4%	99.4%	NA
Northeast	187	94.7%	93.8%	93.3%	96.7%	99.3%	NA
Central	238	93.0%	92.3%	92.0%	90.2%	97.9%	NA
Suncoast	313	89.2%	88.5%	88.2%	89.3%	98.2%	NA
Southeast	182	91.4%	93.9%	94.5%	86.8%	99.5%	NA
Southern	183	92.7%	93.5%	94.4%	91.7%	99.4%	NA
State	1,166	92.0%	91.8%	91.8%	90.7%	98.8%	NA

WSC PDRs by Region

**Table 25. PDR Component Scores for WSCs by APD Region
July 2020 – March 2021**

Region	# of PDRs	Policy & Procedure (461)	Qualifications & Training (610)	WSC RR Announced (983)	WSC RR Unannounced (629)
Northwest	36	98.8%	97.5%	97.1%	97.9%
Northeast	67	98.0%	96.6%	95.4%	97.0%
Central	98	97.2%	96.2%	93.0%	95.5%
Suncoast	80	93.0%	94.0%	92.3%	92.5%
Southeast	121	94.6%	94.6%	96.4%	97.9%
Southern	59	97.1%	94.3%	97.6%	98.3%
State	461	96.0%	95.3%	95.0%	96.4%

Alerts and Billing by Provider Size

FY20 Q1-3

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

FY21 Q1-3

Size	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	1,032	342	3.31	1,001	9.70
Medium	104	26	2.50	115	11.06
Large	30	8	2.67	30	10.00
State	1,166	376	3.22	1,146	9.83

Small: <30 receiving services

Medium: 30-99 receiving services

Large: 100 or more receiving services

447 Alerts: July 2020 – March 2021



★ KNOW ★
— YOUR —
RIGHTS

Rights

- 1



HEALTH
& SAFETY

Health and Safety

- 0

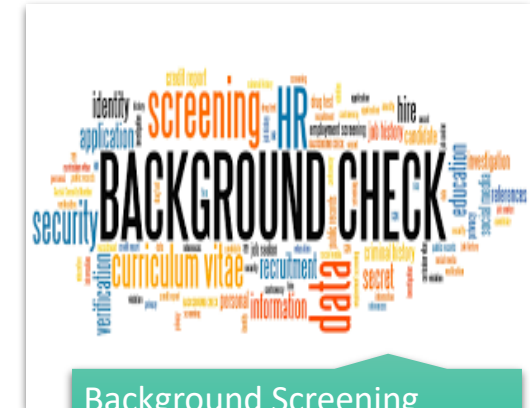


abuse
neglect
exploitation

STOP

ANE


- 1



BACKGROUND CHECK

Background Screening

- 135



CLEARING HOUSE

Clearing House Roster

- 141



MEDICATION
Administration

Med.
Administration/Training

- 142



Medication Storage

- 0



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

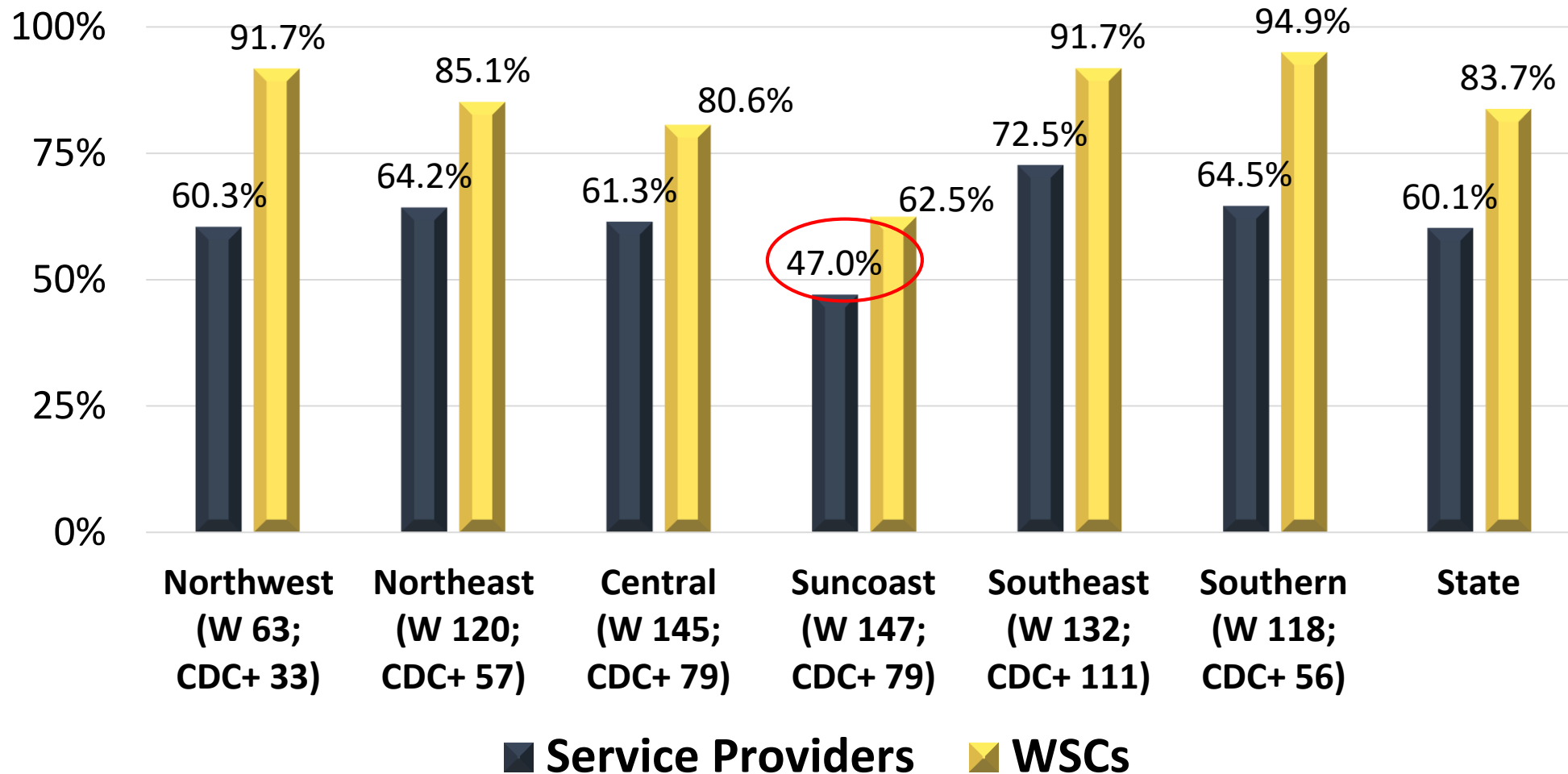
Distribution of Alerts by Region (Greatest proportions circled)

July 2020 – March 2021 (1,768 PDRs; 447 Alerts)

Region	Rights (n = 1)	Health & Safety (n = 0)	ANE (n = 1)	Background Screening (n = 135)	Clearing House Roster (n = 141)	Medication Admin/Trng (n = 142)	Medication Storage (n = 0)	Drivers License/ Insurance (n = 22)
Northwest (n = 110)	0.0%	0.0%	0.0%	23.1%	38.5%	23.1%	0.0%	15.4%
Northeast (n = 285)	0.0%	0.0%	0.0%	34.1%	46.3%	19.5%	0.0%	0.0%
Central (n = 367)	0.0%	0.0%	0.0%	39.2%	29.7%	27.0%	0.0%	4.1%
Suncoast (n = 413)	0.5%	0.0%	0.0%	25.4%	24.4%	40.5%	0.0%	9.3%
Southeast (n = 334)	0.0%	0.0%	1.7%	35.0%	41.7%	21.7%	0.0%	0.0%
Southern (n = 259)	0.0%	0.0%	0.0%	31.7%	36.6%	29.3%	0.0%	2.4%
State (N = 1,768)*	0.2%	0.0%	0.2%	30.2%	31.5%	31.8%	0.0%	6.0%

* Includes Service Providers, WSCs, and CDC+ Representatives

Percent with ALL Billing Discrepancy Indicators Present by Waiver Type and Region: July 2020 – March 2021



Percent with All Billing Discrepancy Indicators Present

Service	FY20 Q1-3		FY21 Q1-3	
	Records Reviewed	% Met	Records Reviewed	% Met
Behavior Analysis	119	90.8%	162	88.9%
Behavior Assistant	25	76.0%	27	81.5%
CDC+ Consultant	70	97.1%	112	97.3%
CDC+ Consultant UA	49	89.8%	49	87.8%
Life Skills Development 1 (Companion)	649	64.1%	747	71.2%
Life Skills Development 2 (SEC)	140	62.9%	155	74.2%
Life Skills Development 3 (ADT)	292	80.5%	317	83.0%
Personal Supports	1,103	65.0%	1,199	68.1%
Residential Habilitation Behavior Focus	134	89.6%	153	92.8%
Residential Habilitation EIB	1	100.0%	2	100.0%
Residential Habilitation Intensive Behavioral	29	89.7%	32	93.8%
Residential Habilitation Standard	634	91.3%	700	91.9%
Respite	269	63.9%	290	72.8%
Special Medical Home Care	1	100.0%	1	100.0%
Support Coordination	701	92.6%	983	91.4%
Support Coordination UA	607	91.4%	629	92.8%
Supported Living Coaching	307	58.0%	347	68.6%
Total	5,130	77.5%	5,905	81.2%

Up 11.3 pts

Up 10.6 pts

Billing Discrepancy by Service

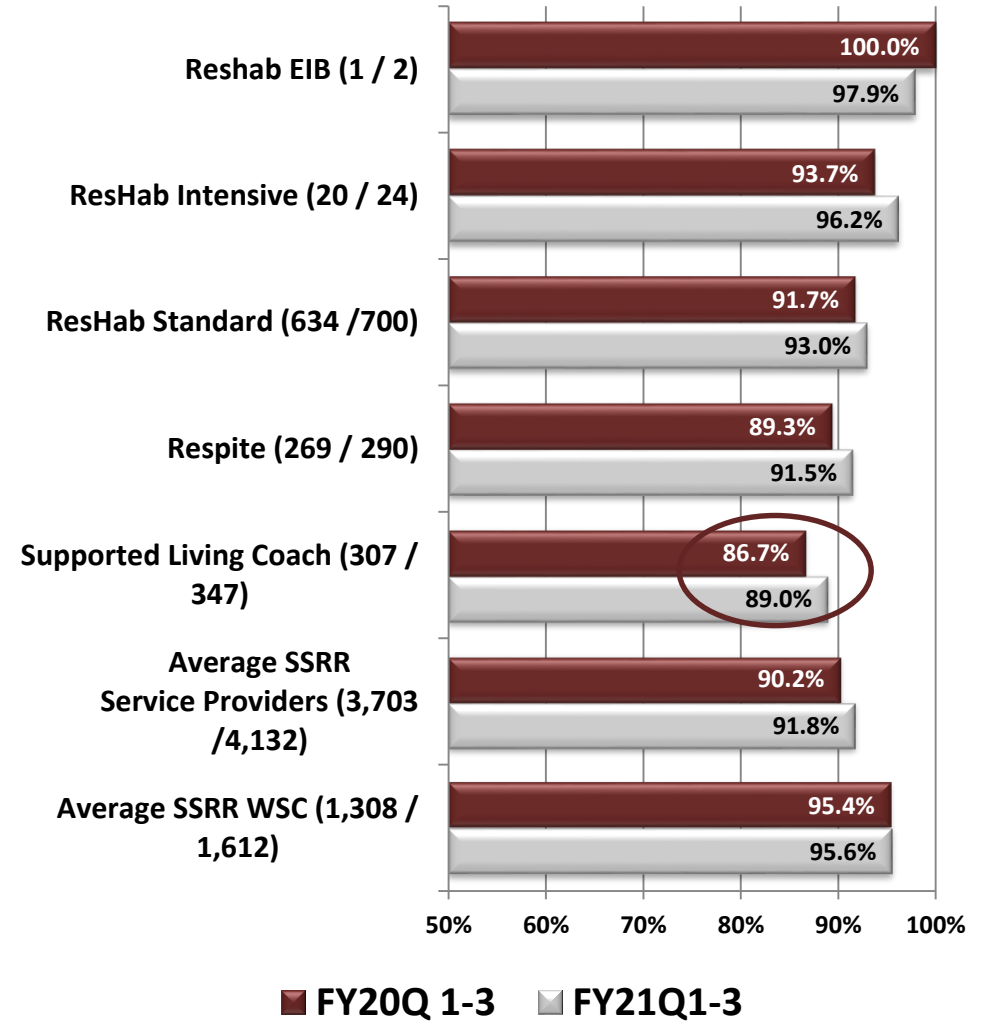
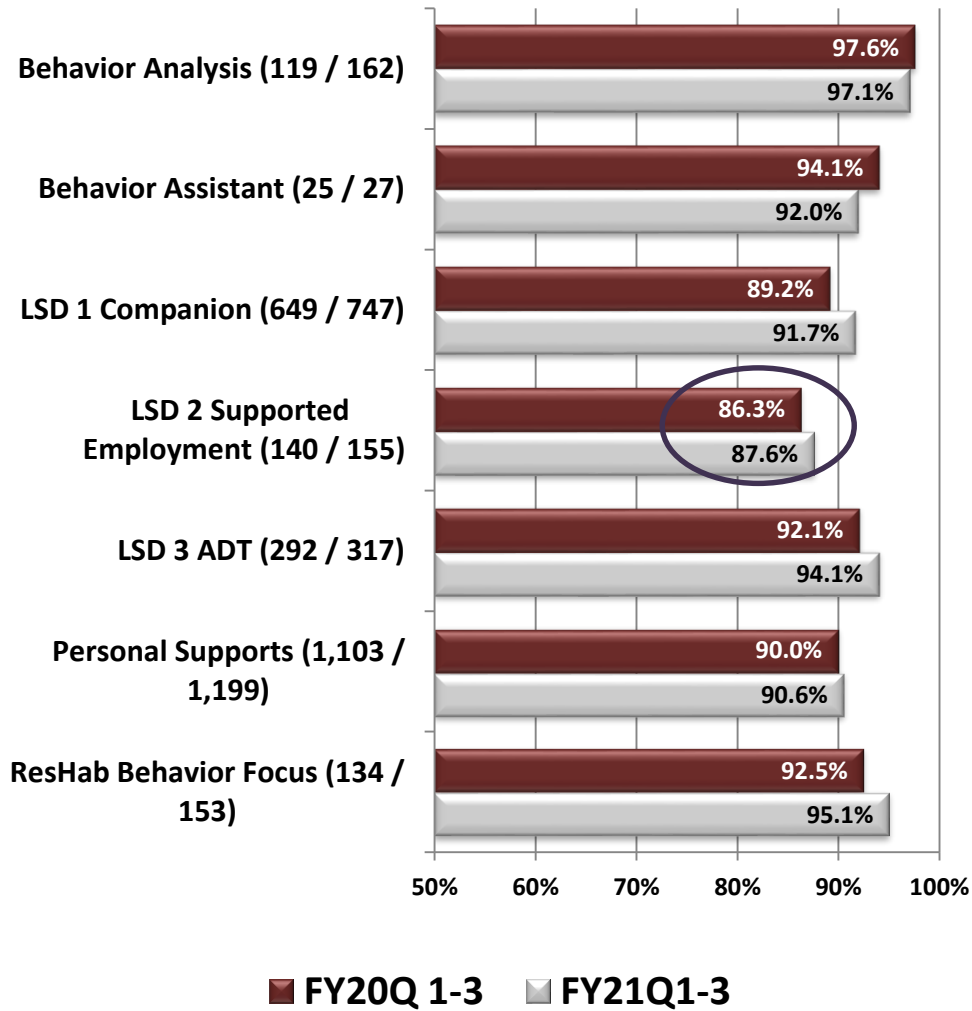
The lowest compliance was for providers offering Personal Supports (68.1%) and Supported Living Coaching (68.6%).

- Recommendation: Qlarant could work with APD and AHCA to organize a web-based focus group discussion with providers who offer these services to discuss billing discrepancy indicators and identify barriers to meeting these standards.

The greatest differences compared to pre-pandemic data indicate an increase in compliance for Supported Employment and Supported Living Coaching, 11.3 and 10.6 points higher in the current year, respectively.

- Recommendation: providers of Supported Employment and Supported Living Coaching could be tapped to discuss systems they may have put in place or changes in procedures that may have helped improve their billing practices. These could be shared with all providers.

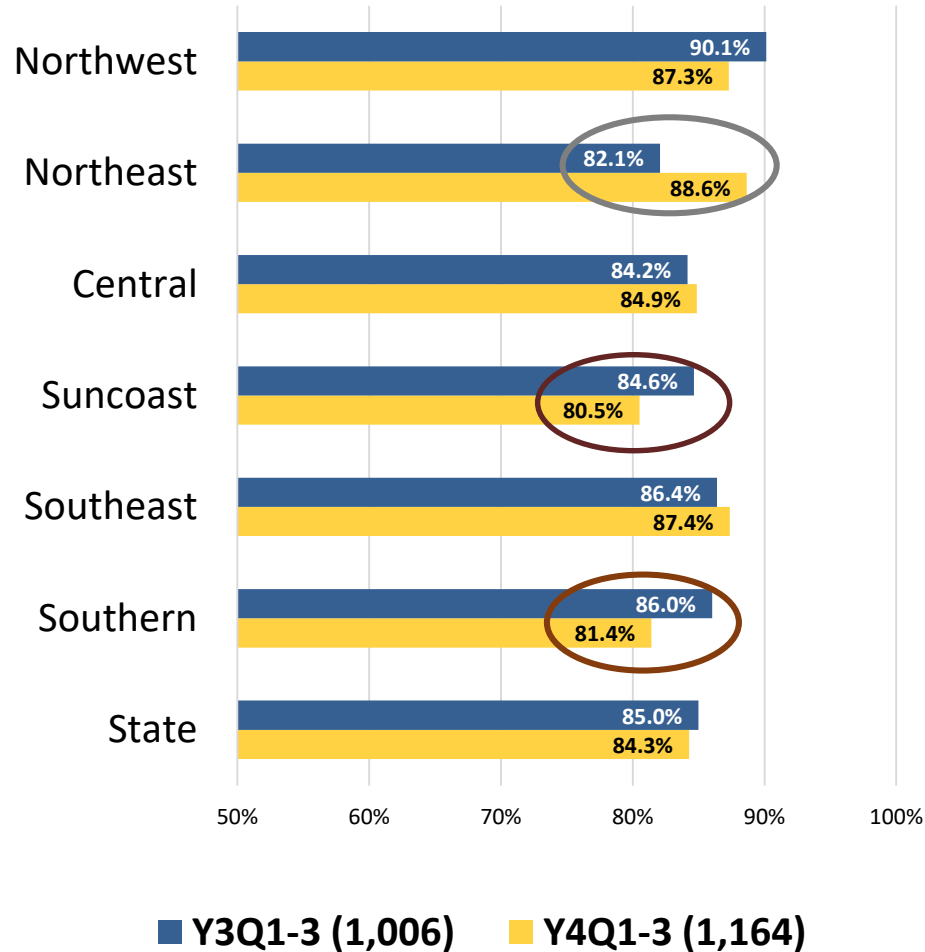
SSRR by Service: Percent Present by Service (FY20 Q1-3 / FY21 Q1-3)



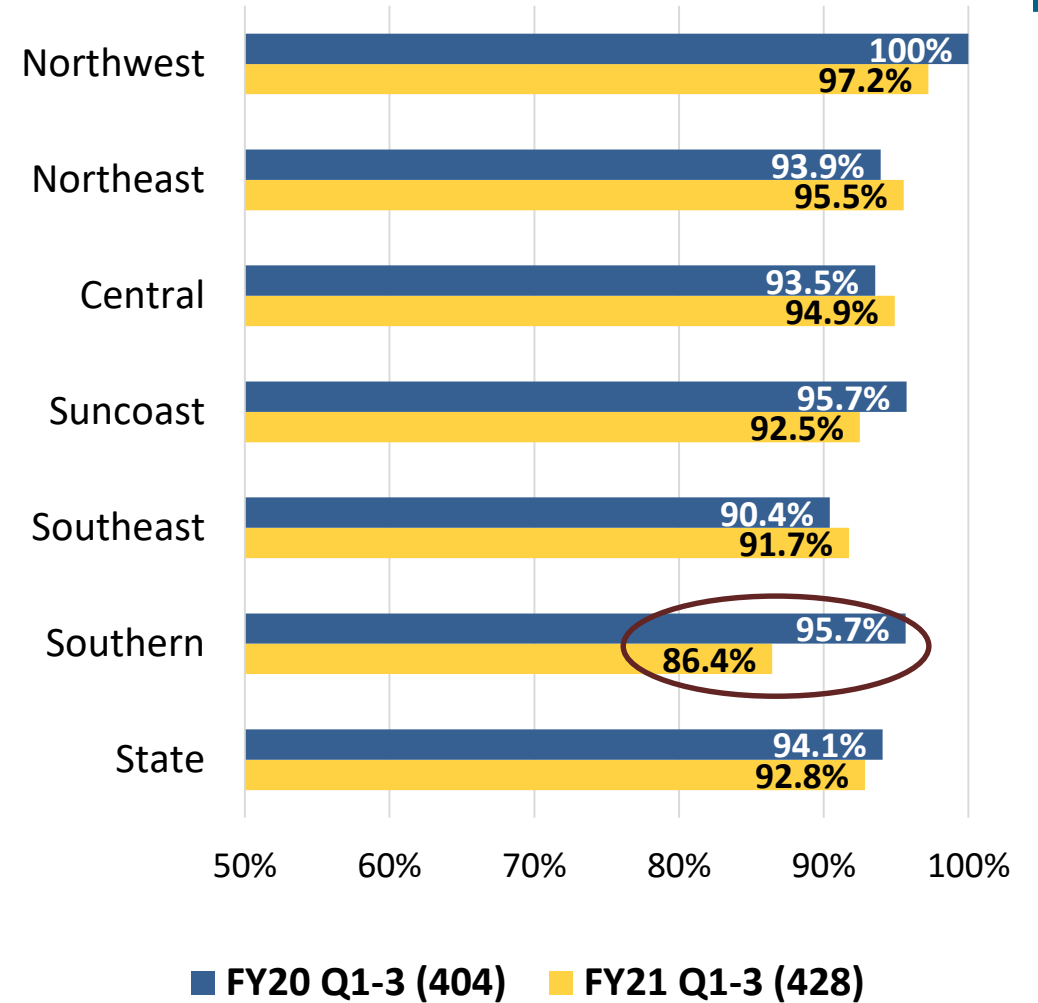
Note: Special Medical Home Care (n=1) is not displayed. Score was 100% Present for each time period.

Percent with All Background Screening Indicators Present by Region

Service Providers



WSCs



Summary for BG screening and SSRR

Average BG screening results have remained at approximately 85% for the past four years.

- The rate has increased in the Northeast. Background Screening is a standing item on the Northeast Region quarterly provider meeting. They give reminders to providers on what they need to do. They also tell them to contact them for assistance. Could be a best practice to share with other regions?

SSRR: Supported Employment and Supported Living Coaching have been the lowest scoring on this documentation for several years.

- Any thoughts or recommendations?

Indicator Results: FY21 Q1-3

- **The provider maintains current Basic Medication Administration Validation decreased from 96.7% in FY20Q1-3 to 77.9%**
- **Providers/staff offering Behavior Analysis, LSD2 (Supported Employment), LSD3 (ADT), Personal Supports or Standard Residential Habilitation showed compliance of less than 80% for in-service training.**
- **Over ¼ of providers (26%) had not maintained written policies and procedures detailing methods for ensuring the person's confidentiality and maintaining and storing records in a secure manner.**
- **23% of providers did not have complete service logs covering services provided and billed during the review period.**

Person Centered Reviews



PCRs Completed and Declined

July 2020 – March 2021				
Region	Number of PCRs		Number of Declines	
	Waiver	CDC+	Waiver	CDC+
Northwest	67	9	2	0
Northeast	165	25	8	4
Central	165	27	11	2
Suncoast	197	12	5	0
Southeast	237	23	13	0
Southern	153	14	2	0
Total	984	110	41	6

Decline Rate
 Waiver: 4.0%
 CDC+ : 5.2%

FY18: 21.5% 17.6%

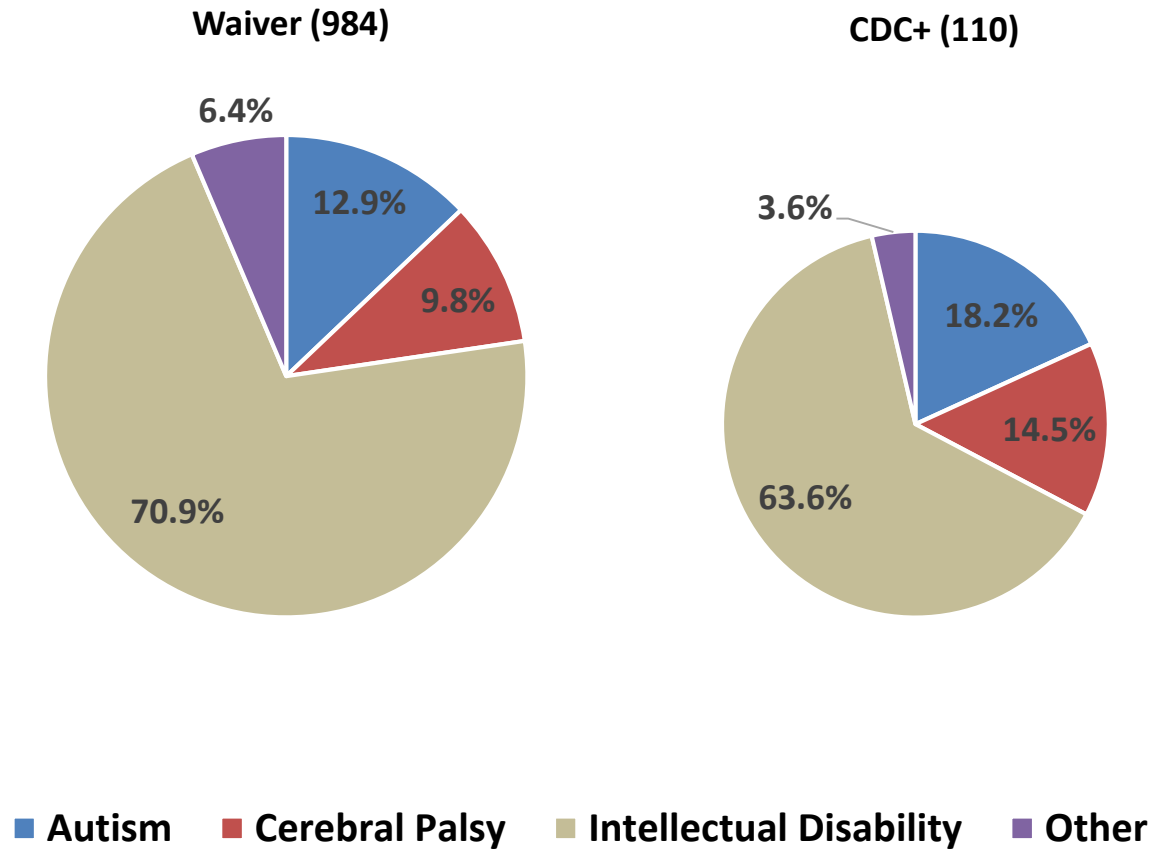
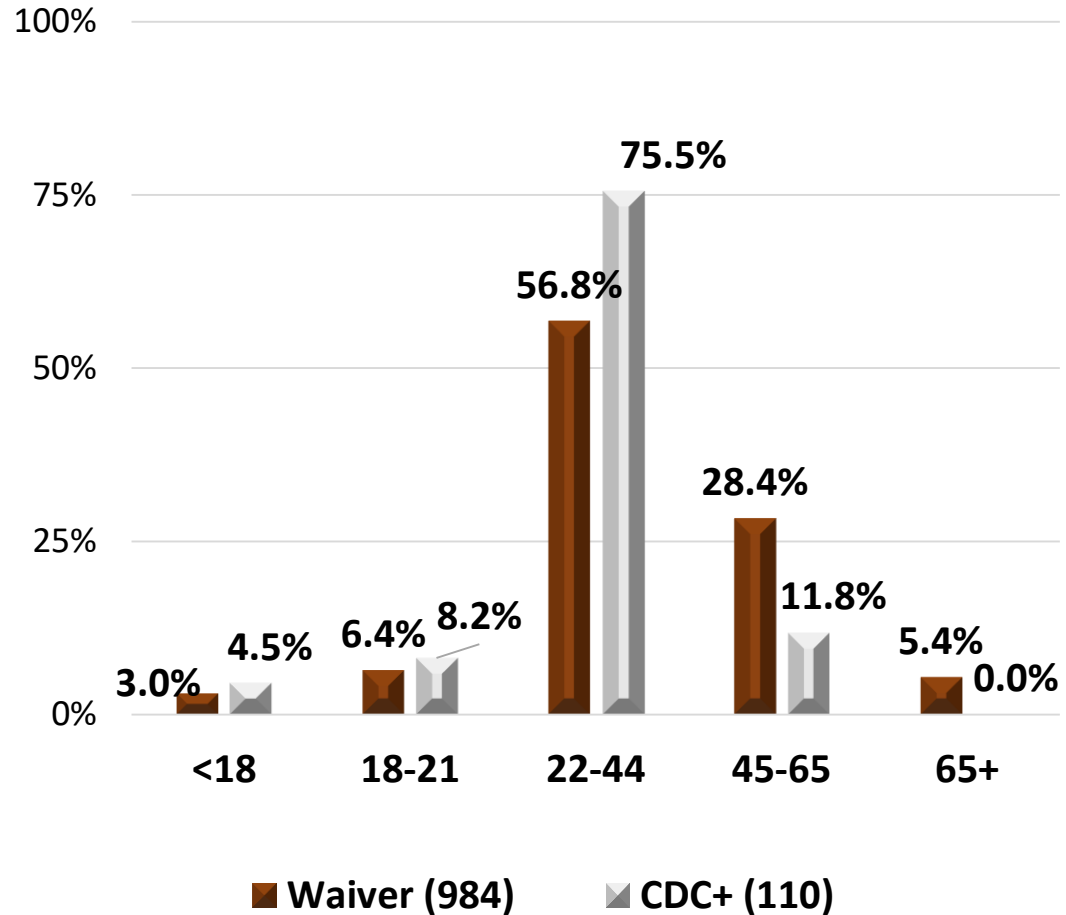
FY19: 23.0% 9.4%

FY20 Q3: 15.1% 8.3%

FY20 Q4: 1.7% 2.7%

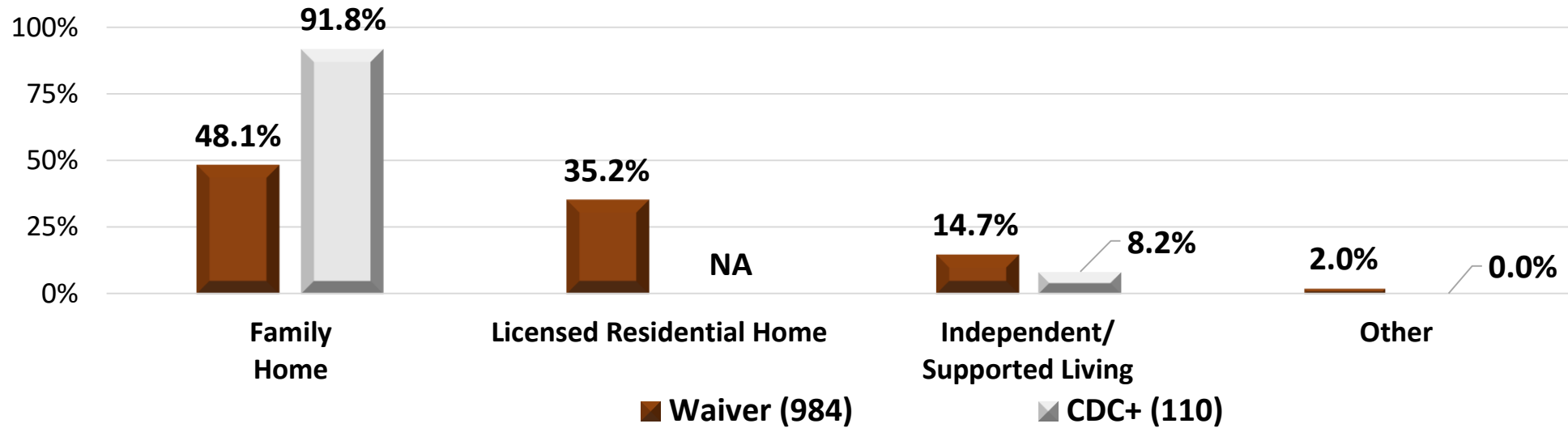
FY21 Q3: 4.0% 5.2%

PCR by Age Group and Primary Disability (July 2020 – March 2021)



*Other Disability Types: DD Waiver : 41 Down Syndrome; 13 Spina Bifida; 5 Prader-willi syndome; 2 Phelan-McDermid Syndrome, 2 Epilepsy; CDC+: 1 Down Syndrome; 2 Spina Bifida, 2 Down Syndrome; Other residential: DD Waiver: 15 ALF, 2 Foster Home, 2 Adult Family Care. 1 non-assisted living

PCR Sample by Residential Setting (FY21 Q1-3)

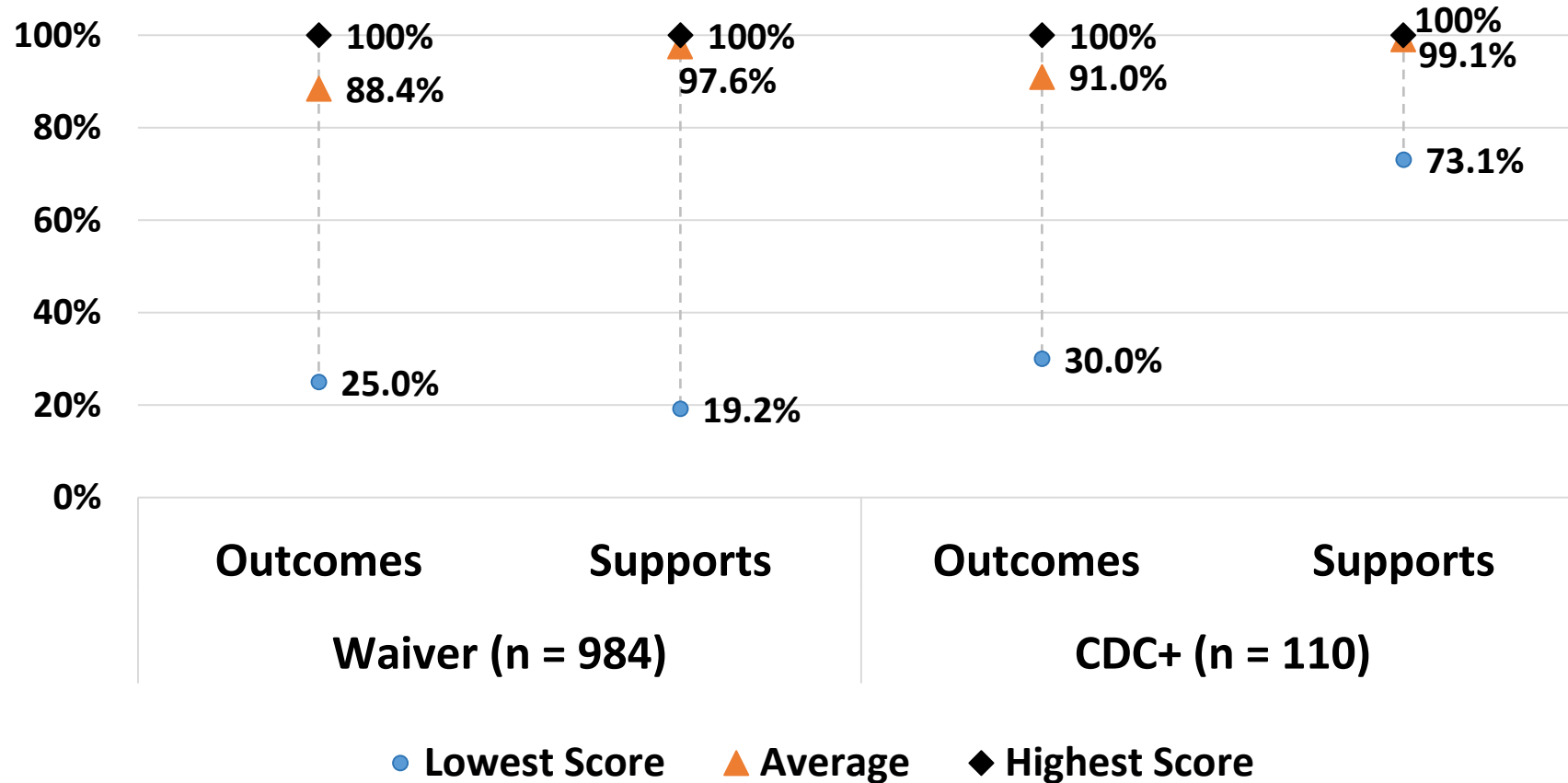


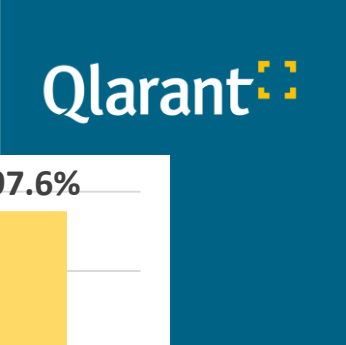
Compared to a pre-COVID 3-year average, data indicate some decrease (2 pts) for both Waiver and CDC+ of people living independently, with concurrent increases in Group Home (Waiver) and Family Home (CDC+) settings.

My Life Interview

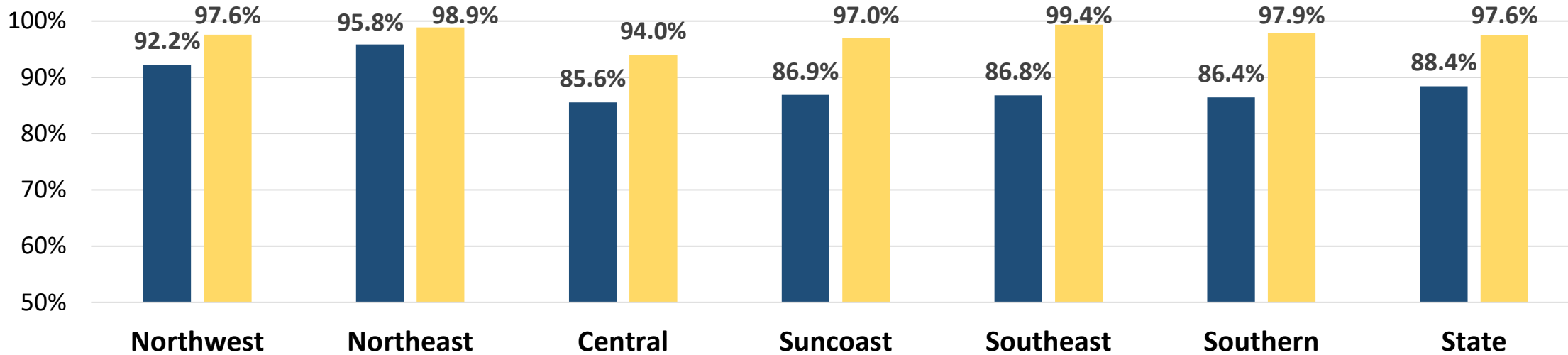


My Life Interview Outcomes and Supports: Highest, Lowest and Average Scores FY21 Q1-3

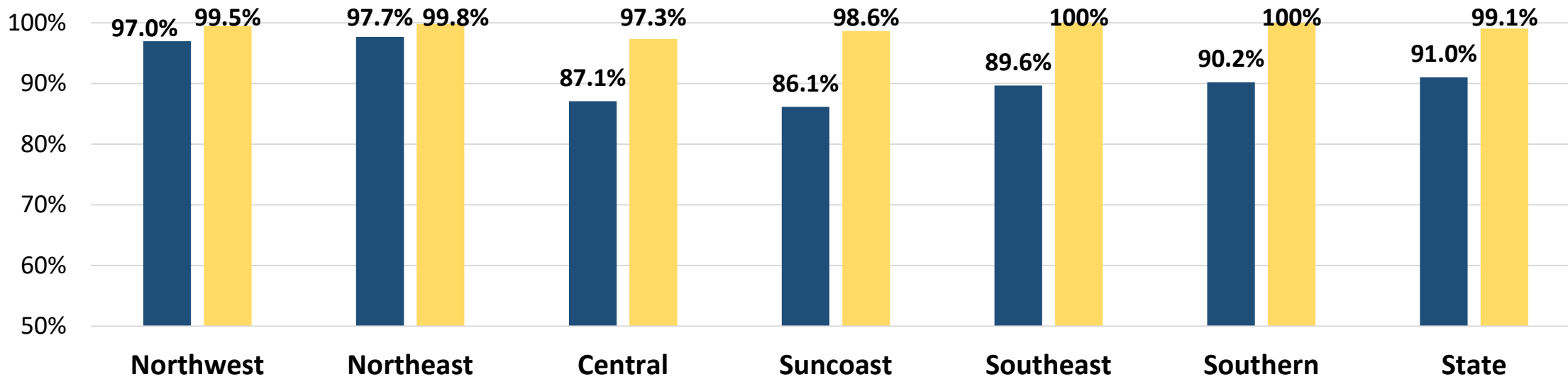




My Life Interview Waiver Scores by Region: FY21 Q1-3



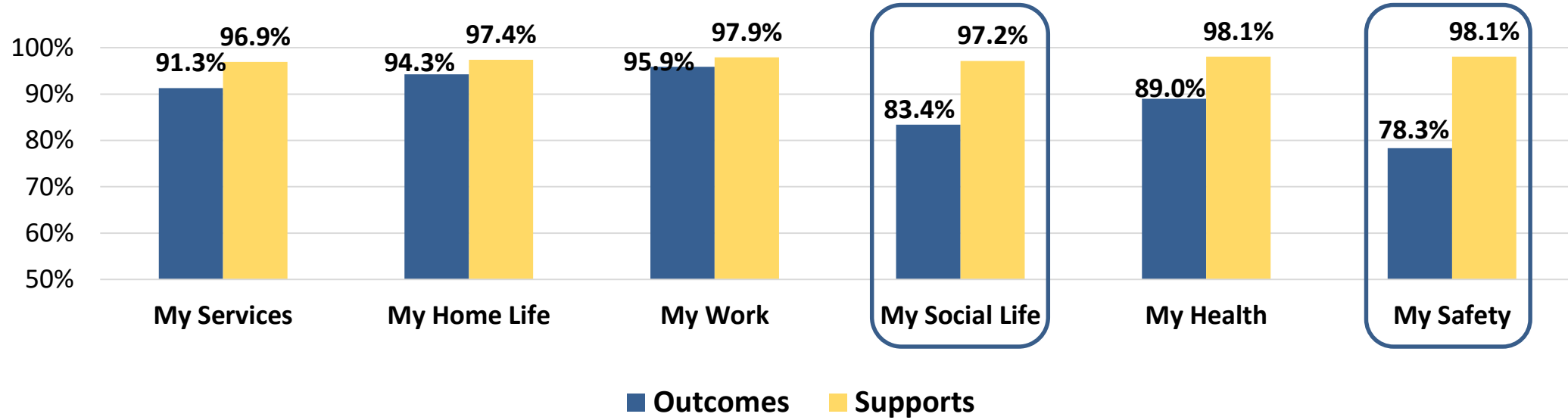
■ Outcomes ■ Supports



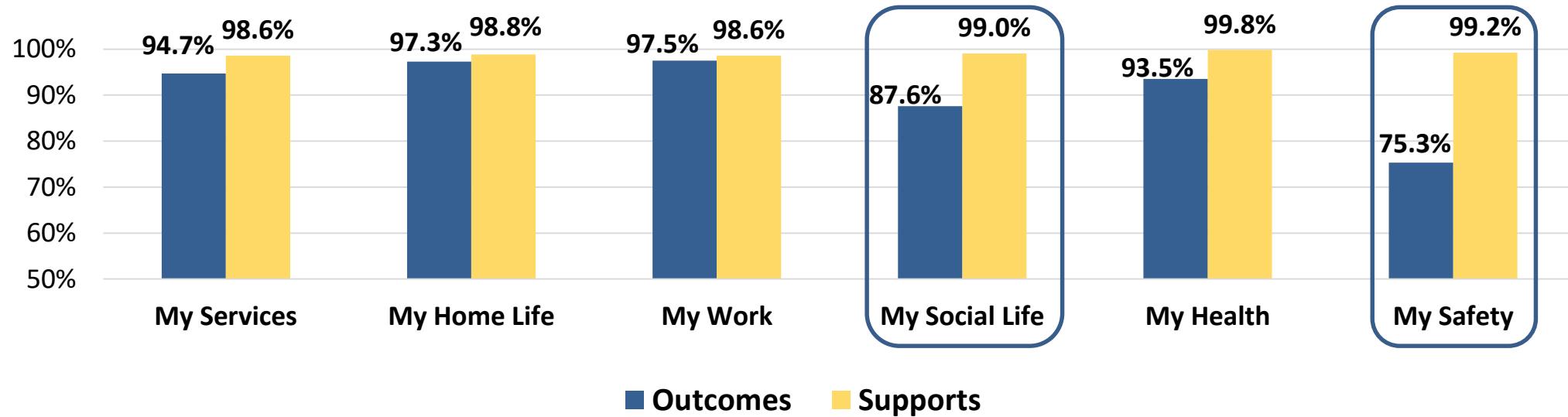
■ Outcomes ■ Supports

MLI Outcomes and Supports by Life Area: FY21Q1-3

Waiver (N = 984)



CDC+ (N = 110)



Safety improved 5 pts since FY20 Q1-3 but remains the lowest scoring outcome area.

Individuals receiving services continue to indicate they do not know how to use the Abuse Hotline or how to find the number.

Recommendations

- Qlarant should ensure issues surrounding the Abuse Hotline are discussed during the next Quality Council meeting.
- Perhaps QC members could brainstorm ways to help ensure information about the abuse hotline and how to use it is provided to all people receiving services, in a way people with all communication styles can understand.
- In addition, there may be some information that could be developed and disseminated to families to help reach people receiving services who live in a family home.

Safety is the lowest scoring outcome area for people receiving services.

Most individuals receiving services appear to understand what abuse is but often do not understand the meaning of exploitation or neglect.

Recommendations

- A panel of people receiving services, and their families, could be invited to QC to discuss issues surrounding ANE. Discussion should include how to enhance people's understanding of ANE and what action to take when faced with any type of ANE, focusing on exploitation and neglect.
- Ensure education about ANE is on the agenda for APD Regional provider meetings. Place a focus on exploitation and neglect.

My Social Life has decreased since FY20, Pre-COVID, from 87.8% to 83.4%

While most feel their communication styles are known and respected (99.4%), many individuals receiving services did not feel they participate in (71.5% met) or contribute to the community (77.9% met).

Reasons not met:

About 31% of people felt they participated in the community but wanted to do more. They also wanted to develop more meaningful community connections, particularly for CDC+ (11.5%).

People also reported they do not understand what social roles are (11.4%) and would like more opportunities to make friends (8.9%).

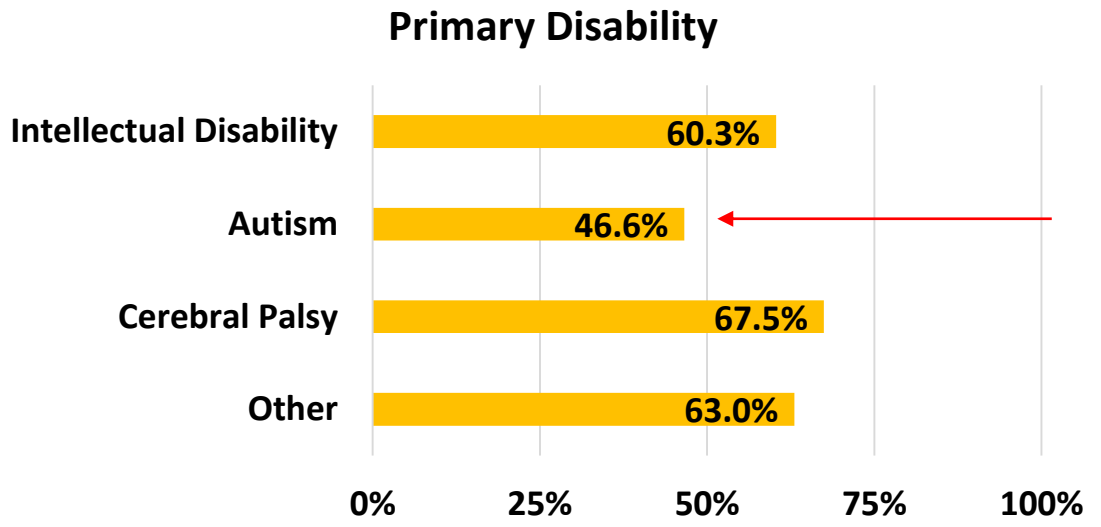
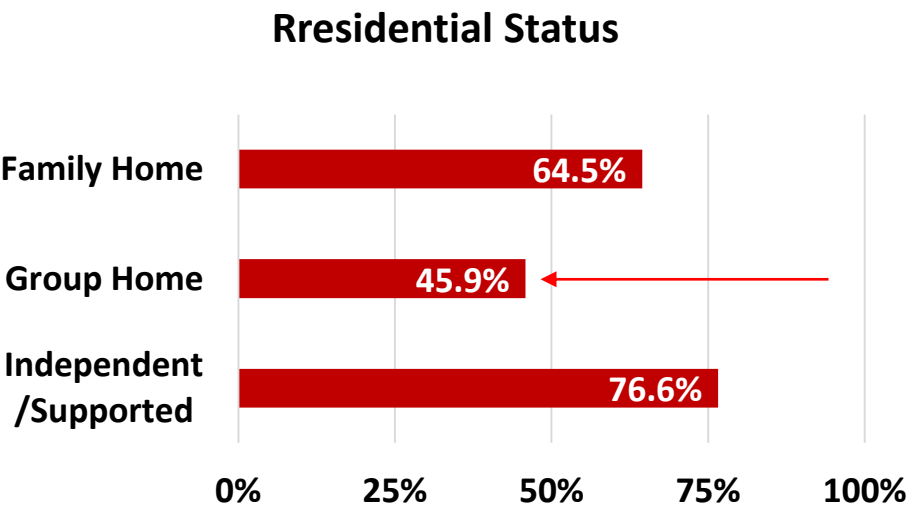
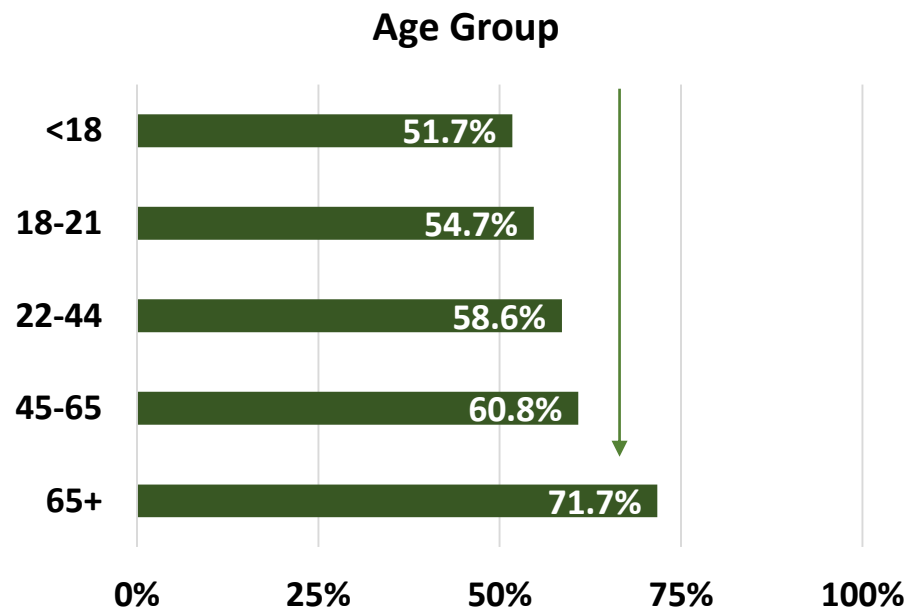
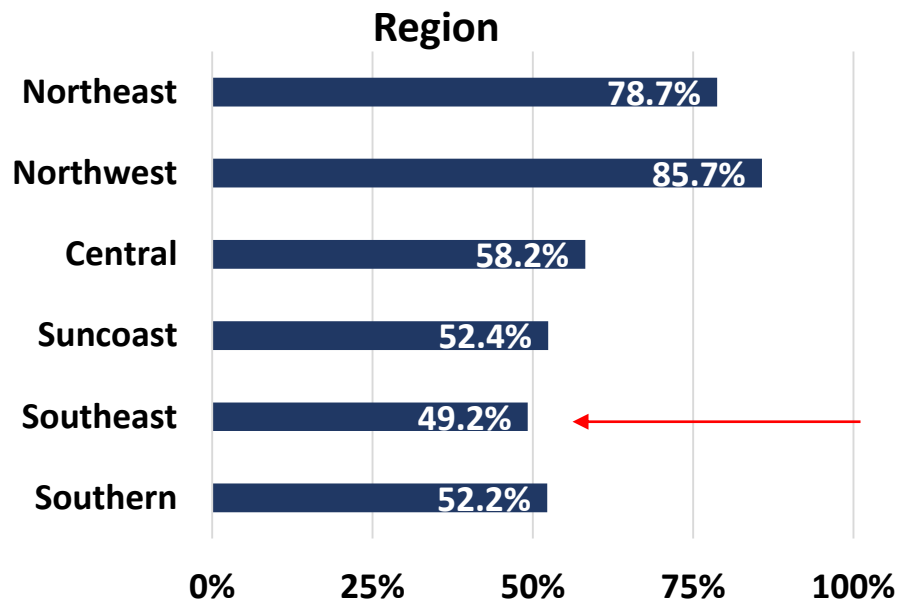
My Health score is the same as for FY20 Q1-3 (Pre-COVID), remaining at 89%

People often reported they did not understand their medications: 59.5% met Waiver and 71.8% met CDC+

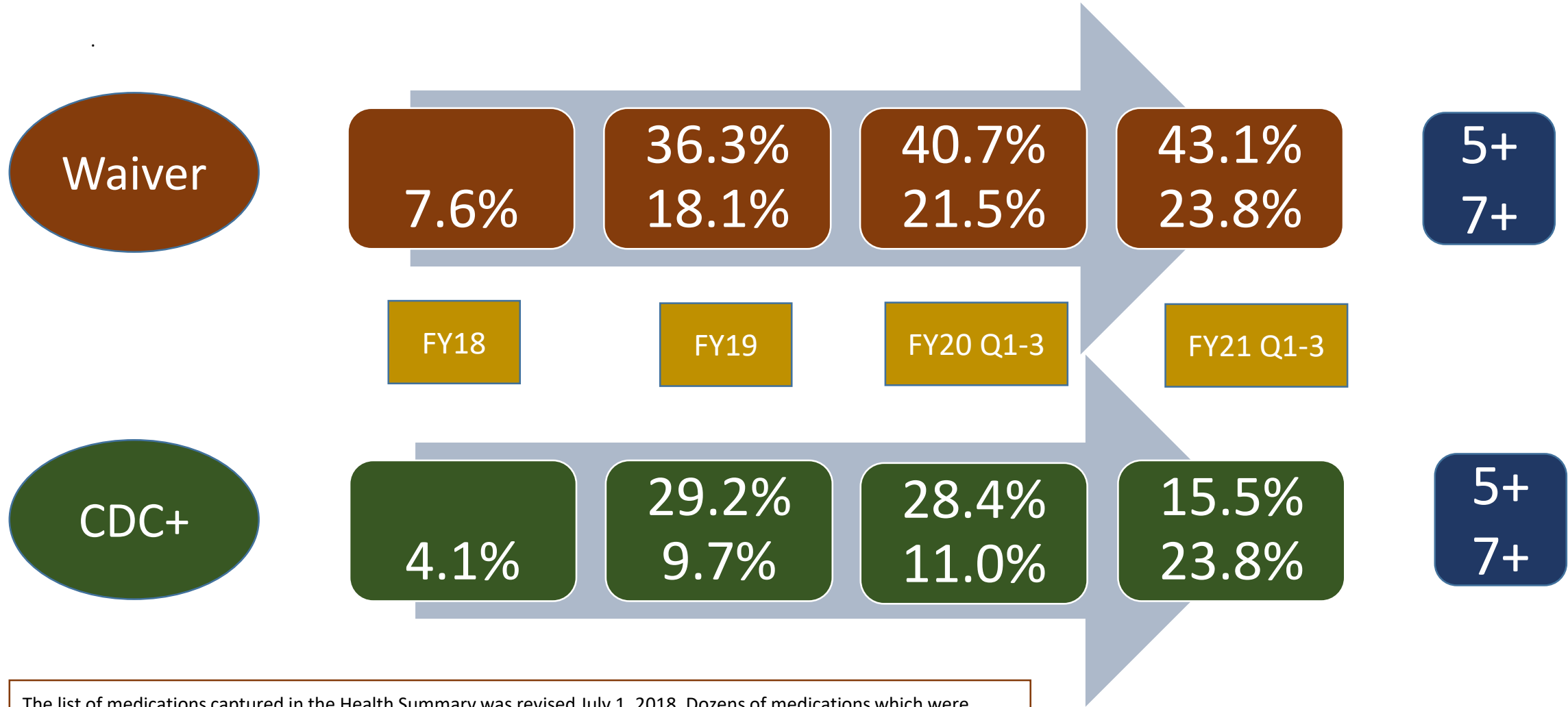
Reasons:

- 77% of these individuals were not aware of the side effects of their medications
- Most were not aware of what medications they were taking (66%) or why they were prescribed (57%).

Understanding Medications by Demographics: Waiver



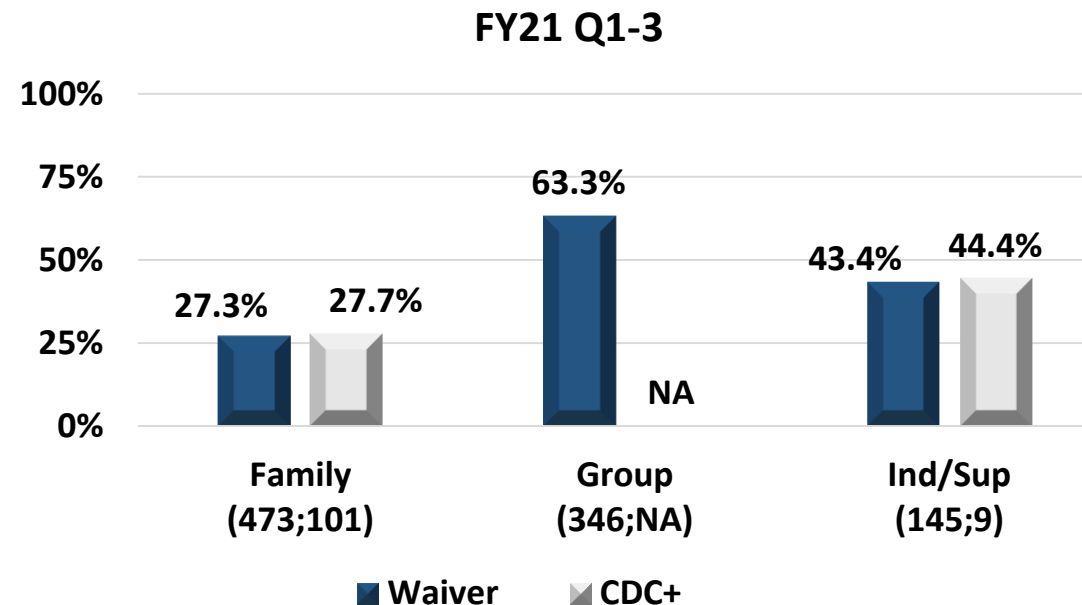
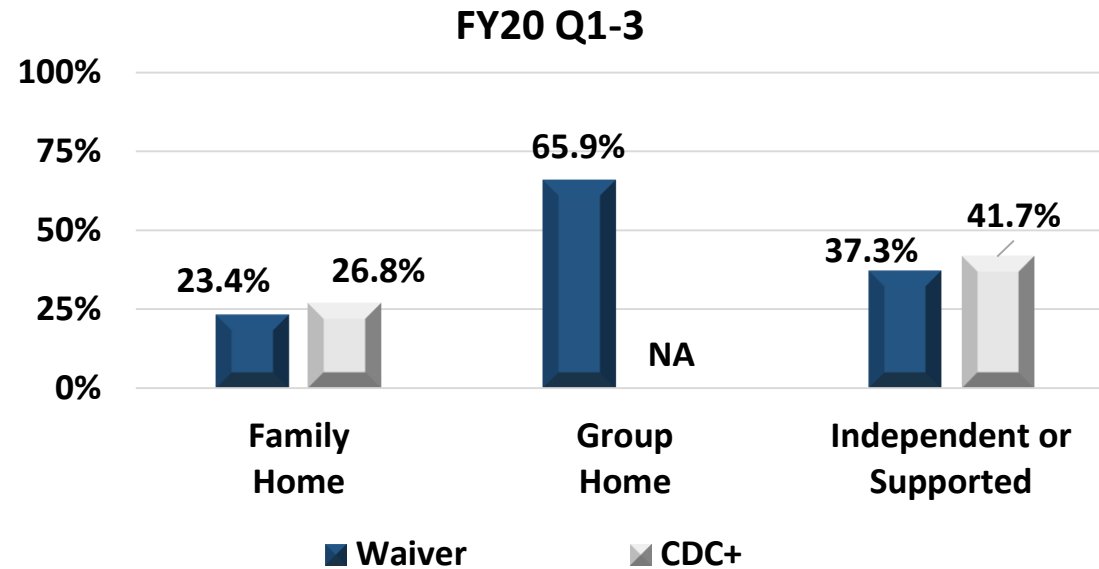
The rate for people taking 5+ or 7+ prescribed medications has increased every year for three years



The list of medications captured in the Health Summary was revised July 1, 2018. Dozens of medications which were previously captured in the 'Other' category were added to the list of medications in the Health Summary. List includes over the counter medications prescribed for the person.

Taking 5+ Prescription Medications by Residential Status

- Comparing pre and mid pandemic data to date, the rate of multiple medication usage (5+) increased 3 pts for residents of Group Homes, but had increased 6 points for people living independently and 4 points for people living with a family member.



Medication Use Recommendations

- Certain combinations of medication, even including over-the-counter types, could put people at higher risk for health issues and should be identified. This information could be provided to the Quality Council to discuss initiatives that might help reverse the upward trend in multiple medication use.
- People living in Group Homes have consistently been prescribed multiple medications more often than people living in other residential settings. Qlarant could further explore which types of medications are most often administered in licensed residential homes, compared to other residential settings, and what other factors may be at play driving increased medication rates for licensed residential home residents (e.g., primary disability type, age, outcomes for community integration).

STABILITY



PCR My Life Interview Stability: Percent with 1 or More Changes in Previous 12 Months

Within the past 12 months,	Waiver				CDC+			
	FY20 Q1-3 (969)		FY21 Q1-3 (984)		FY20 Q1-3 (110)		FY21 Q1-3 (110)	
	Responses	% w/ 1+ change	Responses	% w/ 1+ change	Responses	% w/ 1+ change	Applicable Responses	% w/ 1+ change
I experienced changes in my WSC agency.	758	2.5%	725	2.6%	96	1.0%	89	3.4%
I experienced changes in my WSC.	975	10.4%	923	9.7%	110	8.2%	109	11.9%
I have changed employment.	390	4.9%	414	8.7%	50	2.0%	39	0.0%
I have experienced changes to my work/day activity service providers.	834	16.3%	801	16.2%	82	6.1%	81	4.9%
I have moved.	969	11.1%	944	9.4%	108	3.7%	103	8.7%
Service providers in my home have changed.	866	19.1%	876	15.1%	107	15.9%	106	1.9%
The services I receive have changed.	964	10.5%	953	10.5%	110	10.0%	108	1.9%

Most Common Changes and Reasons (Waiver): FY21 Q1-3

44.2% of individuals receiving services indicated changes in their WSC or WSC agency occurred because their WSC was **no longer rendering services**. Only **20.4%** indicated the change was the **person's choice**.

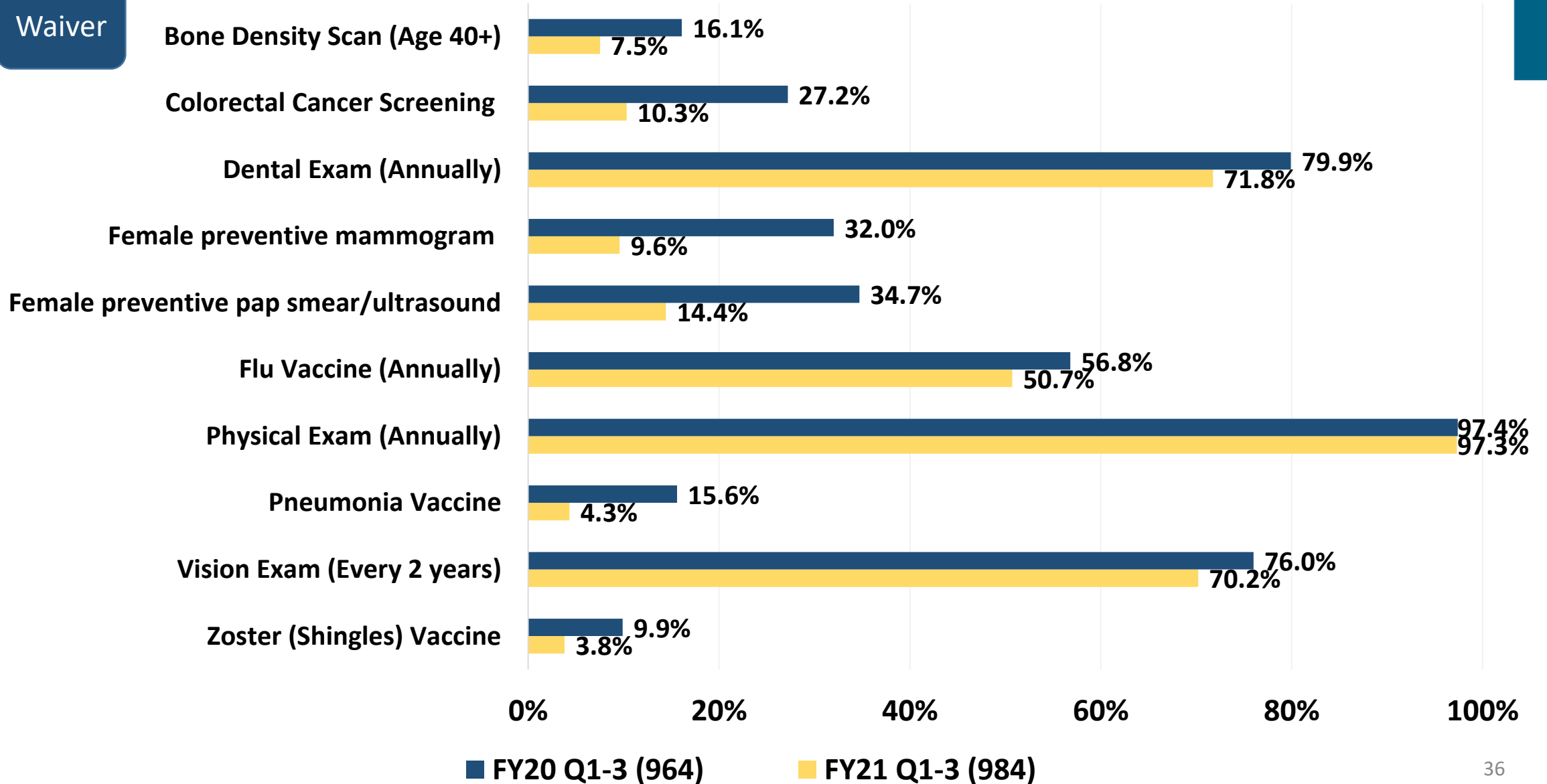
38.5% of individuals indicated changes in their work/day activity occurred because their service provider was **no longer rendering services**. **33.8%** indicated this change was the **person's choice**.

18.9% of individuals indicated changes in service providers within their home was because their service provider was **no longer rendering services**. **29.5%** said the decision was the **person's choice**.

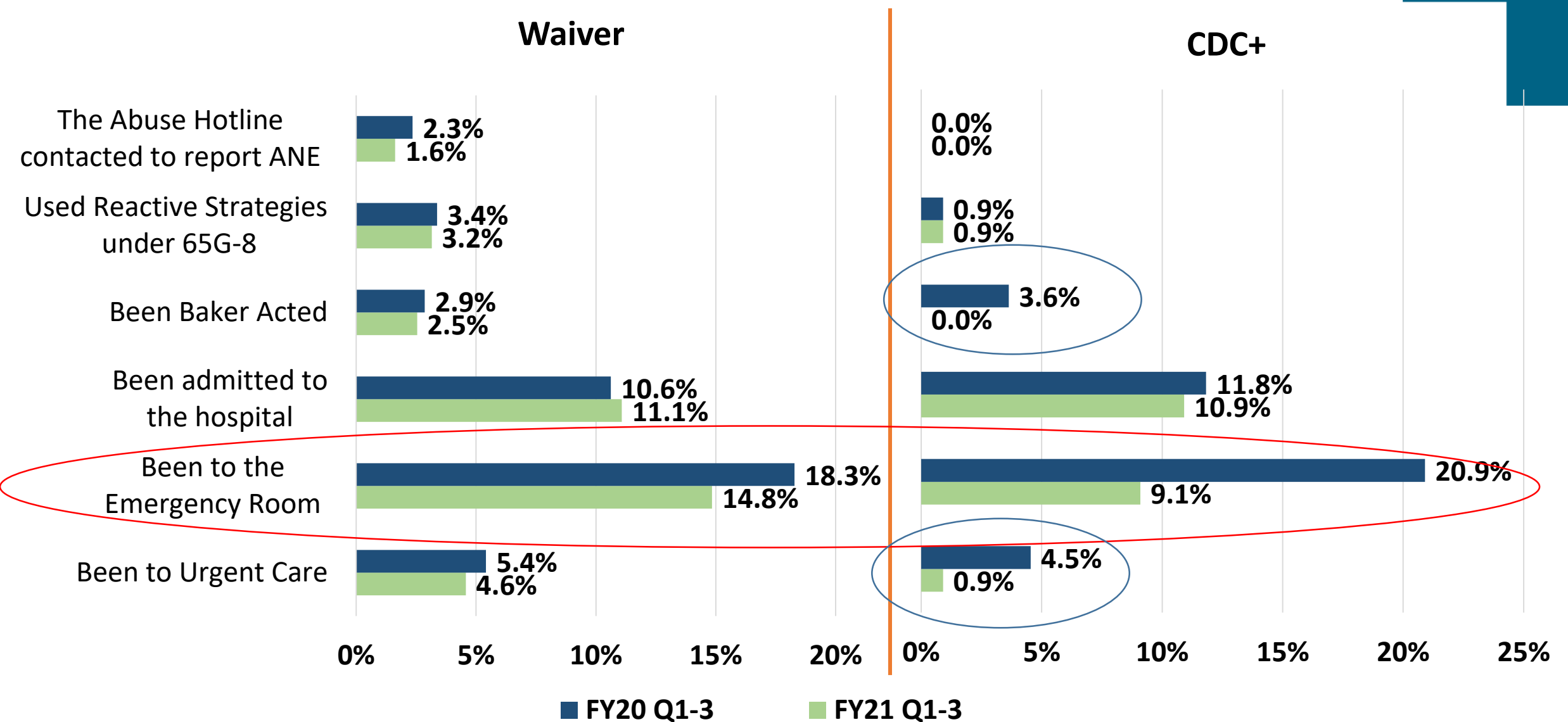
Health Summary

Have you received any of the following preventative healthcare procedures?

Waiver



In the past 12 months, the person has....



Thank you!

Questions? Comments?

Contact:

Sue Kelly (kellys@qlarant.com)

Katherine Glasgow (glasgowk@qlarant.com)

Srikanth Palamoor (palamoors@qlarant.com)