

Quality Council Meeting Qlarant Data Presentation

July 23, 2020

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Outline

FY 2020: July 2019 - March 2020

- **Provider Discovery Review (PDR)**

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

- **Person Centered Review (PCR)**

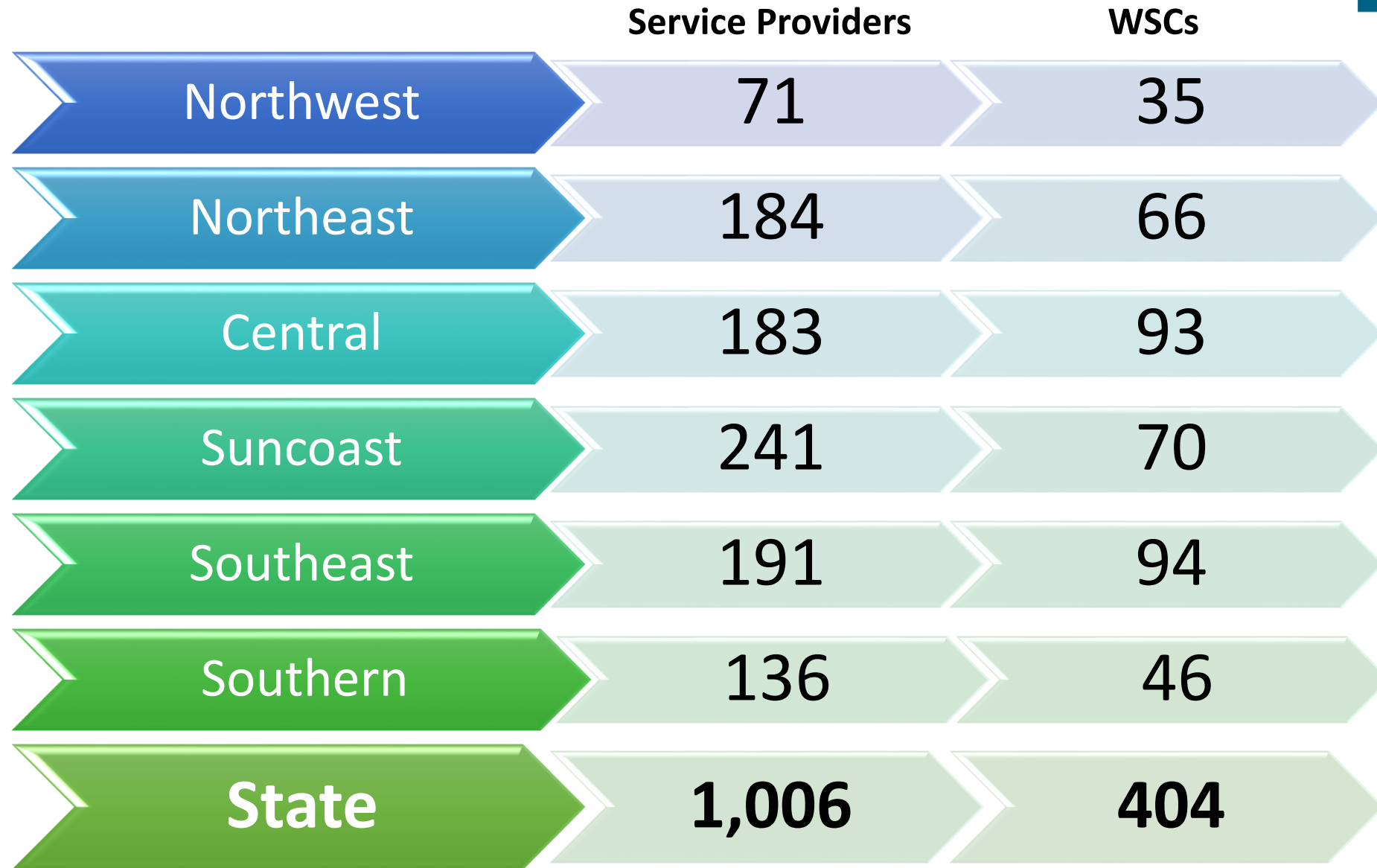
- Individual Demographics
- My Life Interview Scores
 - Outcomes & Supports
 - Stability
- Health Summary

Provider Discovery Reviews

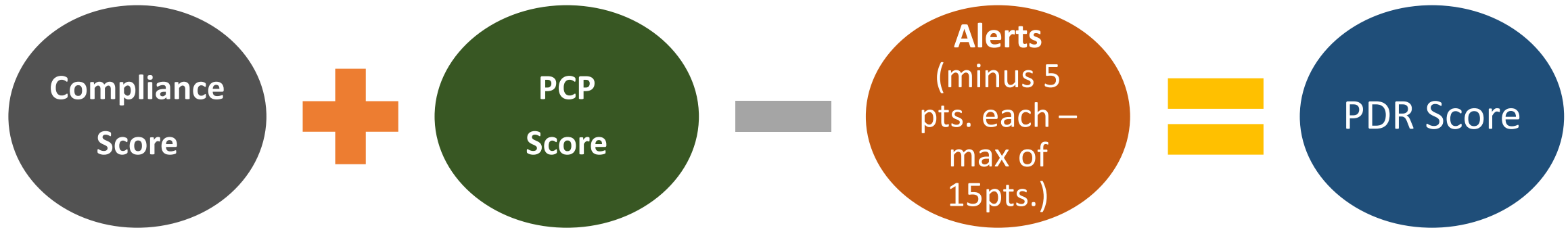
July 2019 – March 2020



PDRs by Region

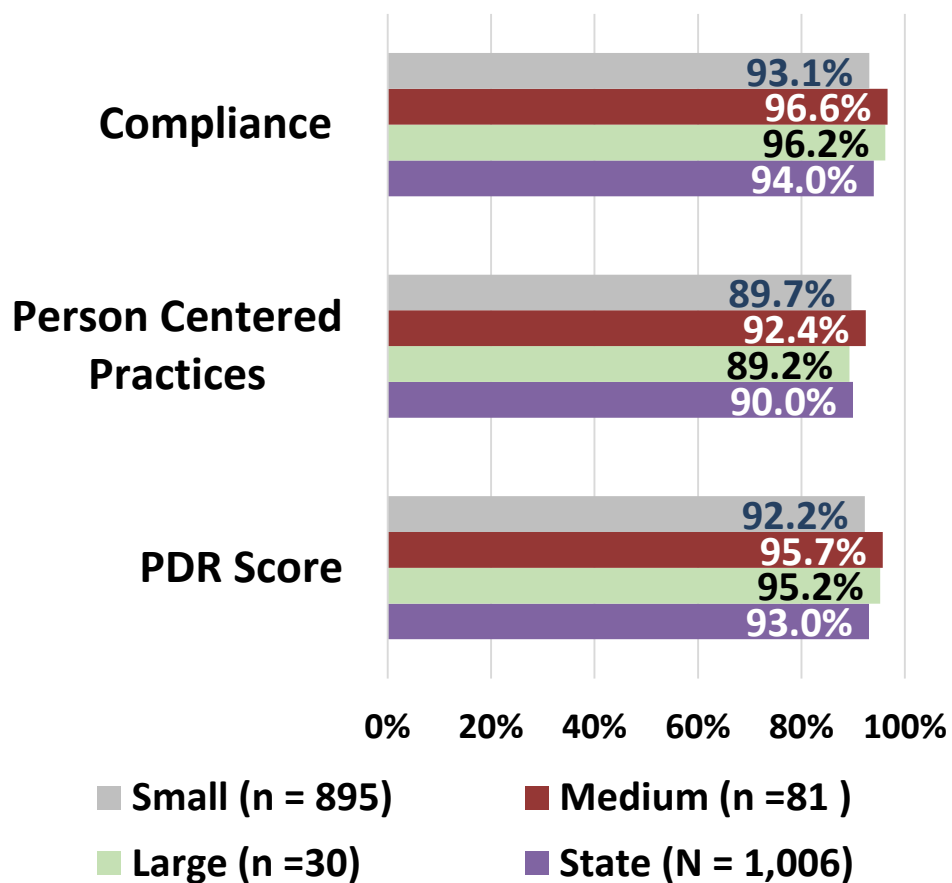


Provider Scores



Service Provider Scores by Provider Size

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

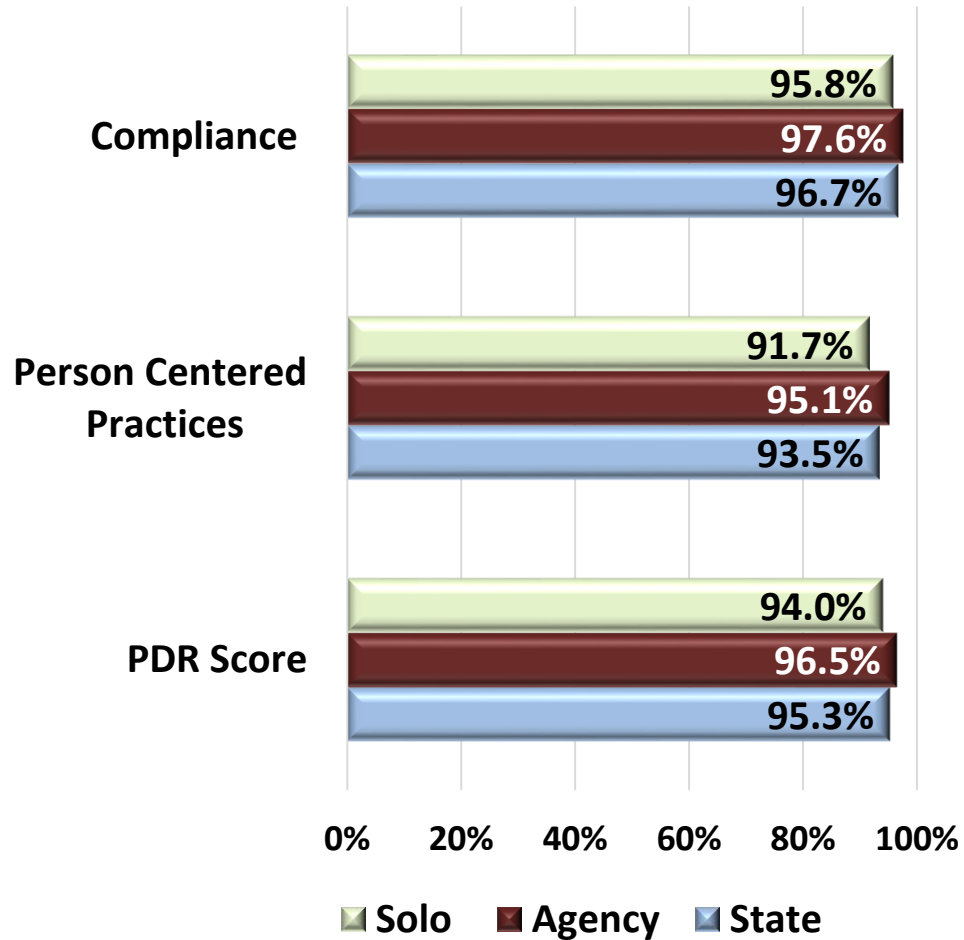


Size	# of PDRs	Alerts		Potential Billing Discrepancies	
		#	Rate per 10 PDRs	#	Rate per 10 PDRs
Small	895	267	2.98	1,049	11.72
Medium	81	21	2.95	115	14.20
Large	30	21	7.00	49	16.33
State	1,006	309	3.07	1,213	12.06

Service Provider Scores by Region & Tool

Region	My Life Interview (N = 1,476)		Observations (N = 868)		Q & T (N = 2,612)	P & P (N = 1,006)	SSRR (N = 3,703)
	Outcomes	Supports	Announced (n = 486)	Unannounced (n = 382)			
Northwest	89.3%	96.2%	99.1%	99.6%	91.5%	93.1%	90.7%
Northeast	95.1%	99.1%	98.6%	98.2%	93.0%	92.6%	86.8%
Central	93.8%	98.3%	98.5%	96.9%	92.6%	92.2%	88.7%
Suncoast	88.0%	10.2 pts. 98.2%	98.6%	97.3%	92.2%	94.2%	88.0%
Southeast	85.6%	13.1 pts. 98.7%	99.1%	99.0%	94.0%	94.0%	91.1%
Southern	93.6%	98.8%	98.6%	97.8%	94.9%	94.7%	90.9%
State	90.6%	98.4%	98.7%	97.9%	93.1%	93.5%	89.0%

WSC Scores: Agency vs. Solo



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

Comparisons: Year 2 to Year 3 (3Qs)

- **Areas with scores that were essentially the same:**
 - **Overall PDR Score, Observations, Q&T, and P&P**
 - **My Life Interview measures of Supports**
 - **Compliance PDR Scores**
- **Areas with scores that showed a decrease:**
 - **Outcomes (MLI) decreased 4.5 points, (95.2% to 90.6%)**
 - **Southeast Region Outcomes (MLI) decreased 11.1 points, (96.7% to 85.6%)**
 - **Person Centered Practices scores decreased among Large providers by 7.9 points, (97.1% to 90.0%)**

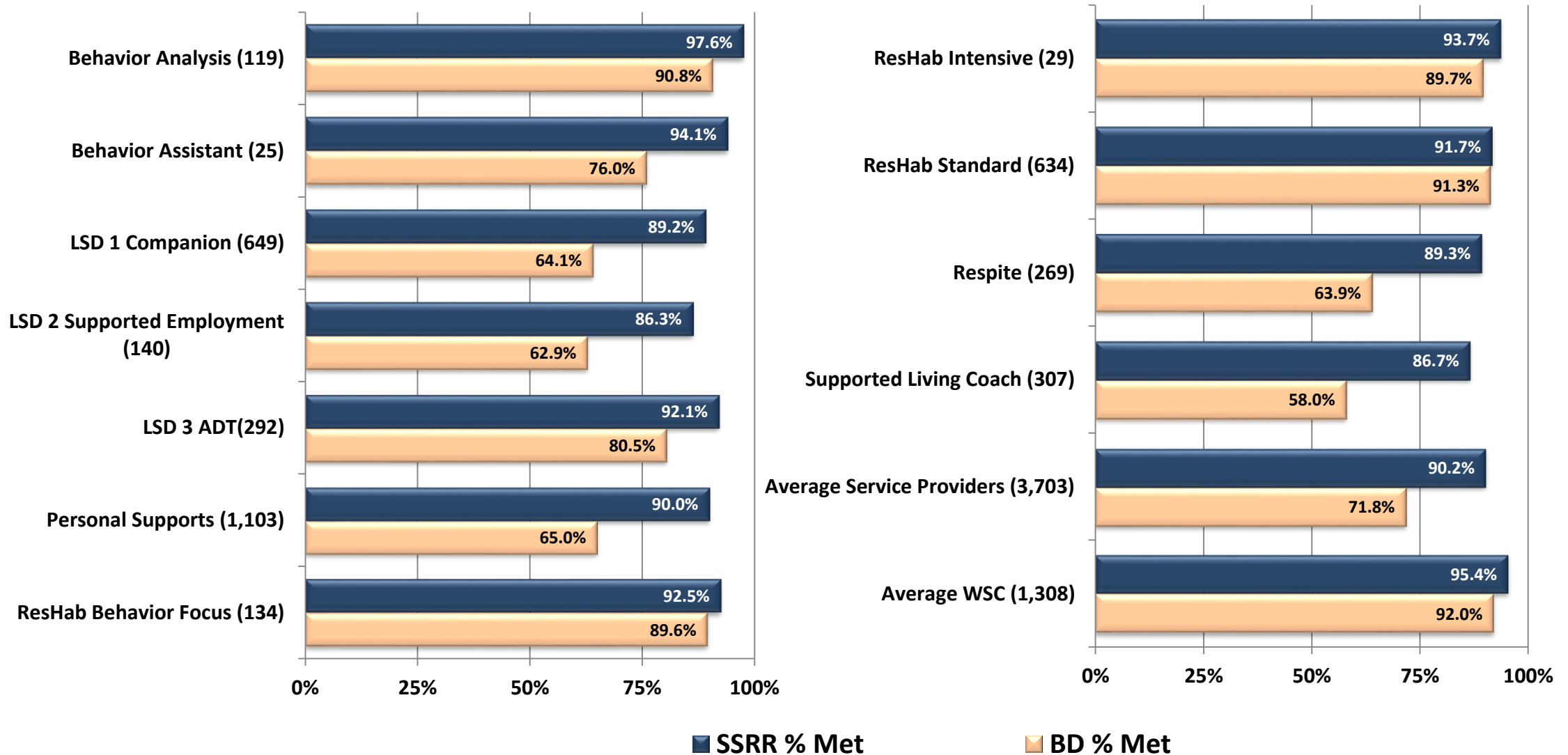
WSC Scores by Region & Tool

Region	Q & T (N = 532)	P&P (N = 404)	WSC Record Reviews (N = 1,308)	
			Announced (n = 701)	Unannounced (n = 607)
Northwest	99.0%	99.1%	96.0%	91.3%
Northeast	97.7%	98.1%	93.2%	89.4%
Central	95.5%	94.4%	93.2%	90.8%
Suncoast	95.8%	97.2%	95.2%	89.2%
Southeast	95.4%	98.3%	96.8%	93.1%
Southern	95.7%	98.6%	97.5%	90.0%
State	96.3%	97.4%	95.3%	94.7%

Scores for WSC review components were essentially the same compared to Year 2.

SSRR and Billing Discrepancy Scores by Service

July 2019 – March 2020



Note: Scores for ResHab EIB (n = 1) and Special Medical Home Care (n=1) are not displayed: scores all 100%

Comparisons: Year 2 to Year 3 (3Qs)

- **SSRR scores changed very little since Year 2**
- **Billing Discrepancy scores showed declines of approximately 10 or more points for three services:**
 - **Supported Living Coaching, down 11.6 points (69.6% to 58.0%)**
 - **Supported Employment (LSD 2), down 9.9 points (72.8% to 62.9%)**
 - **Respite, down 9.7 points (73.7% to 63.9%)**

Lowest Scoring Potential Billing Discrepancy Indicators

The provider has complete Daily Progress Notes for each date of service provided and billed during the period under review.

- Supported Living Coaching: 74.7% (Similar to Year 2 – 73.0%)

The provider has complete Service Logs covering services provided and billed during the period under review.

- Companion (LSD 1): 73.2% (Similar to Year 2 – 75.0%)
- Personal Supports: 74.9% (Similar to Year 2 – 75.2%)
- Respite: 74.7% (Down from 79.1% in Year 4)

The provider is in compliance with billing procedures and the Medicaid Provider Agreement.

- Behavior Assistant: 78.9% (Down from 95.8% in Year 2)

351 Alerts



★ KNOW ★
— YOUR —
RIGHTS

Rights

- 10



HEALTH
& SAFETY

Health and Safety

- 4

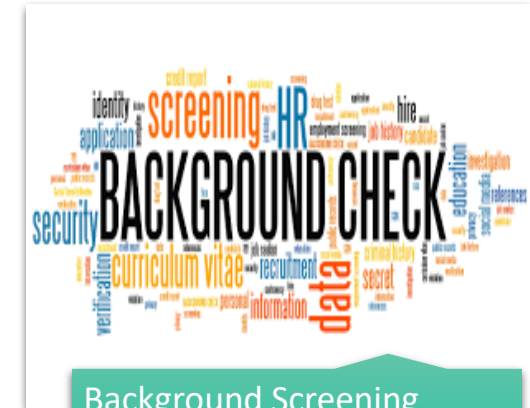


abuse
neglect
exploitation

STOP

ANE


- 2



BACKGROUND CHECK

Background Screening

- 119



CLEARING HOUSE

Clearing House Roster

- 97



MEDICATION
Administration

Med.
Administration/Training

- 38



Medication Storage

- 63



SPRINGFIELD
DRIVER LICENSE

B47U89RE243

BART SIMPSON
742 EVERGREEN TERR,
SPRINGFIELD, USA

BIRTHDATE 02-11-70
SEX HT EYES WT
M 4'0 BL 85

Drivers License/Insurance

- 18

Distribution of Alerts by Region (Greatest proportion in Red)

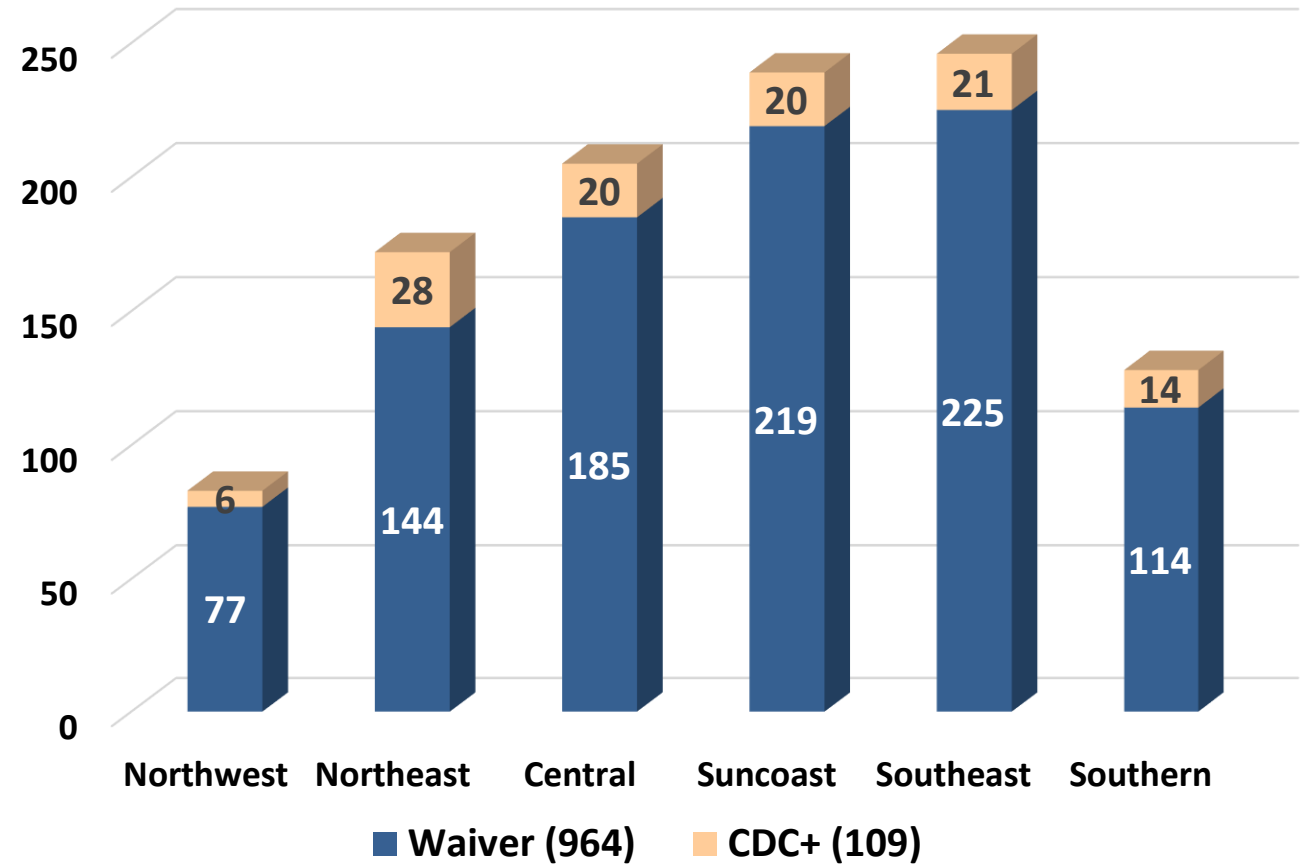
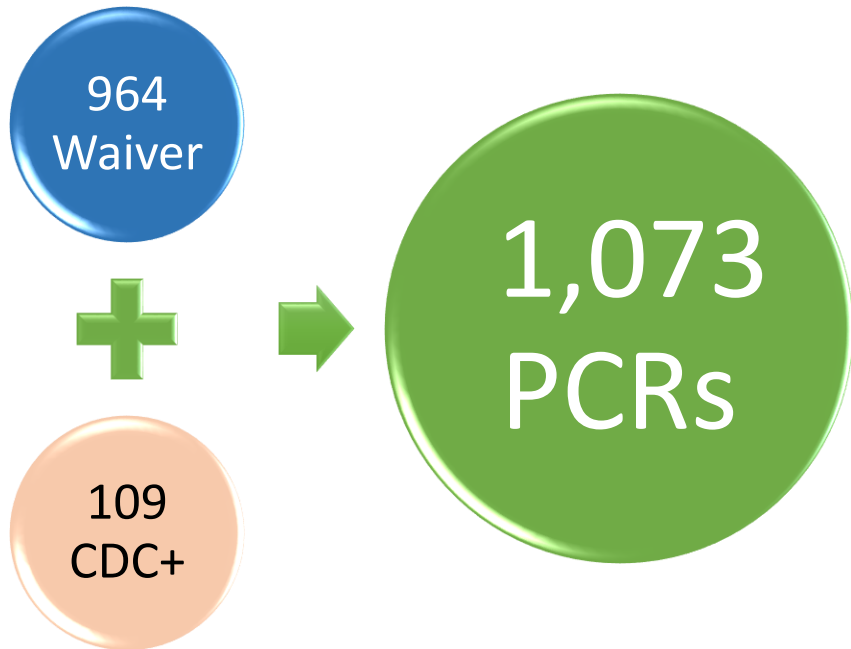
Region	Rights (n = 8)	Health & Safety (n = 2)	ANE (n = 2)	Background Screening (n = 83)	Clearing House Roster (n = 74)	Medication Admin/Trng (n = 53)	Medication Storage (n = 53)	Drivers License/ Insurance (n = 10)
Northwest (n = 11)	0.0%	0.0%	0.0%	23.8%	52.4%	14.3%	9.5%	0.0%
Northeast (n = 57)	0.0%	0.0%	1.5%	47.0%	31.8%	3.0%	9.1%	7.6%
Central (n = 64)	2.4%	2.4%	0.0%	35.4%	28.0%	9.8%	14.6%	7.3%
Suncoast (n = 62)	0.0%	1.1%	0.0%	26.9%	22.6%	18.3%	30.1%	1.1%
Southeast (n = 36)	3.7%	1.9%	1.9%	44.4%	25.9%	5.6%	9.3%	7.4%
Southern (n = 27)	17.1%	0.0%	0.0%	14.3%	20.0%	14.3%	28.6%	5.7%
State (N = 257)	2.8%	1.1%	0.6%	33.9%	27.6%	10.8%	17.9%	5.1%

Person Centered Reviews

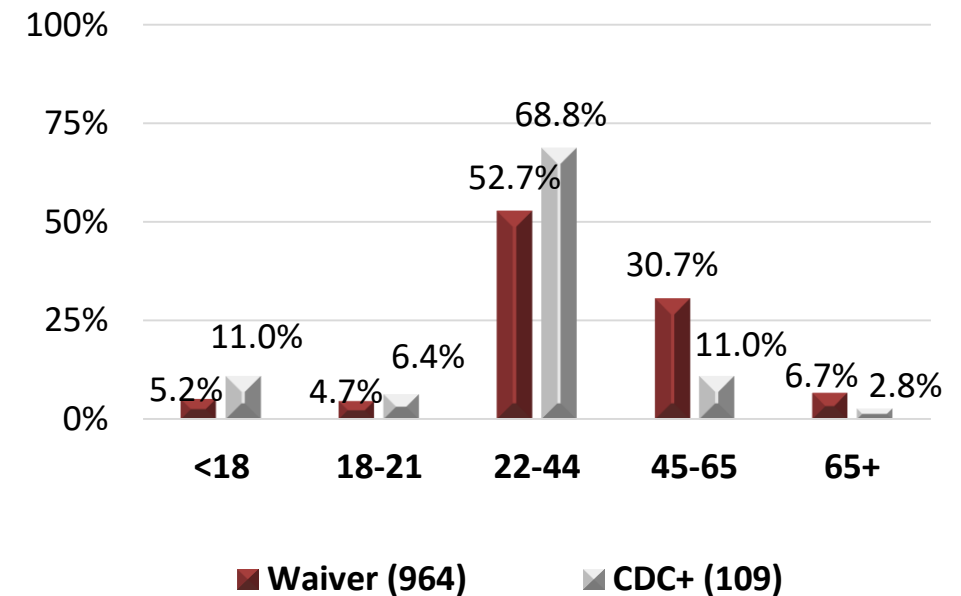
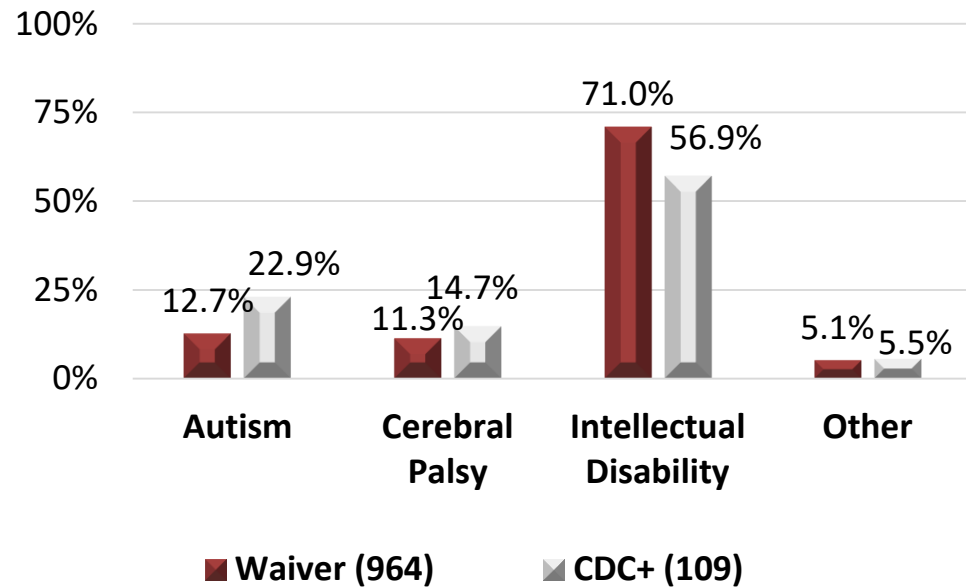
July 2019 – March 2020



Person Centered Reviews



Individual Demographics July 2019 – March 2020



Home Type	Waiver (n = 964)	CDC+ (n = 109)
Family	46.2%	89.0%
Group	34.6%	-
Independent/Supported Living	17.2%	11.0%
Other**	2.0%	-

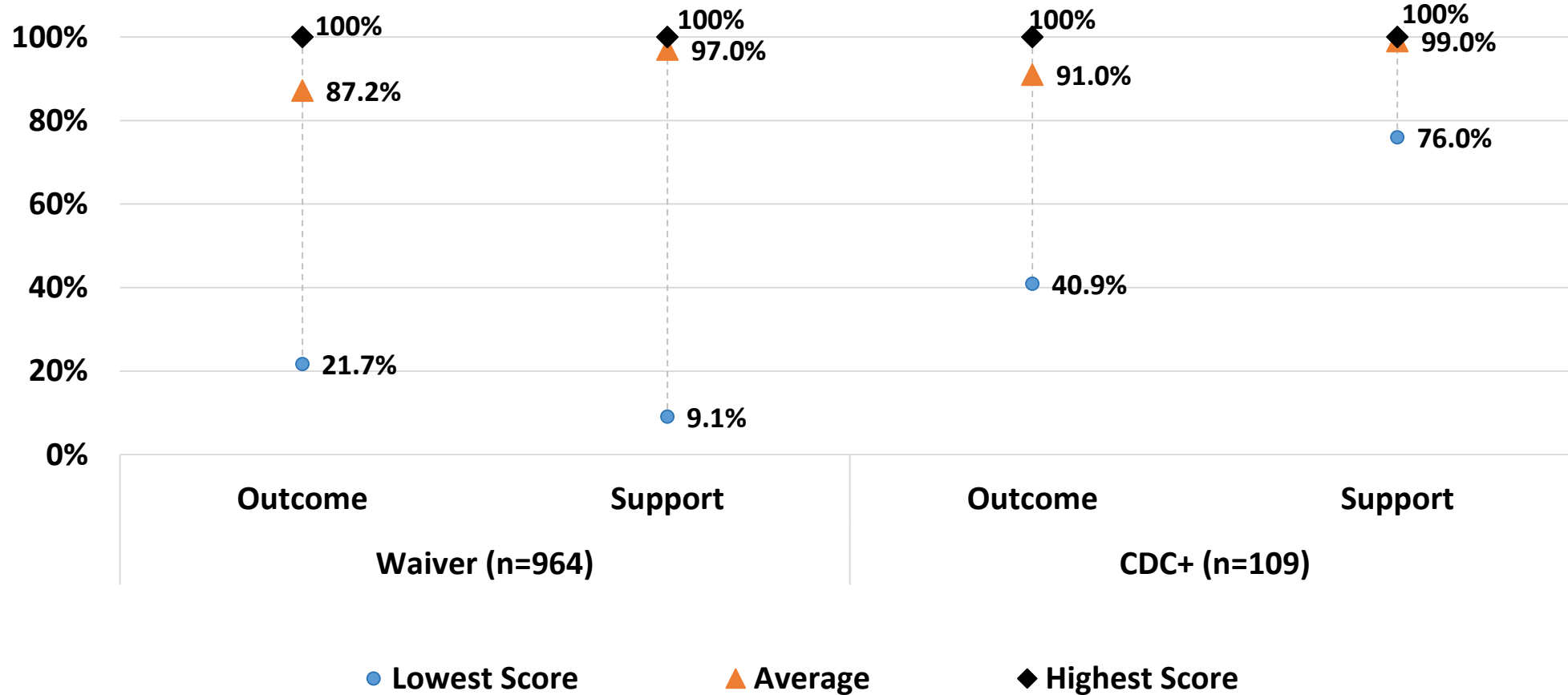
*Other Disability Types: Waiver : 28 Downs Syndrome; 12 Spina Bifida; 5 Prader will; 4 Other; CDC+: 5 Downs Syndrome; 1 Spina Bifida

**Other Home Types: 15 ALF, 1 Foster Home., 1 Non-APD Group Home

My Life Interview

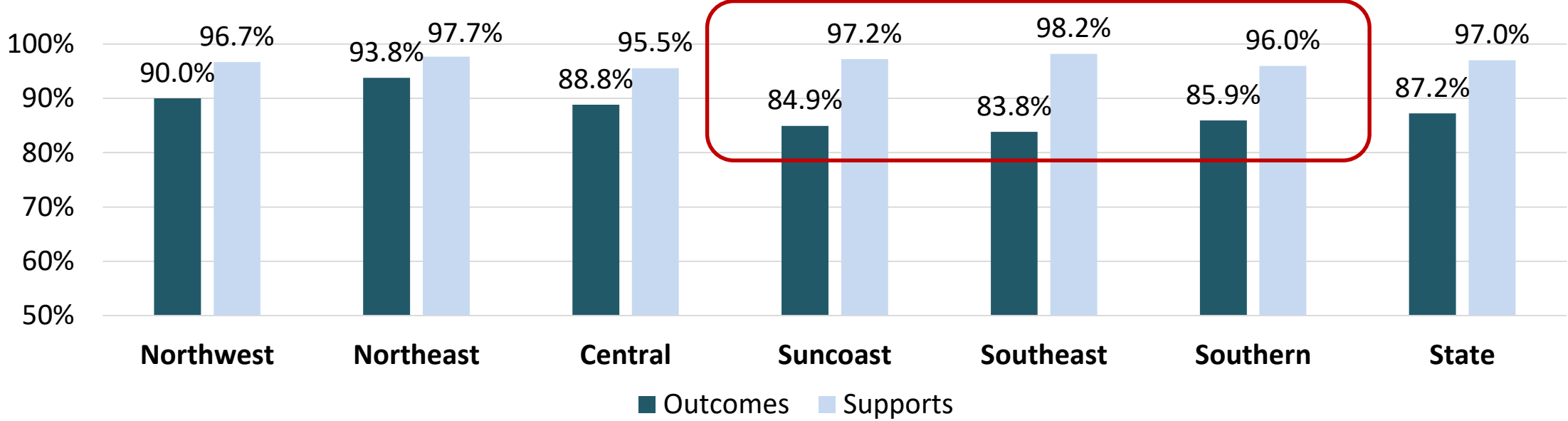


My Life Interview Outcomes and Supports: Lowest, Average, and Highest* Scores

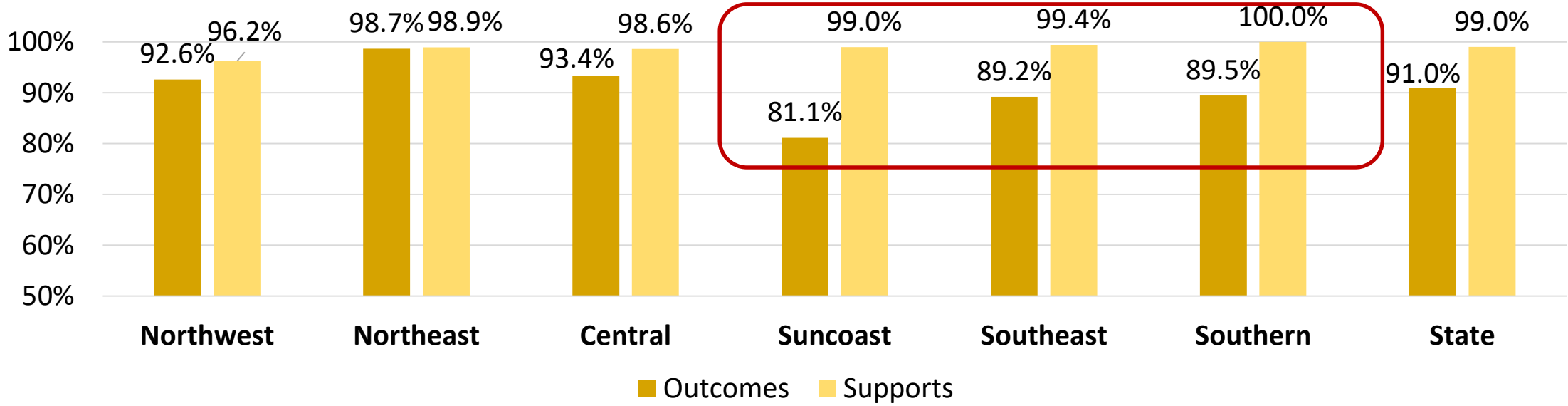


My Life Interview Scores by Region FY20

Waiver (N = 964)

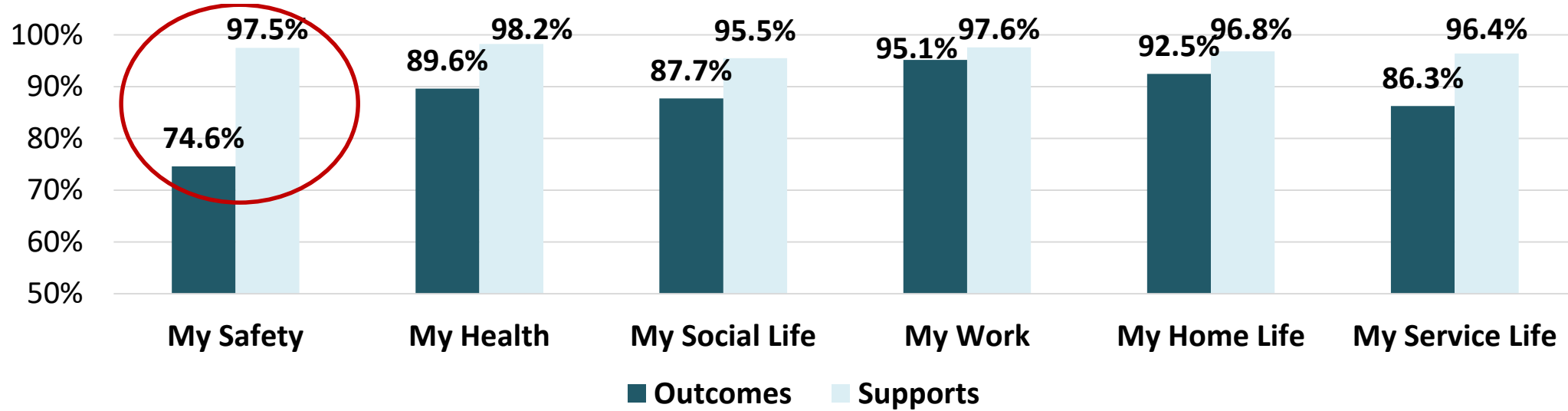


CDC+ (N = 109)

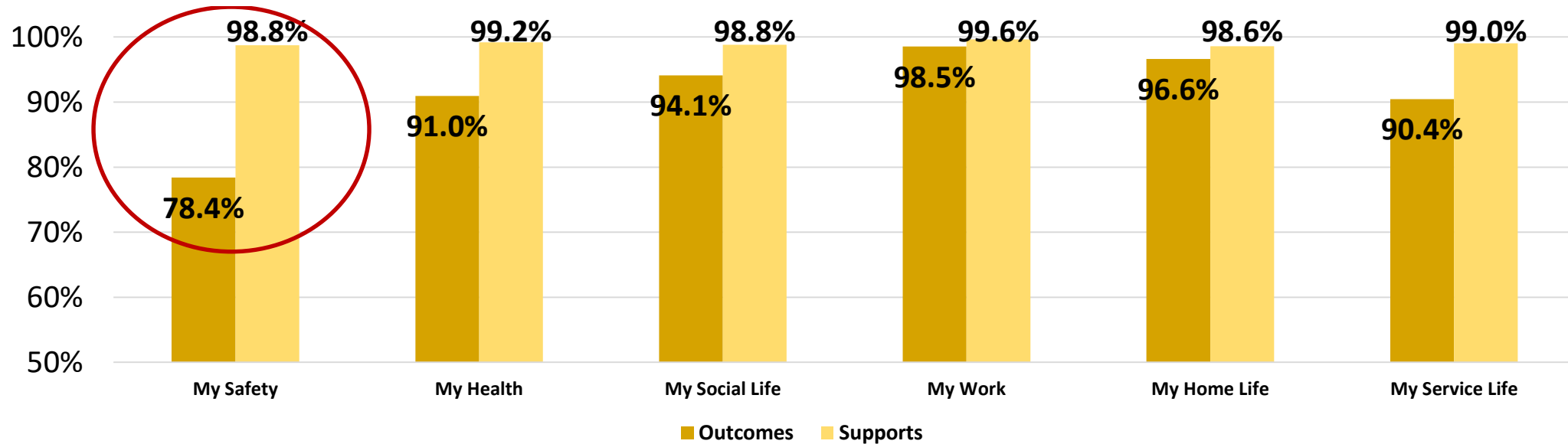


MLI Outcomes and Supports by Life Area

Waiver (N = 964)



CDC+ (N = 109)



Low Scoring Safety Outcomes

Top 3 Reasons Not Met*

Indicator	Waiver	CDC+
Safety - I understand what abuse, neglect and exploitation (ANE) mean.	58.8% (374 Not Met)	67.0% (30 Not Met)
I do not understand what exploitation means	71.4%	56.7%
I do not understand all the different types of abuse (e.g., physical, emotional, verbal, sexual).	63.9%	80.0%
I do not understand what neglect means.	61.8%	46.7%
Safety – I know what to do if abuse, neglect, or exploitation (ANE) occurs.	65.9% (307 Not Met)	63.8% (34 Not Met)
I do not know where to find the Abuse Hotline number.	59.6%	55.9%
I do not know what the Abuse Hotline is.	59.9%	70.6%
I am not aware of what to do if ANE occurs.	42.3%	41.2%

*Note: There may be multiple reasons why an indicator is scored not met; therefore, the not met reasons do not sum to 100%.

Abuse, Neglect, & Exploitation: Both Outcome & Support is Not Present

Safety - I understand what abuse, neglect and exploitation (ANE) mean.

- **Waiver**: Of the **374** individuals who did not have this Outcome present, **32** (8.6%) did not have Support present.
- **CDC+**: Of the **30** individuals who did not have this Outcome present, **2** (6.7%) did not have Support present.

Safety – I know what to do if abuse, neglect, or exploitation (ANE) occurs.

- **Waiver**: Of the **307** individuals who did not have this Outcome present, **29** (9.4%) did not have Support present.
- **CDC+**: Of the **34** individuals who did not have this Outcome present, **2** (5.9%) did not have Support present.

Other Low Scoring MLI Waiver Outcomes

Rights – I understand
my medications:
56.6%
(67.9% CDC+)

- Down from 71.9% in Year 2
- 75% were not aware of potential side effects
- 71% were not aware of medications they take
- 65% did not know why the medications were prescribed

Choice and Self
Direction - I am an
active and
contributing member
of my community:
75.9%

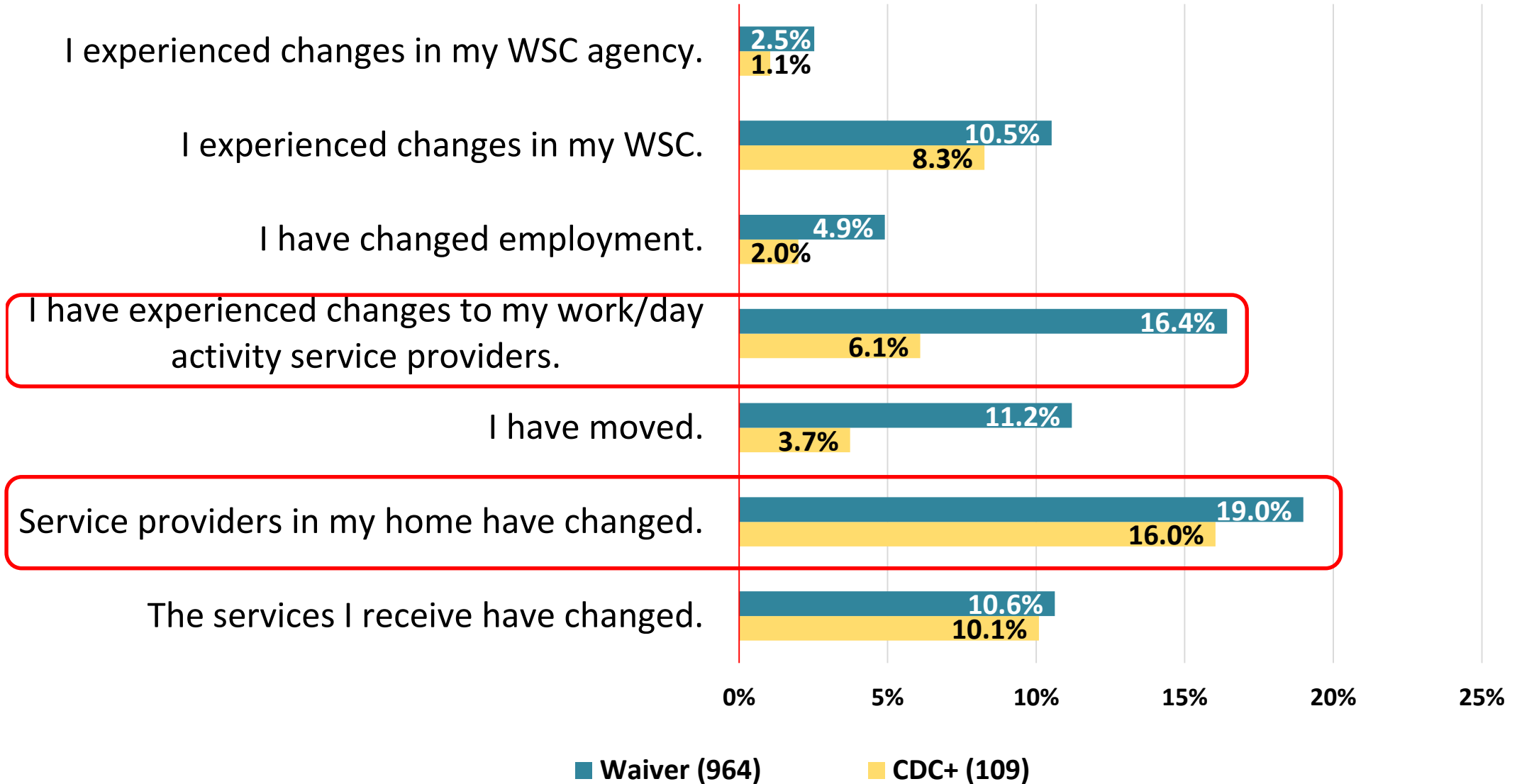
- Down from 90.3% in Year 2
- 45% did not understand what social roles are
- 42% did not understand all the different community groups
- 41% did not understand how to develop/maintain social roles

Other Low Scoring MLI Waiver Outcomes

Rights – I know and exercise my rights: 78.7%

- Down from 91.3% in Year 2
- 79% of individuals did not understand what their rights are
- 26% did not know how to report a complaint or grievance

Within the past 12 months...



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

34.8% of individuals on the Waiver indicated the change in work/day activity service providers was their own choice.

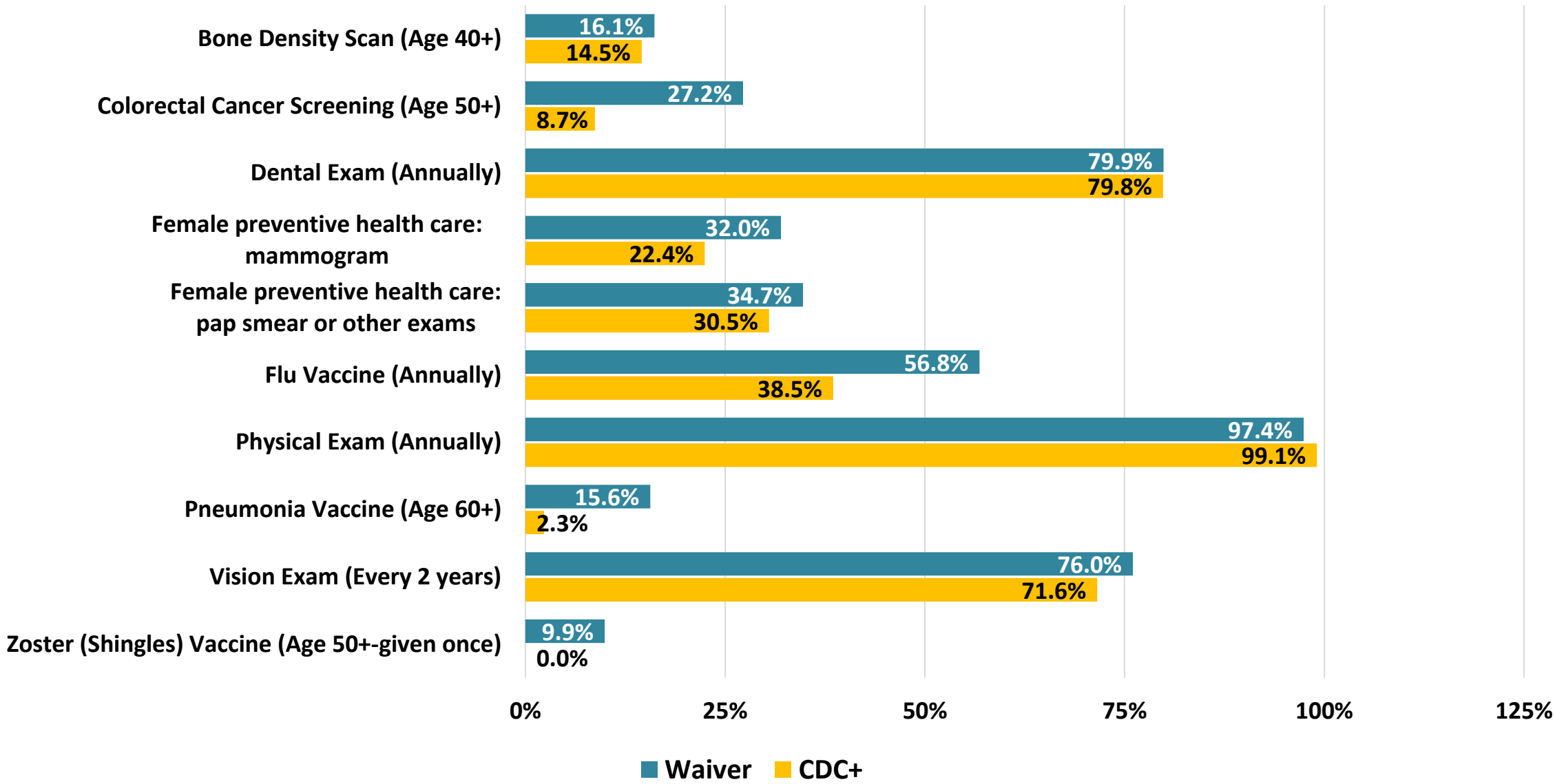
40.0% of individuals on CDC+ indicated this change was their choice.

46.5% of individuals indicated the change in service providers in the home was their own choice.

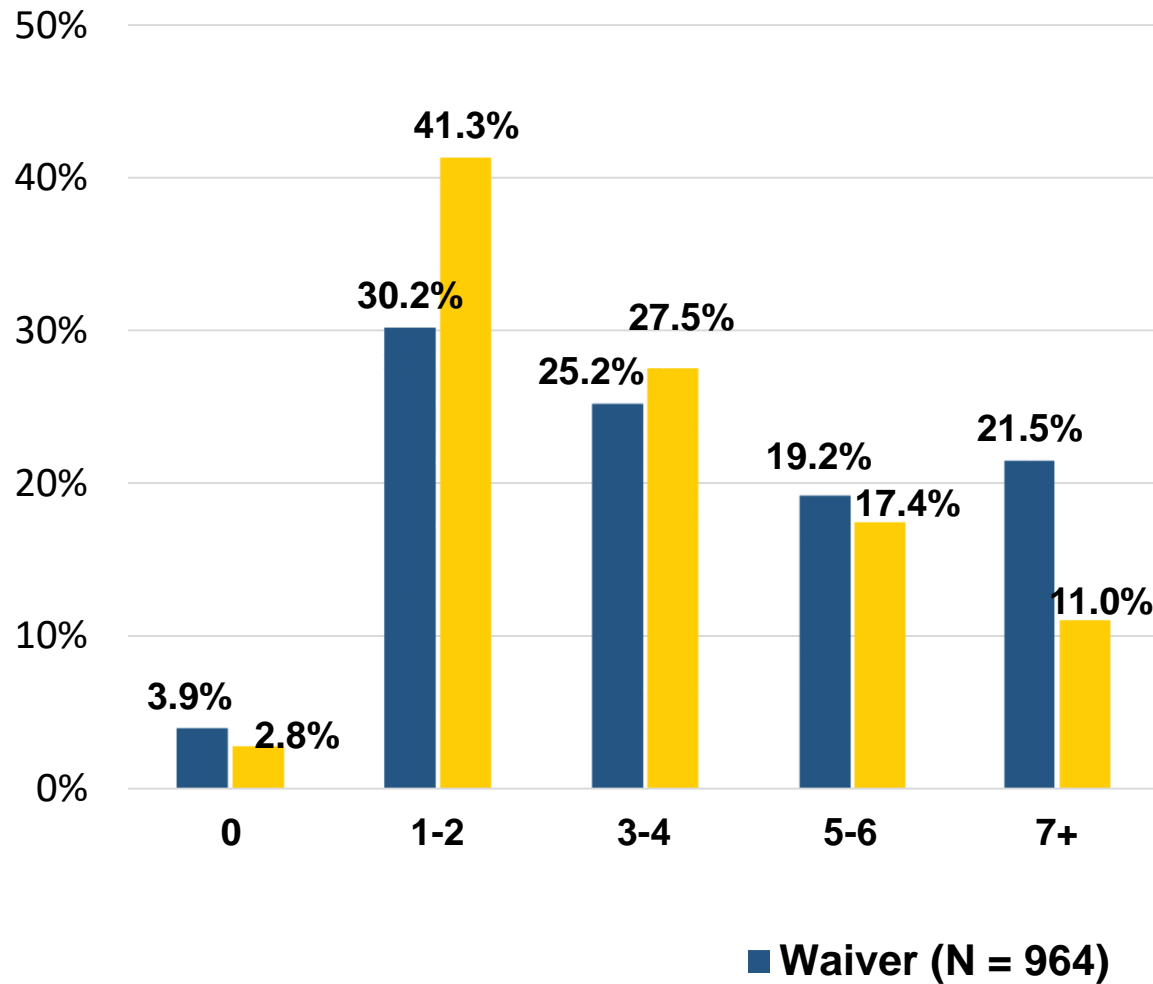
66.7% of individuals on CDC+ indicated this change was their choice.

Health Summary

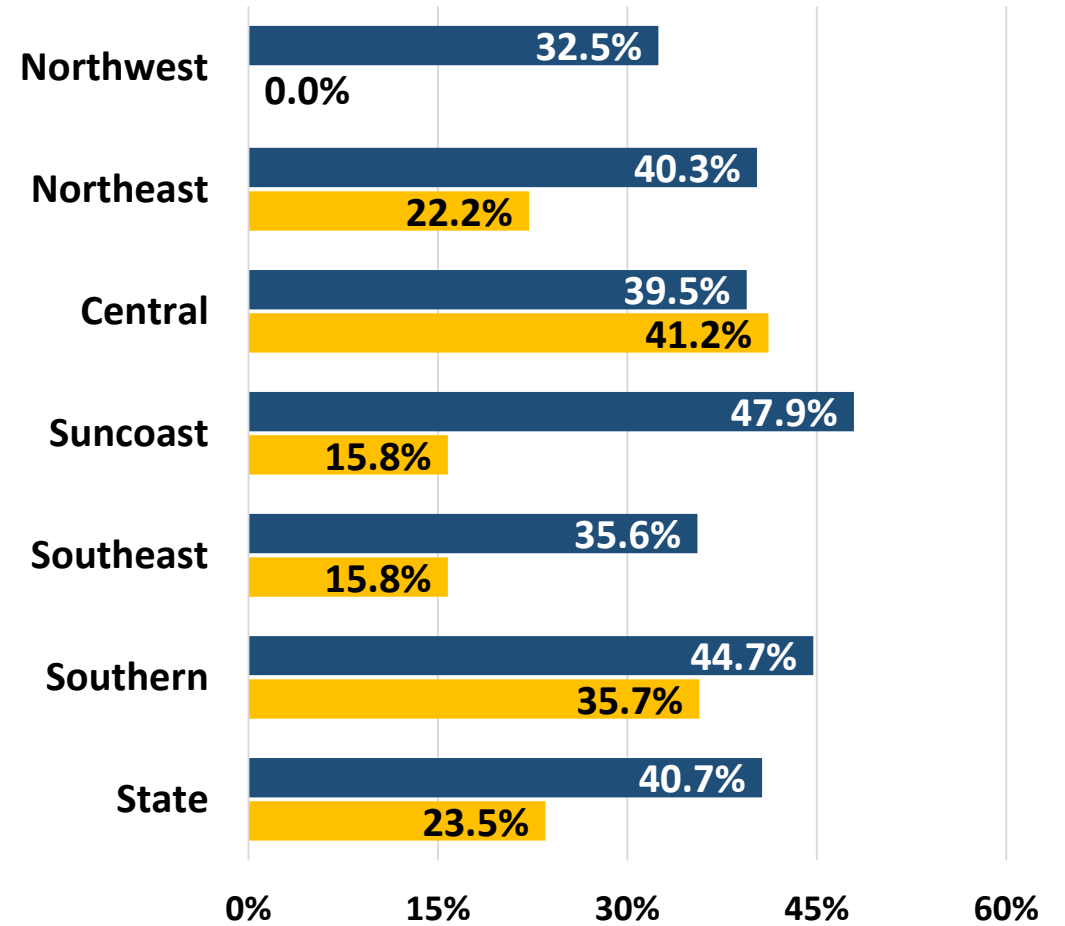
Have you ever received any of the following preventative healthcare procedures?



Number of Medications*



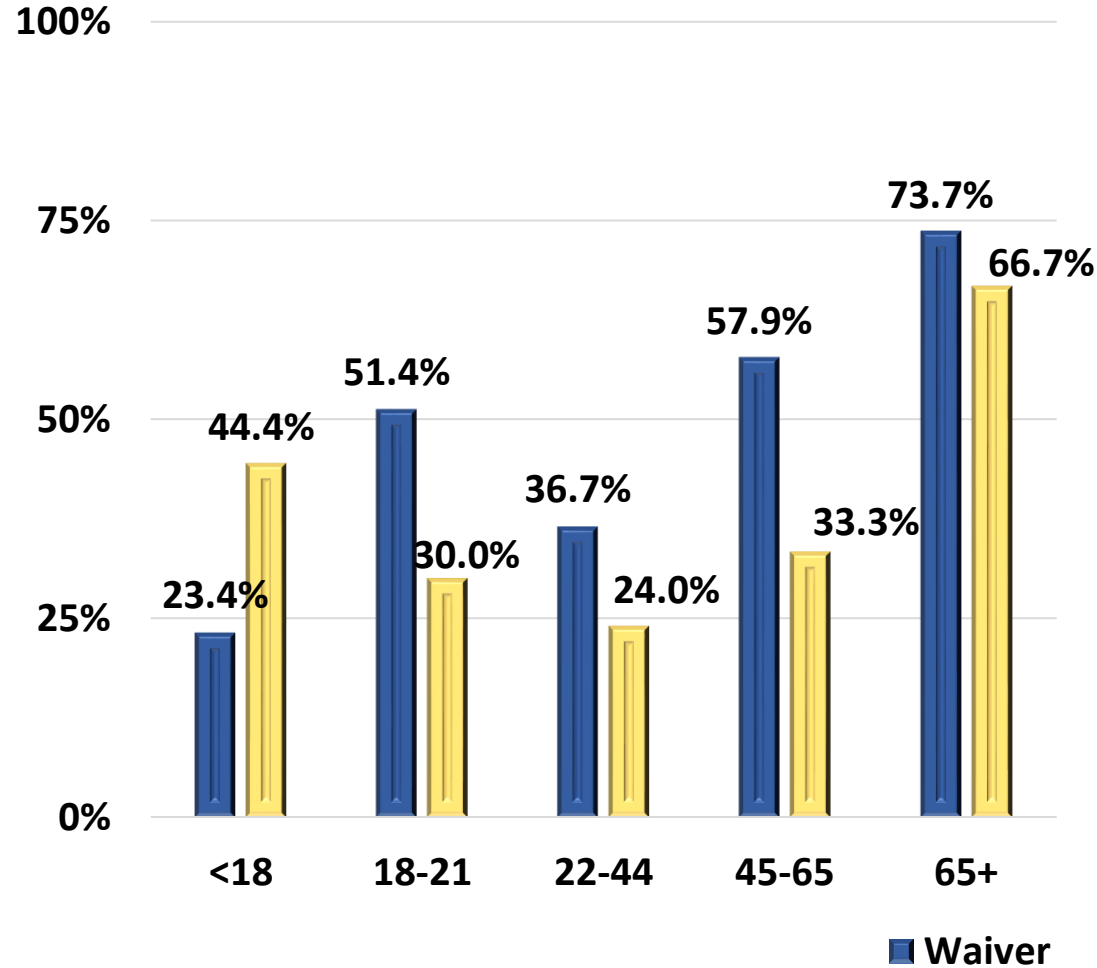
Percent with 5+ Medications



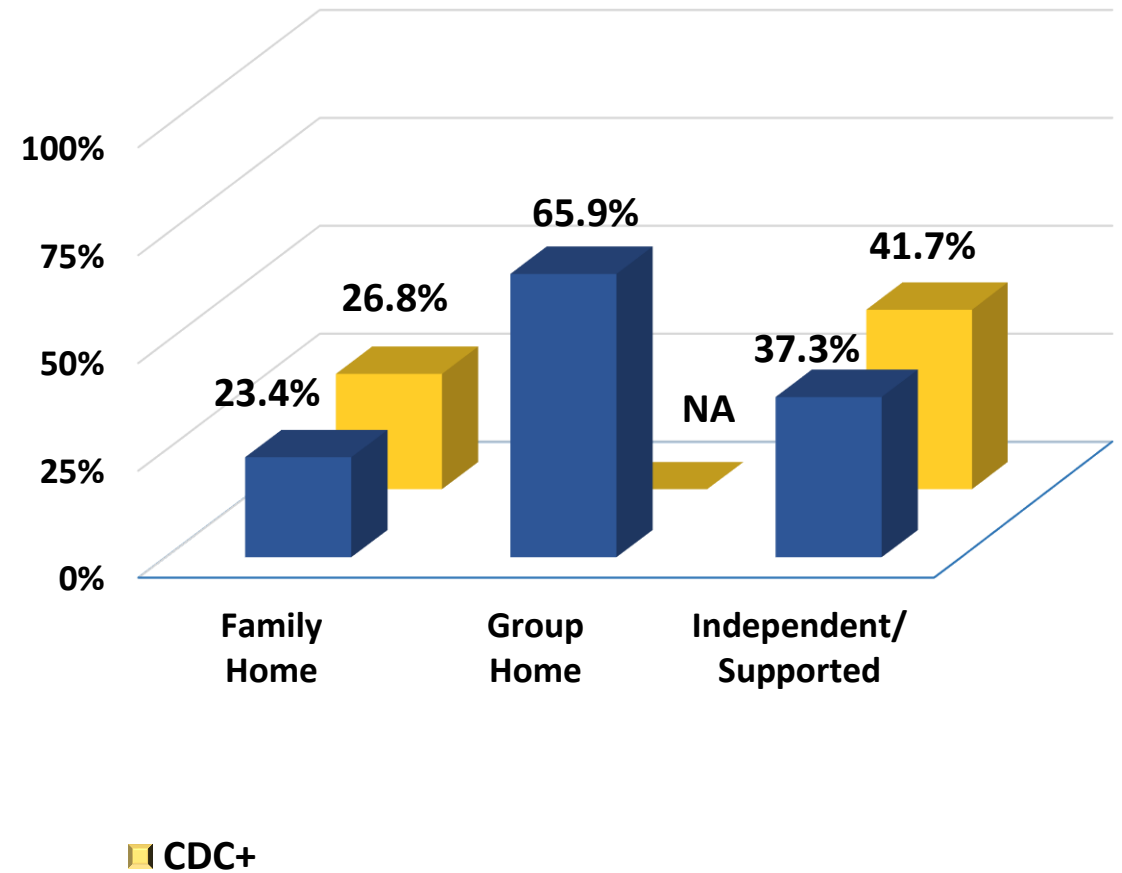
*Includes Over the Counter

Taking 5 or more Medications

By Age Group



By Residential Status



Thank you!

Questions? Comments?

Contact:

Sue Kelly (kellys@qlarant.com)

Katherine Glasgow (glasgowk@qlarant.com)

Srikanth Palamoor (palamoors@qlarant.com)