

# Quality Council Meeting Qlarant Data Presentation

July 18, 2019

**Qlarant** 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

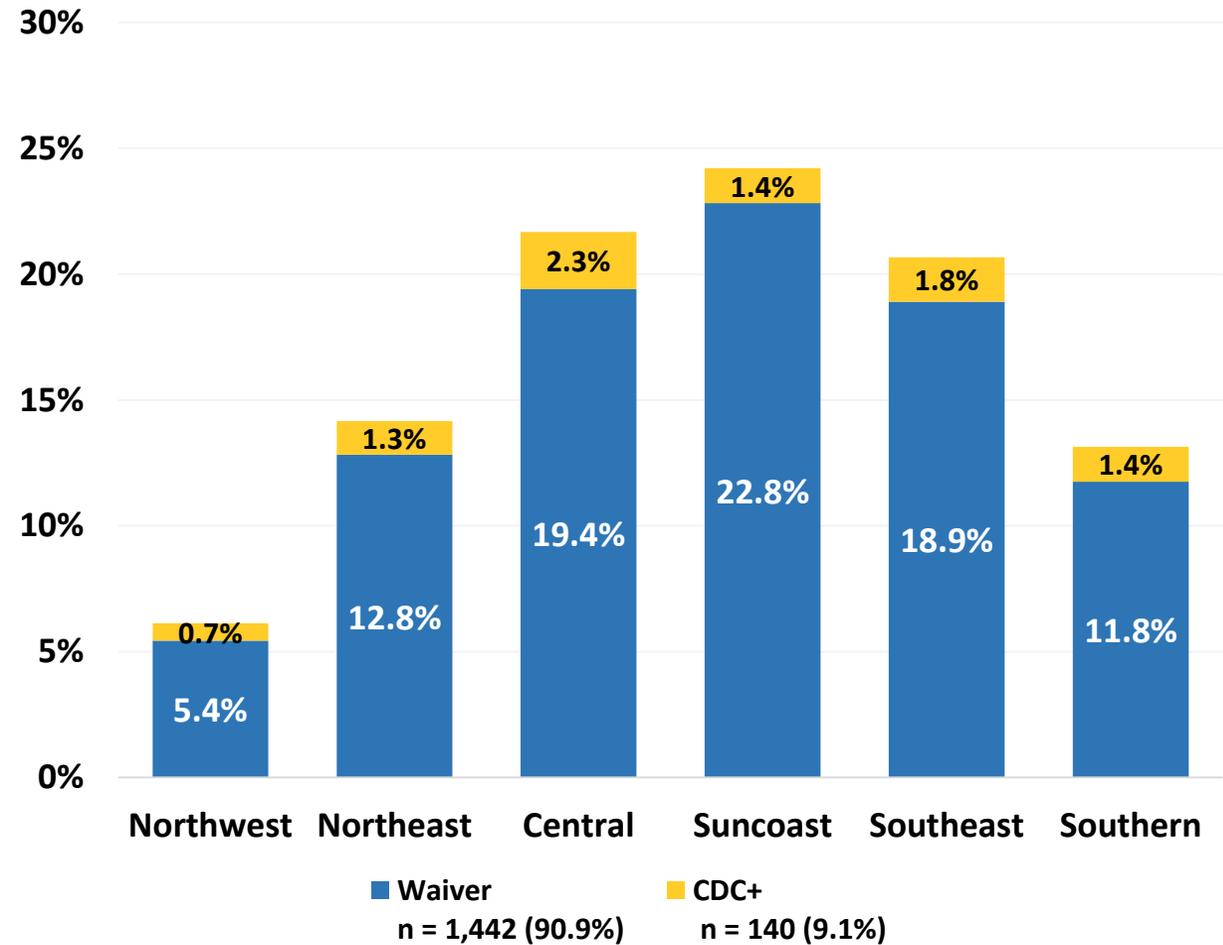
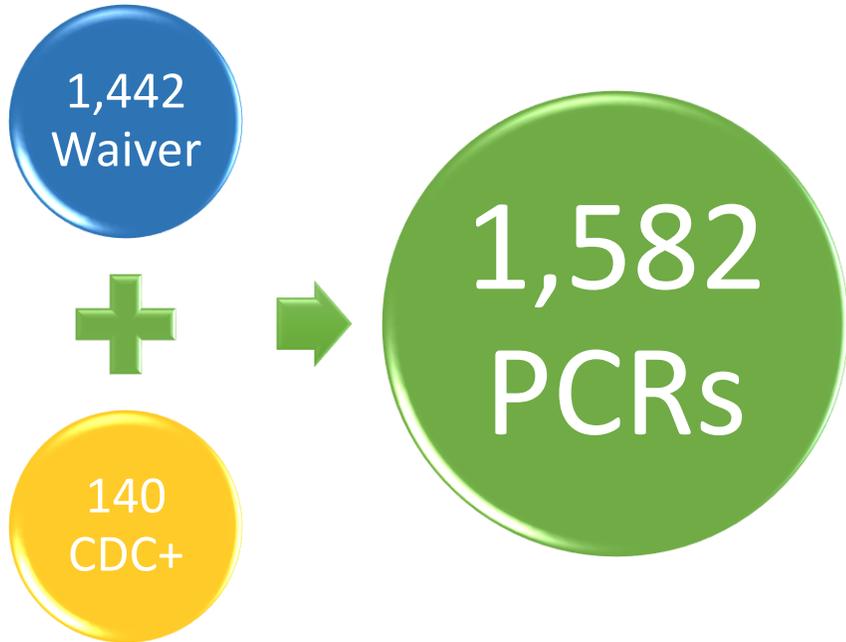
# Outline

- **Person Centered Review (PCR)**
  - Individual Demographics
  - My Life Interview Scores
    - Outcomes & Supports
    - Stability
  - Health Summary
    - Health Concerns
    - Medications
- **Provider Discovery Review (PDR)**
  - FY 2019 Scores by Tool and Region
    - Service Providers
    - WSCs
  - Provider Scores: 2016 – FY 2019
  - Observations
  - Record Reviews
    - Billing Discrepancies
  - Alerts

# Person Centered Reviews

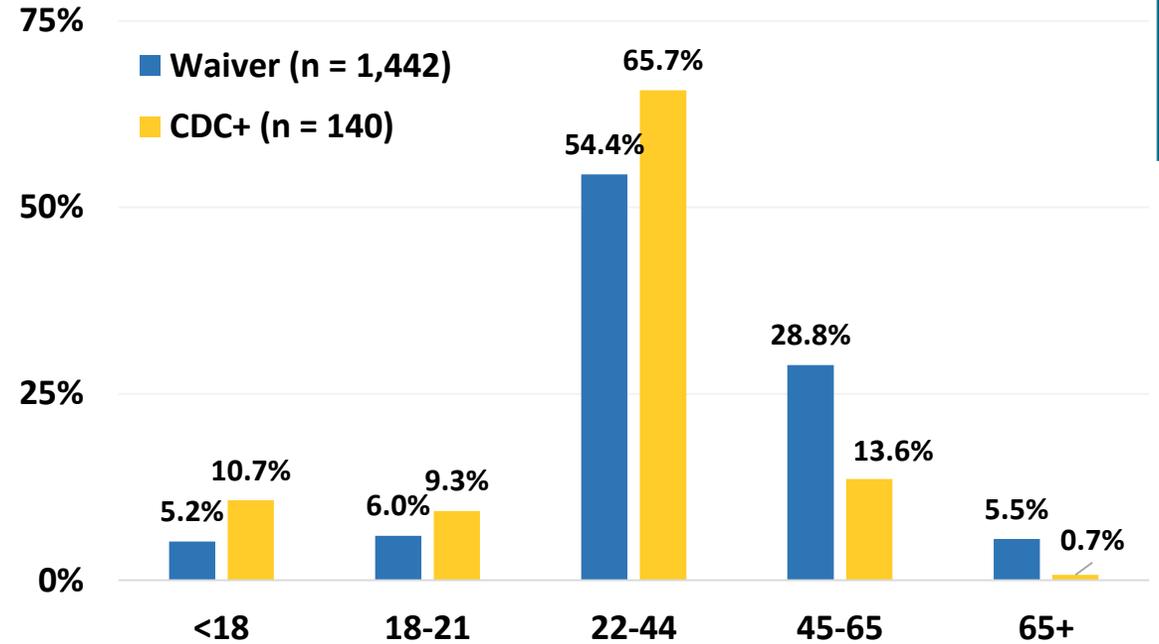
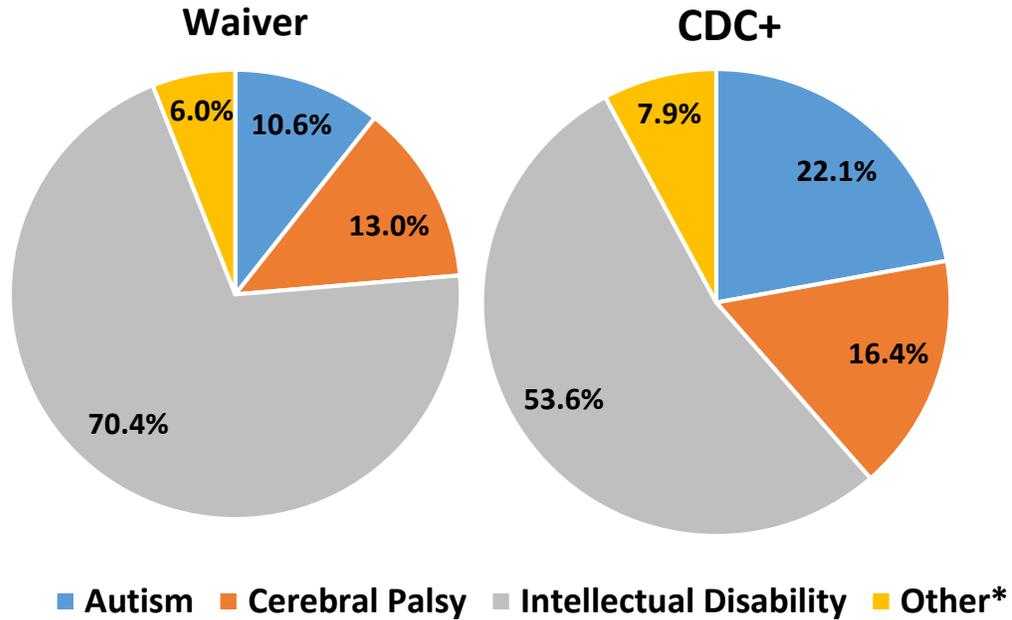
July 2018 – June 2019

# Person Centered Reviews



Note: 55 additional PCRs were completed and approved after this presentation was prepared for a total of 1,637 PCRs (1,493 Waiver and 144 CDC+)

# Individual Demographics



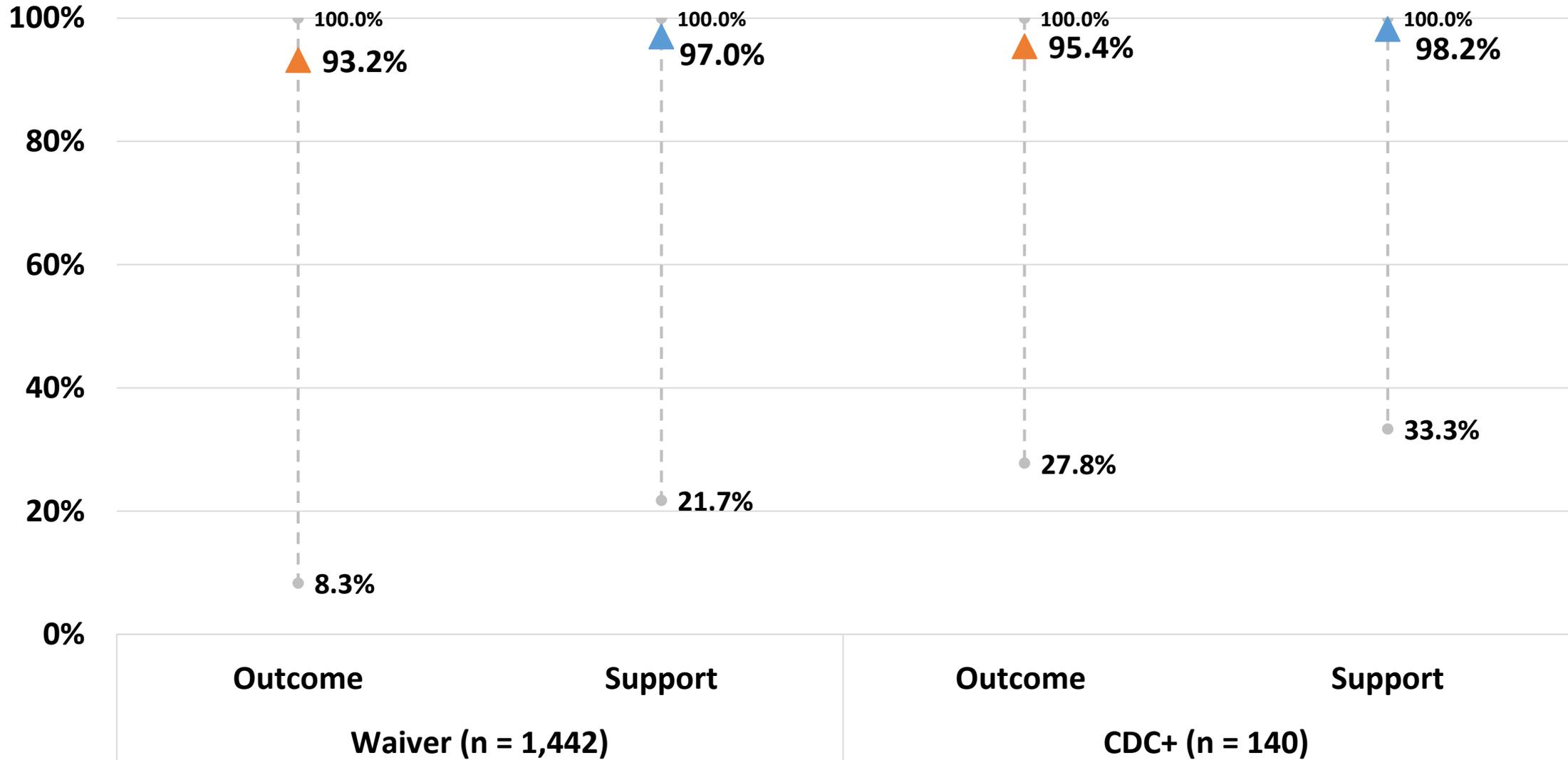
Home Type	Waiver	CDC+
Family	51.2%	89.3%
Group	32.0%	0%
Independent/Supported Living	15.2%	10.7%
Other**	1.5%	0%

\*Other Disability Types: Waiver : 61 Downs Syndrome; 17 Spina Bifida; 2 other; 4Epilepsy,2 Prader will; CDC+: 8 Downs Syndrome;2 Spina Bifida; 1 Epilepsy.

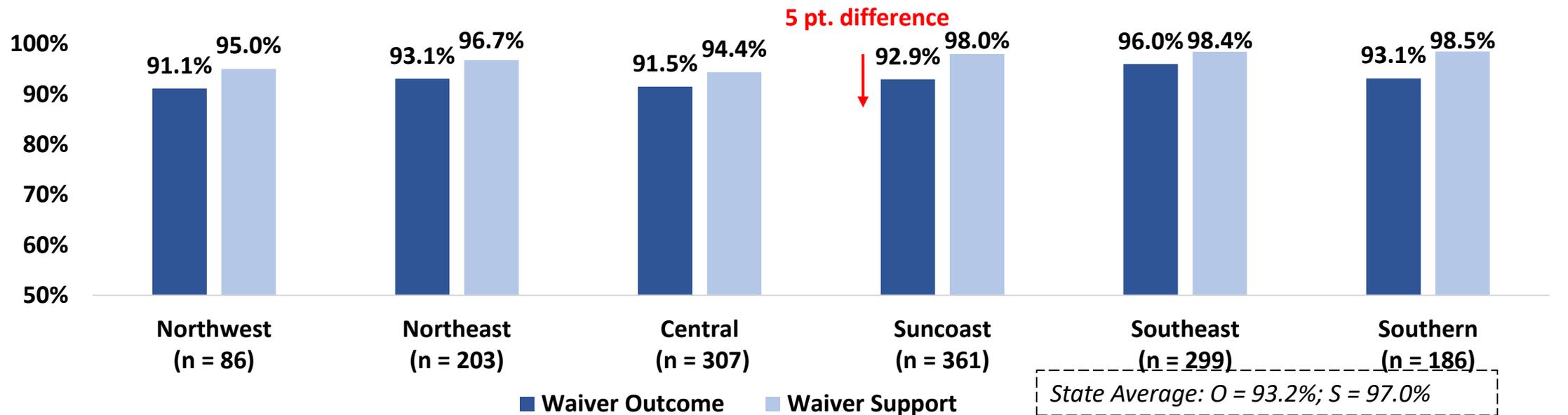
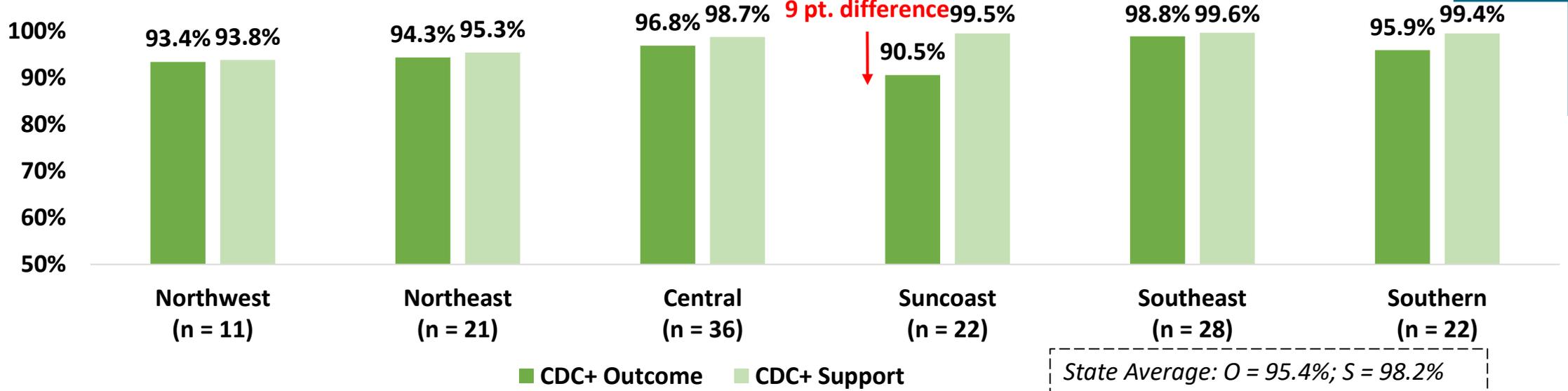
\*\*Other Home Types: 1 Adult Family Care Home; 16 Assisted Living Facility; 5 Foster Home.

# Individual Interview

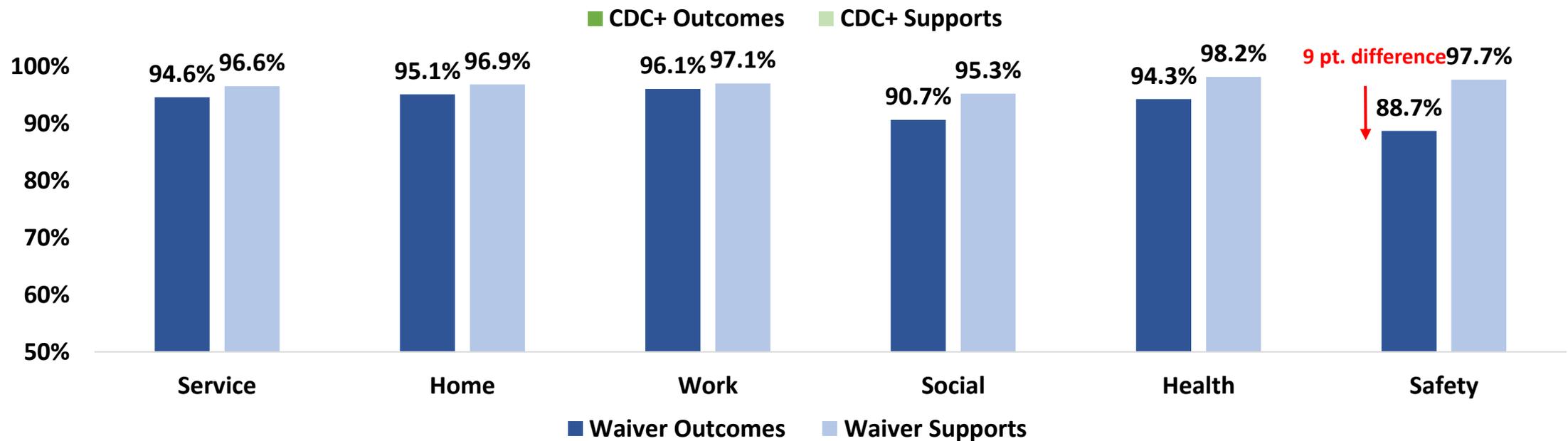
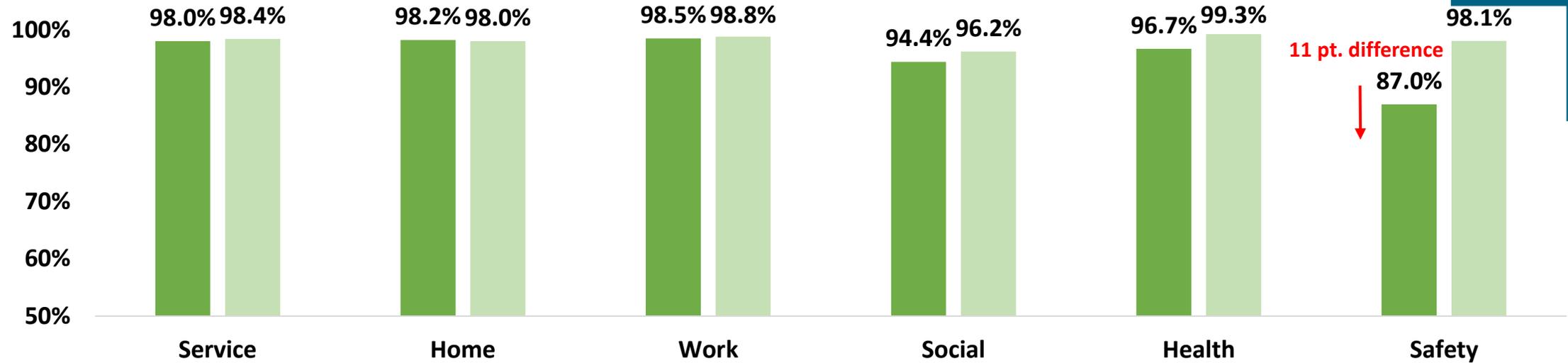
# My Life Interview Outcomes and Supports: Maximum, Average, and Minimum Scores



# Individual Outcomes & Supports by Region



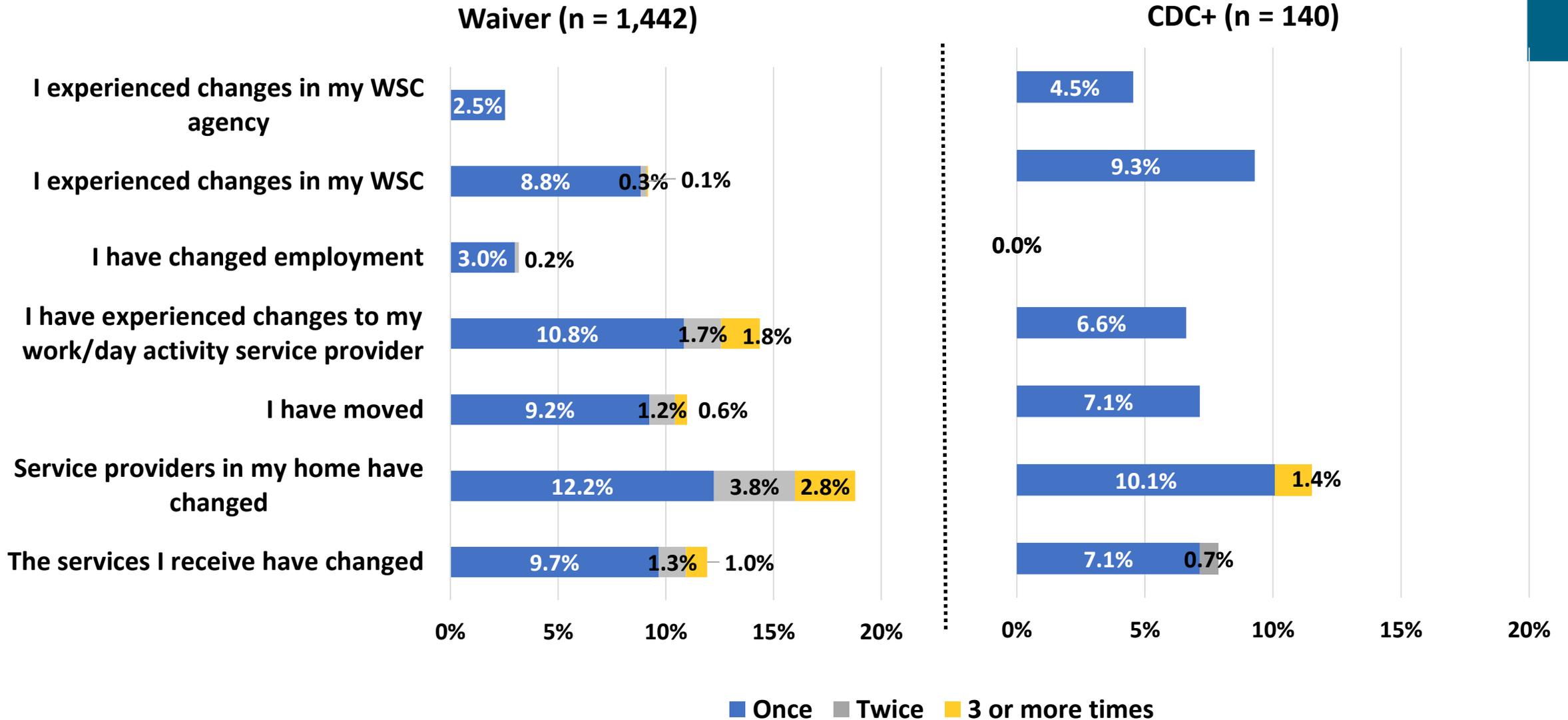
# Individual Outcomes and Supports by Life Area



# Low Scoring Outcomes and #1 Reason Not Met

Indicator	Waiver	CDC+
<b>Safety - I understand what abuse, neglect and exploitation (ANE) mean.</b>	<b>80.7%</b>	<b>79.3%</b>
I do not understand what exploitation means (Waiver = 210; CDC+ = 19)		
<b>Safety – I know what to do if abuse, neglect, or exploitation (ANE) occurs.</b>	<b>84.9%</b>	<b>78.9%</b>
Waiver: I do not know what the Abuse Hotline is (n = 109) CDC+: I am not aware of what to do if ANE occurs (n = 19)		
<b>Rights – I understand my medication</b>	<b>76.7%</b>	<b>83.6%</b>
Waiver: I am not aware of potential side effects of my medications (n = 86) CDC+: I am not aware of why my medications are prescribed (n = 4)		
<b>Choice and Self Direction - I am an active and contributing member of my community.</b>	<b>82.9%</b>	<b>90.1%</b>
Waiver: I participate in community activities but I would like to develop more meaningful connections (n = 88) CDC+: I do not understand how to develop and maintain social roles & I do not understand what social roles are (n = 6)		
<b>Choice and Self-Direction - I am part of and participate in my community.</b>	<b>89.2%</b>	<b>93.3%</b>
Waiver: I participate in community activities but would like to do more (n = 103) CDC+: My preferences regarding community activities are not supported (n = 33)		

# Stability: In the past 12 months...

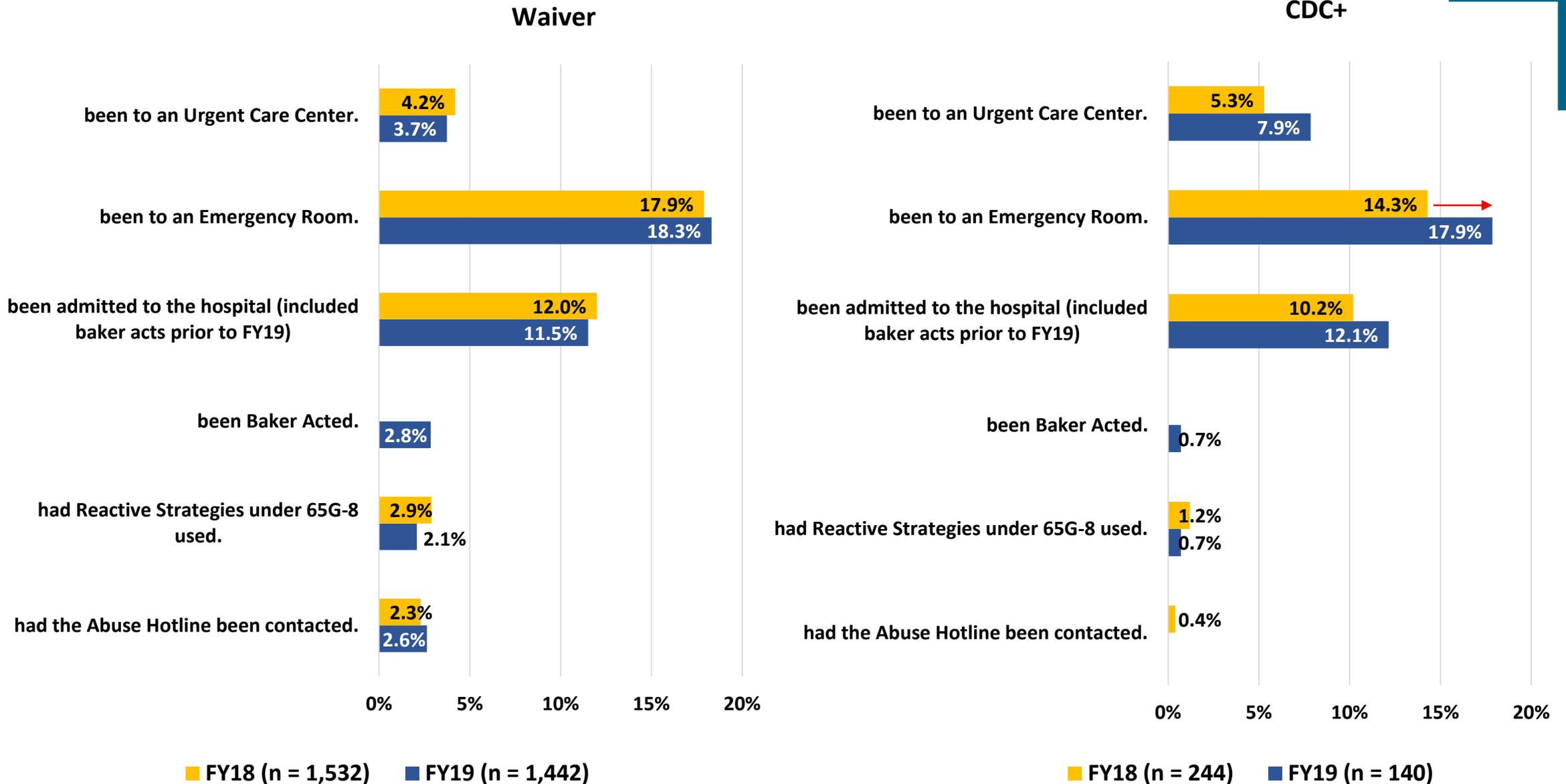


# Stability by Home Type

- Compared to the State Average for all Waiver Individuals:
  - Individuals living in the family home were...
    - were **less** likely to have moved (-4.7 pts.), to have service providers in their home change (-3.6 pts.) or to have their services change (-2.9 pts.)
  - Individuals living in a group home...
    - were **more** likely to have moved (+4.2 pts.), to have service providers in their home change (+5.1 pts.) or to have their services change (+3.2%).
  - Individuals in independent/supported living...
    - were **more** likely to have experienced changes in their WSC (+4.1 pts.), to have moved (+7.1 pts.) or to have their services change (+3.6 pts.).

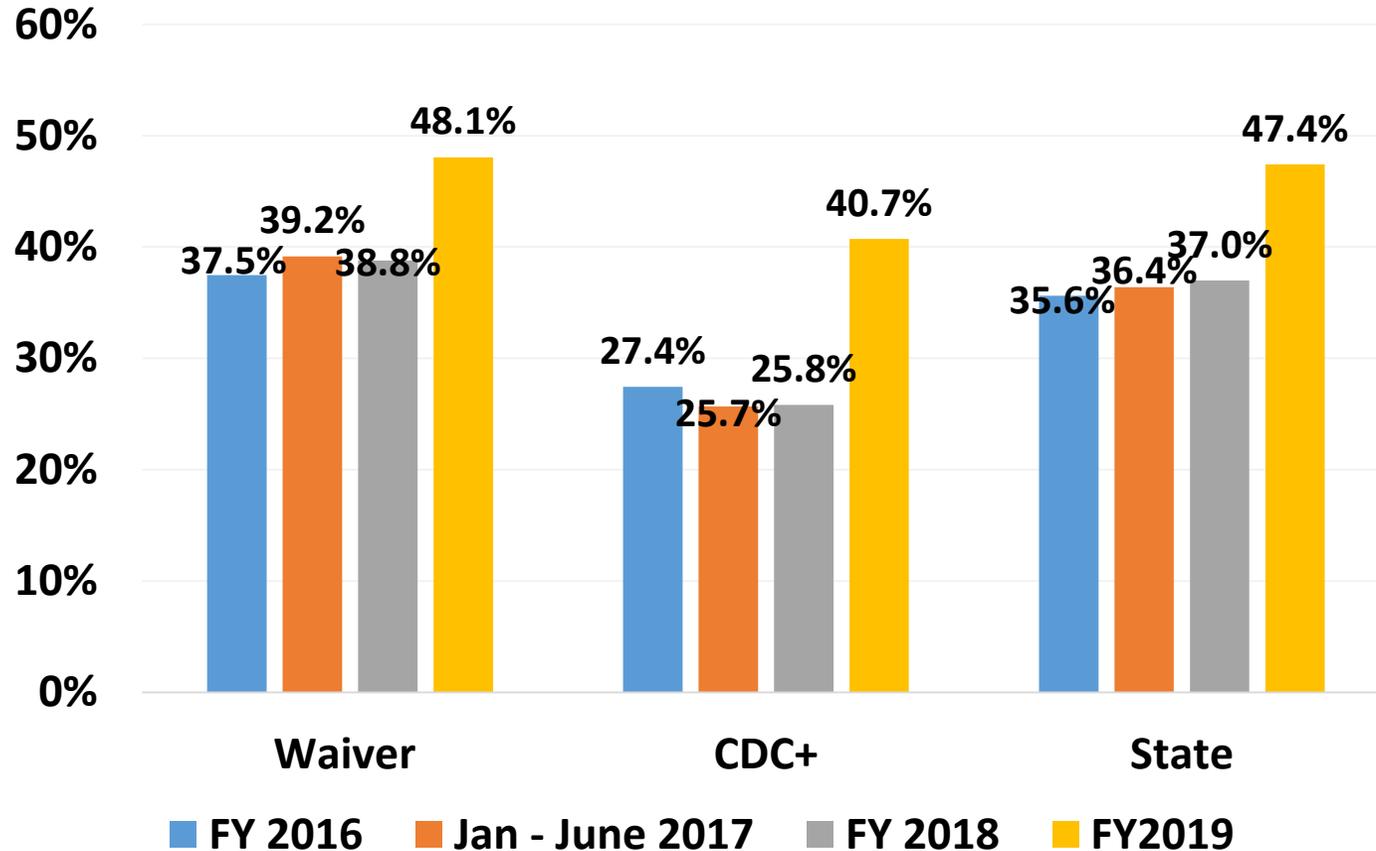
# Health Summary

# In the past 12 months, the individual has...



# Four or More Medications?

4+ Medications: 2016 – FY 2019

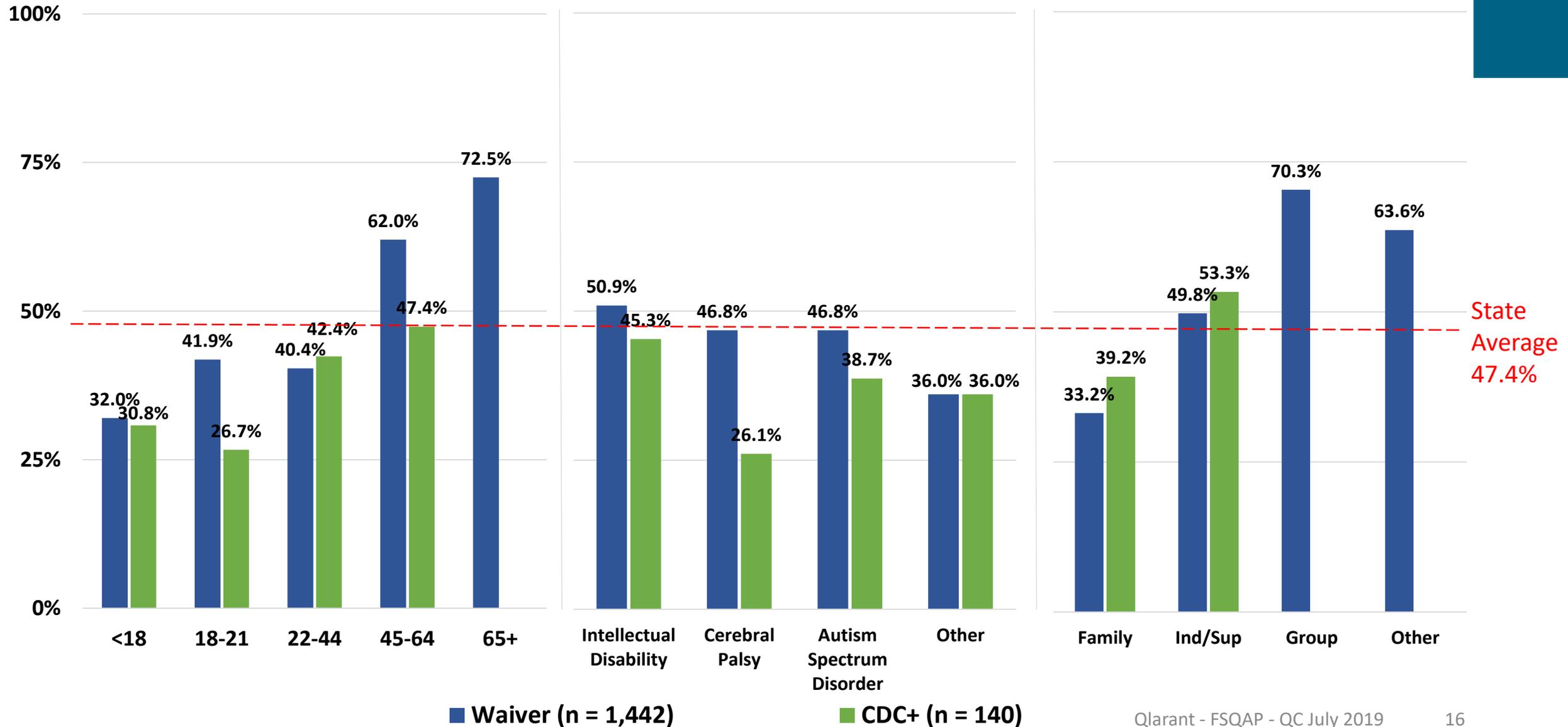


Since 2016, there has been an **11.8 point** increase in the percentage of individuals taking 4 or more medications:

- **Waiver:** 10.6 point increase
- **CDC+:** 13.3 point increase

**47 New Medications added to the Health Summary since 2016**

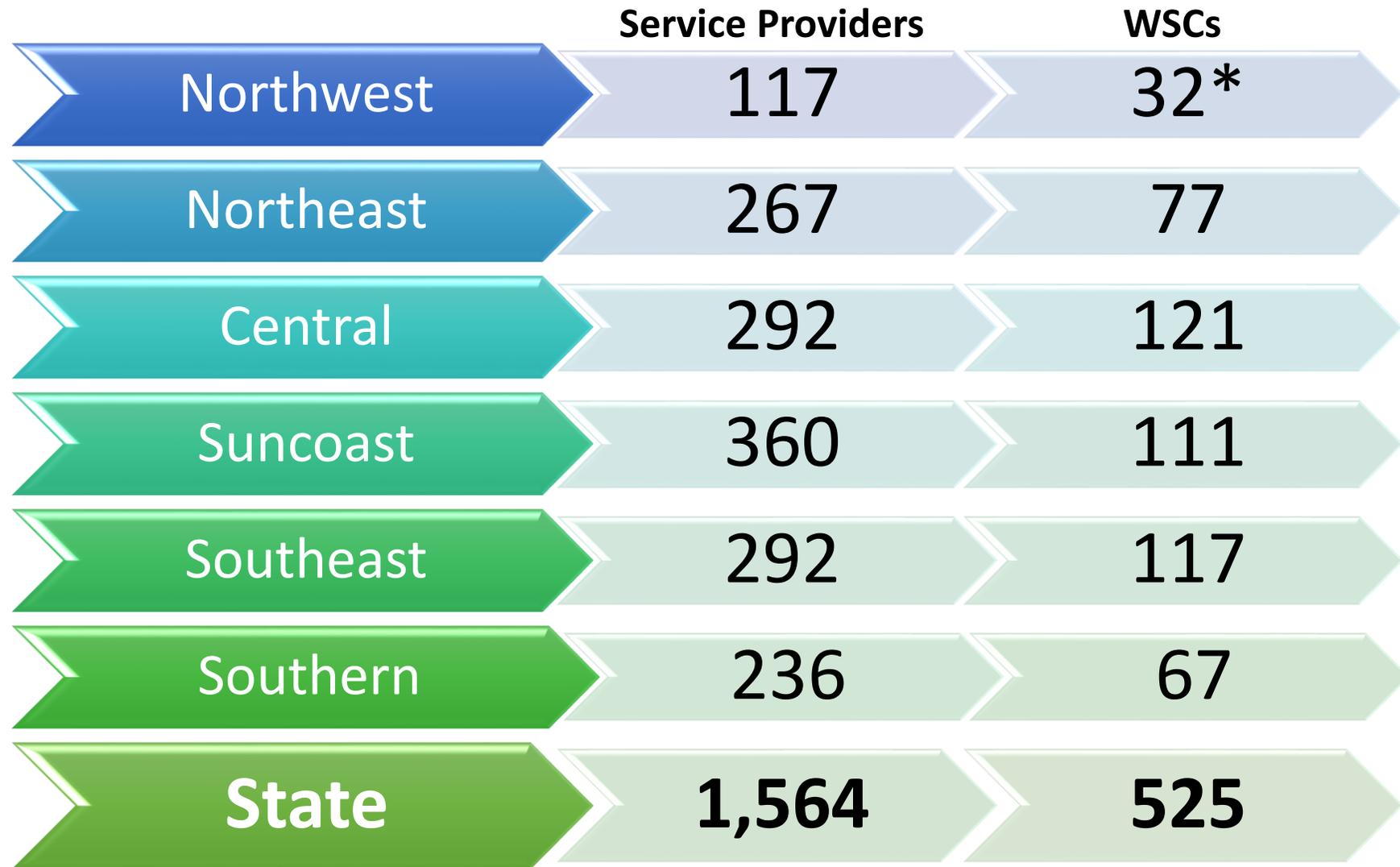
# 4+ Medications: FY 2019 by Individual Demographics



# Provider Discovery Reviews

July 2018 – June 2019

# PDRs by Region

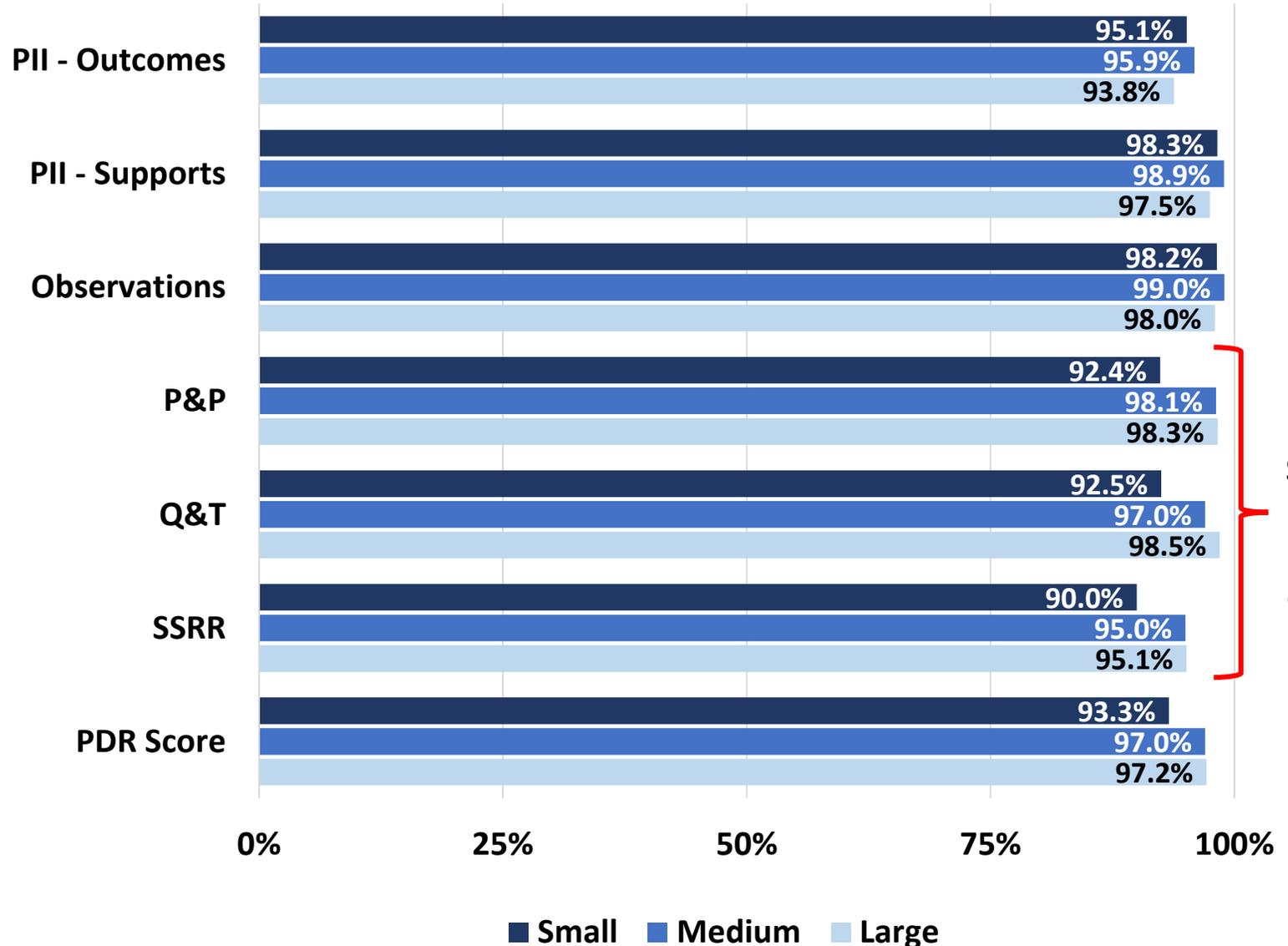
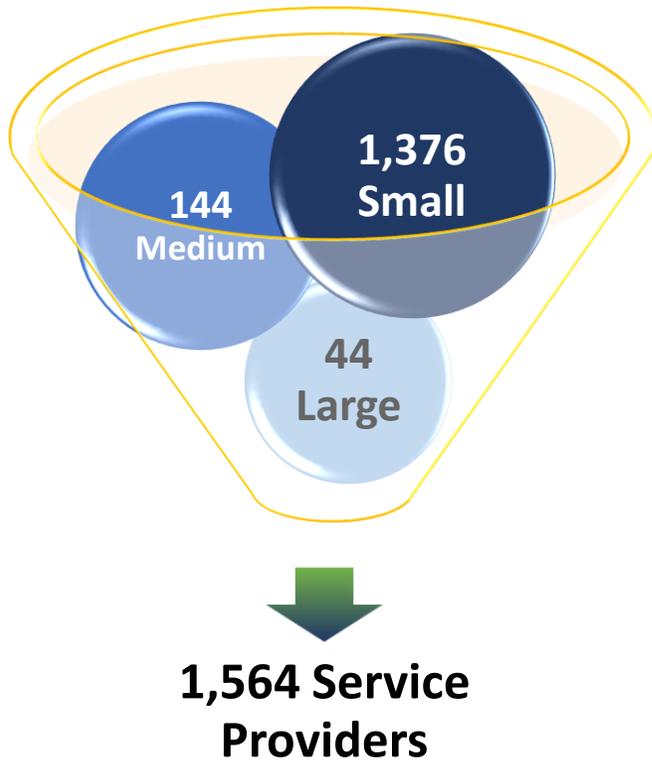


\*Due to Hurricane Michael, there were fewer PDRs conducted for WSCs in the Northwest region compared to previous years.

# Service Provider Scores by Tool and Region

Region	My Life Interview (N = 2,281)		Staff Interview (N = 2,284)	Observations (N = 1,305)		Q & T (N=4,000)	P & P (N = 1,564)	SSRR (N = 5,713)	PDR Score
	Outcomes	Supports		Announced (n = 796)	Unannounced (n= 509)				
<b>Northwest</b>	91.8%	97.2%	97.3%	98.6%	98.5%	91.5%	91.4%	91.5%	93.7%
<b>Northeast</b>	96.1%	98.7%	99.1%	99.0%	98.5%	93.6%	93.2%	90.5%	94.0%
<b>Central</b>	94.3%	97.5%	98.0%	98.6%	97.6%	93.1%	92.3%	91.7%	94.3%
<b>Suncoast</b>	93.3%	98.2%	98.7%	98.8%	97.5%	93.5%	94.5%	90.2%	93.8%
<b>Southeast</b>	96.7%	98.7%	98.1%	98.7%	98.1%	91.8%	93.0%	90.8%	93.9%
<b>Southern</b>	97.2%	98.9%	99.1%	98.6%	98.6%	95.2%	93.8%	93.8%	96.0%
<b>State</b>	<b>95.1%</b>	<b>98.3%</b>	<b>98.5%</b>	<b>98.4%</b>	<b>98.1%</b>	<b>93.3%</b>	<b>93.3%</b>	<b>91.3%</b>	<b>94.3%</b>

# Service Provider Scores by Provider Size



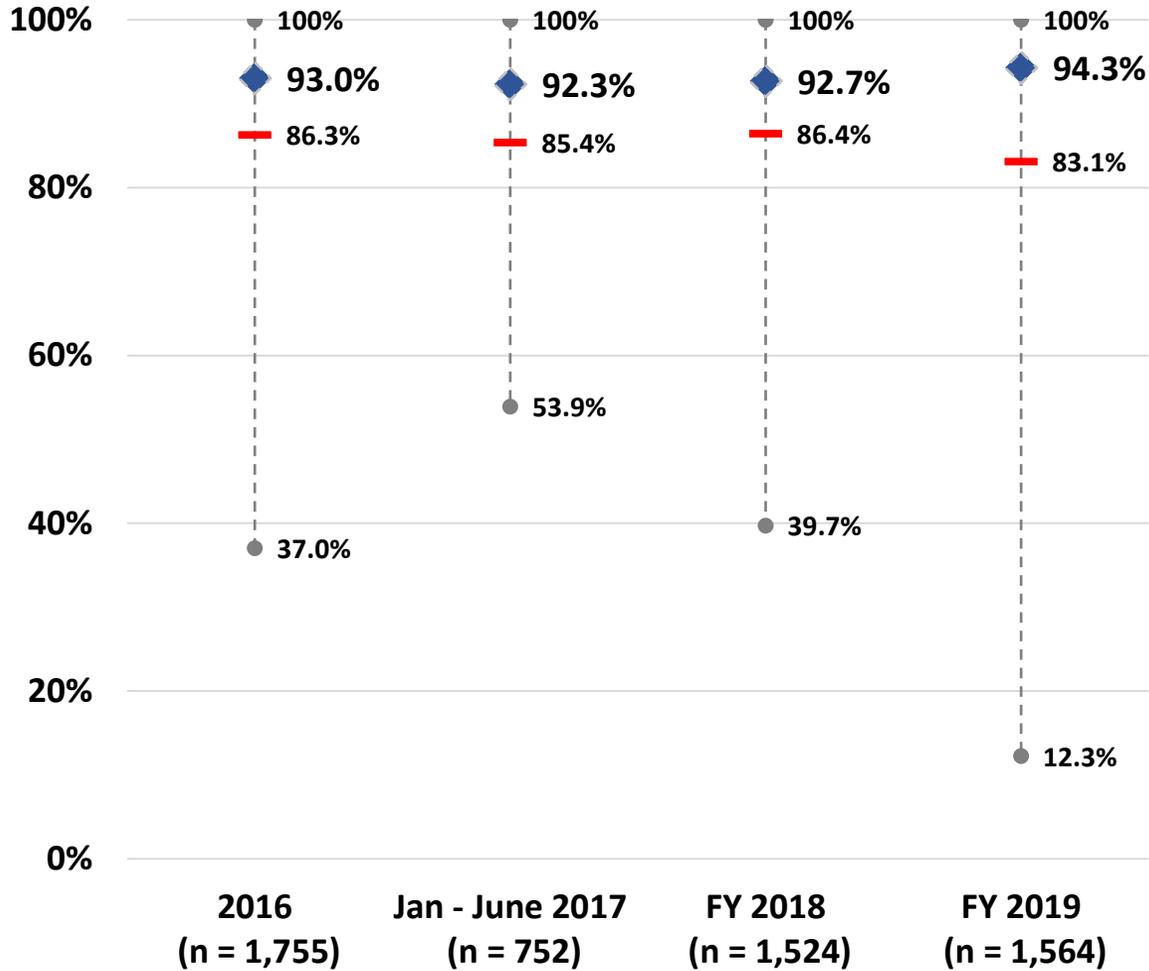
On average, Small providers score 5-6 pts. lower on documentation

# Overall PDR Scores: WSCs

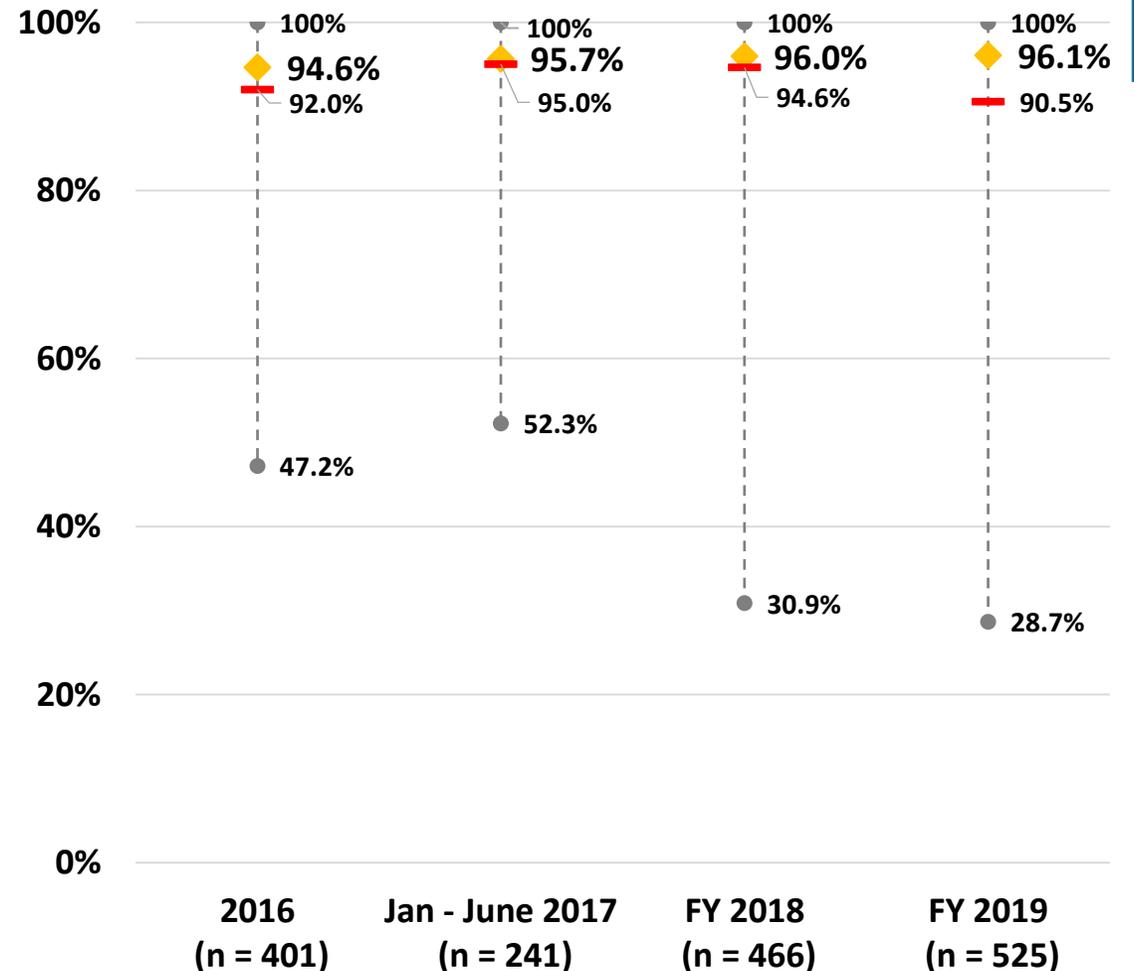
Region	Q & T (N = 712)	P&P (N = 525)	WSC Record Reviews (N = 2,223)		PDR Score (N = 525)
			Announced (n = 1,407)	Unannounced (n = 816)	
Northwest	97.9%	98.0%	96.4%	97.0%	97.0%
Northeast	95.5%	96.9%	95.3%	94.6%	96.4%
Central	94.2%	95.5%	91.7%	92.6%	94.1%
Suncoast	96.4%	95.0%	94.6%	93.1%	95.8%
Southeast	93.8%	94.2%	92.0%	95.1%	96.0%
Southern	94.0%	97.0%	96.5%	96.2%	97.1%
<b>State</b>	<b>95.0%</b>	<b>95.6%</b>	<b>95.0%</b>	<b>94.5%</b>	<b>96.1%</b>

# Provider Discovery Review Scores: 2016 – FY 2019

### Service Providers



### WSCs

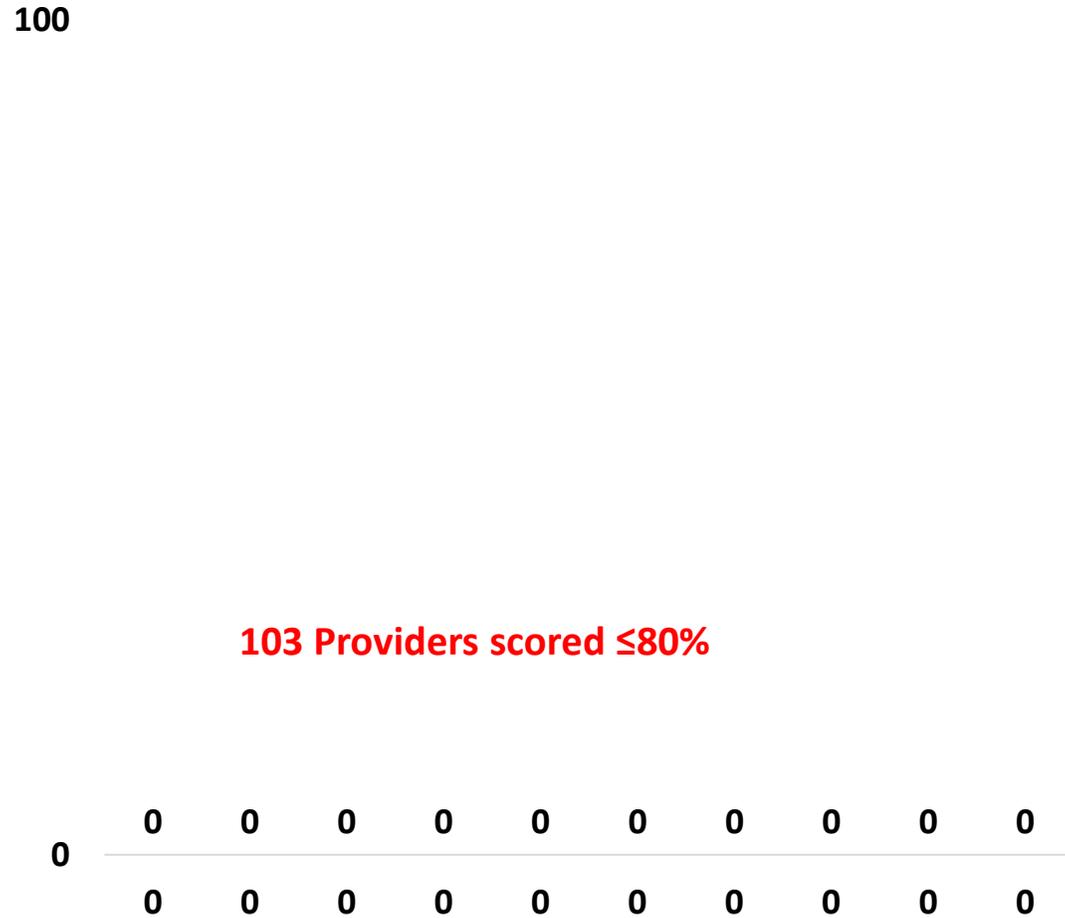


◆ Average PDR Score    - % of Providers with PDR score > 85%

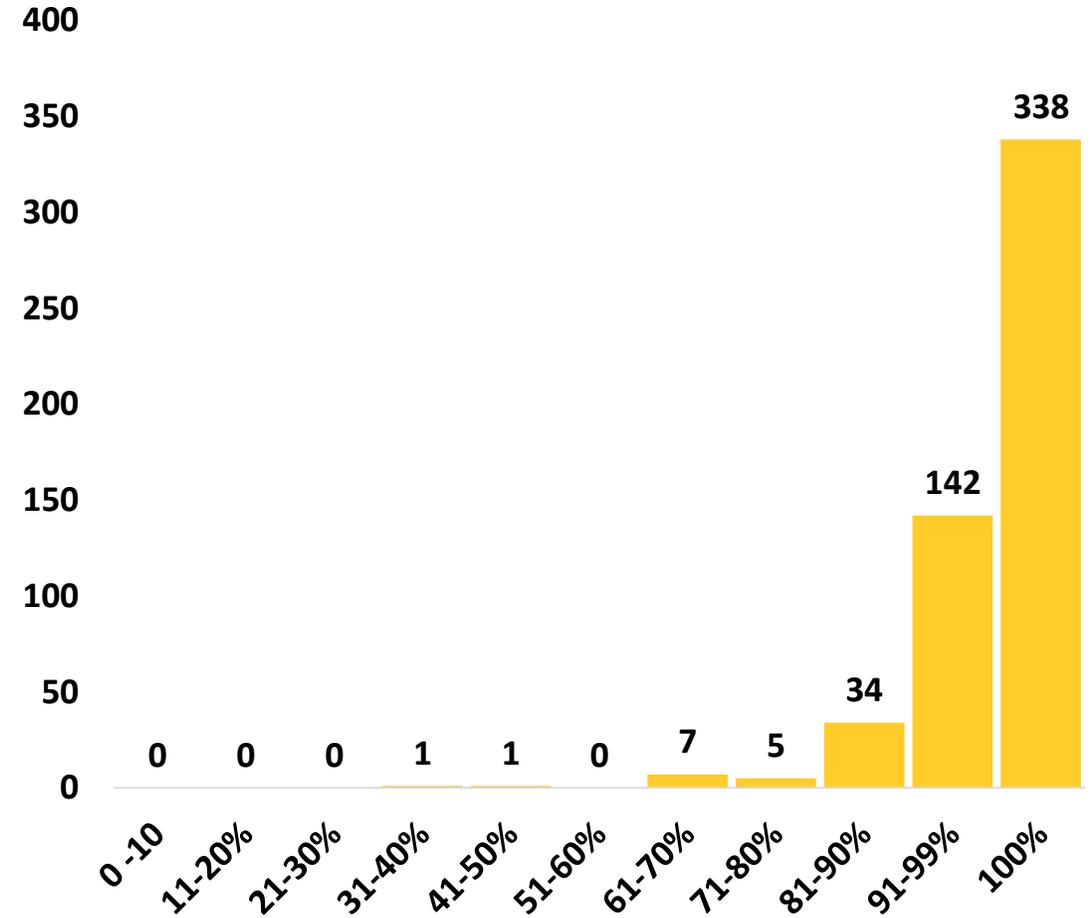
◆ Average PDR Score    - % of WSCs with PDR score > 85%

# FY 2019: Distribution of PDR Scores

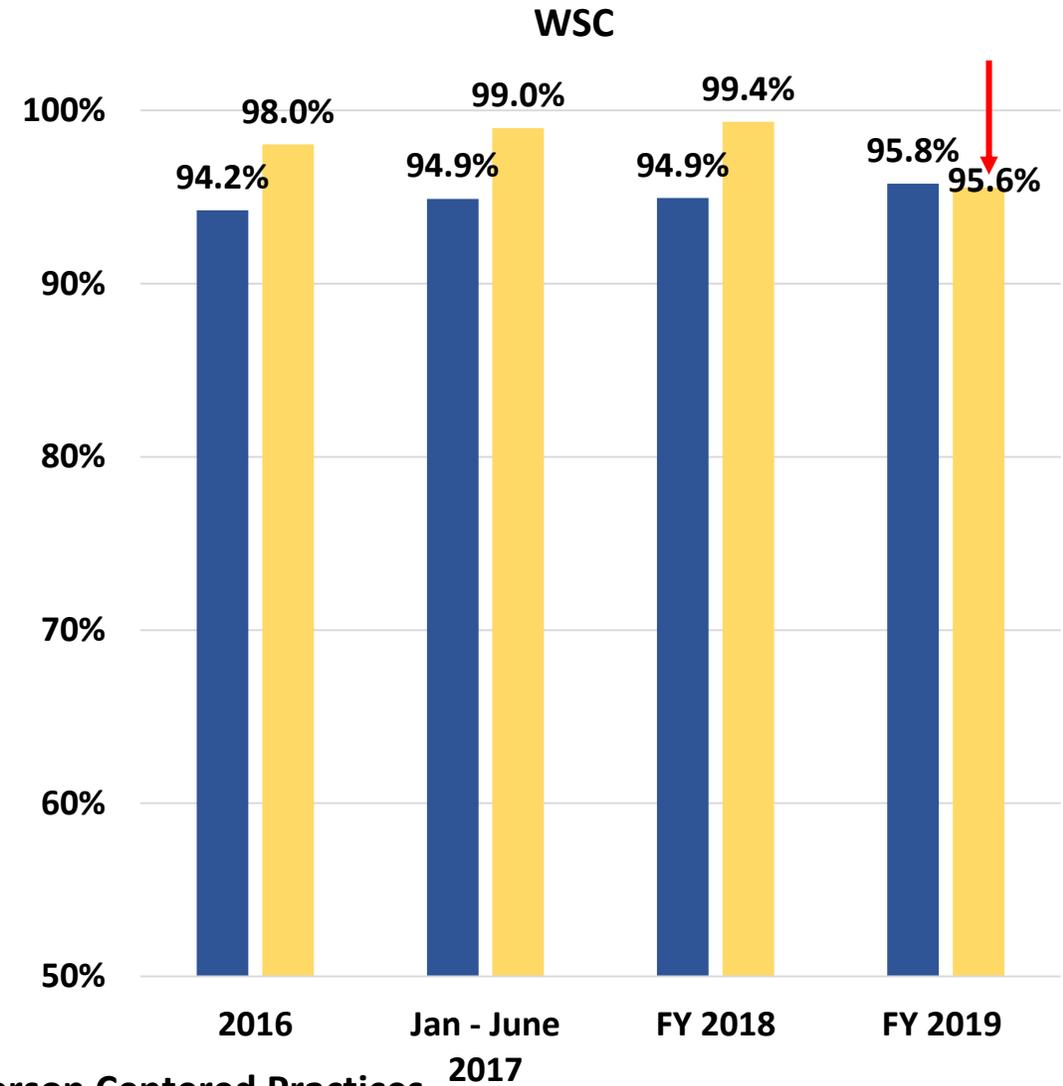
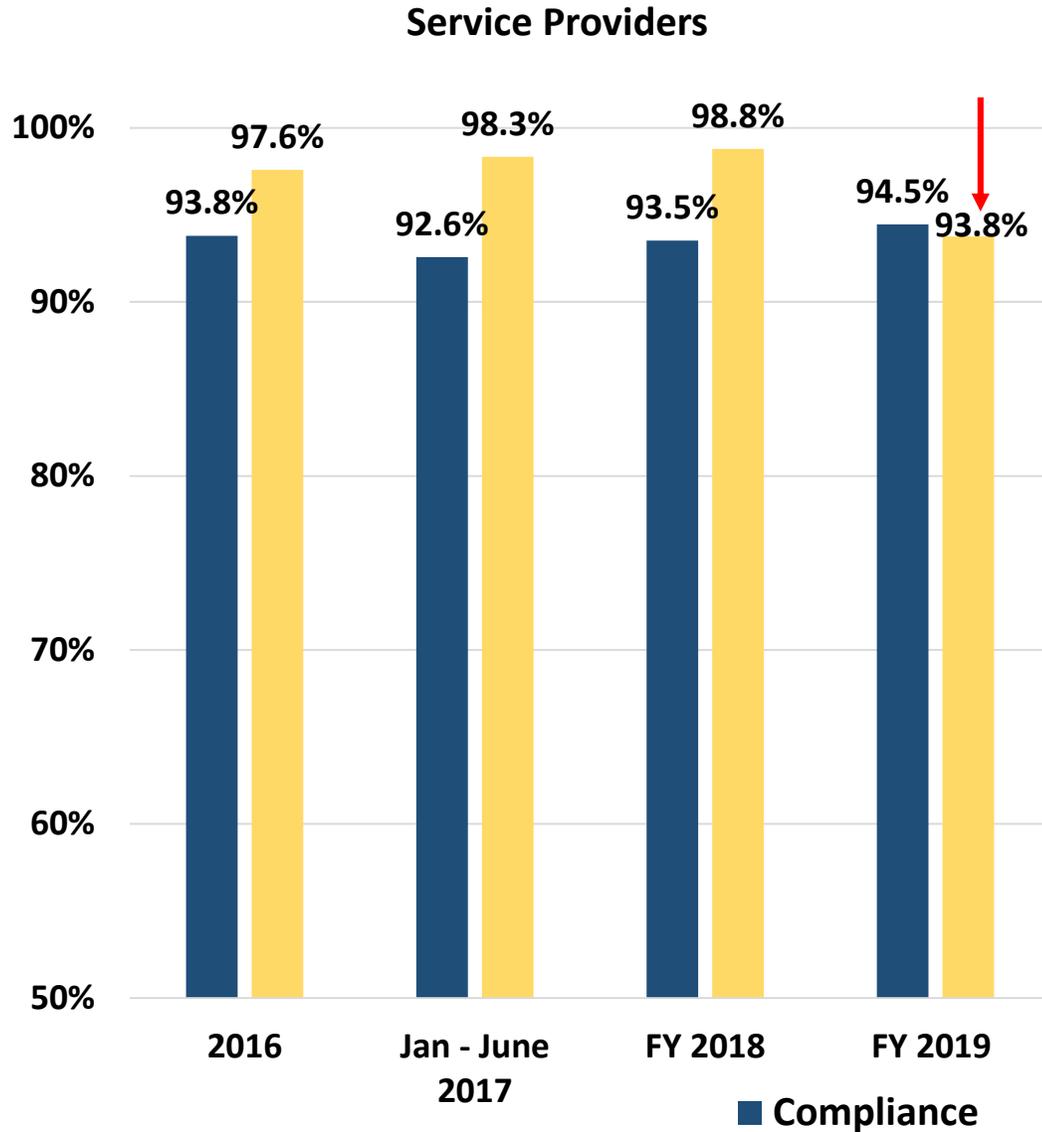
Service Providers (n = 1,641)



WSC (n = 528)

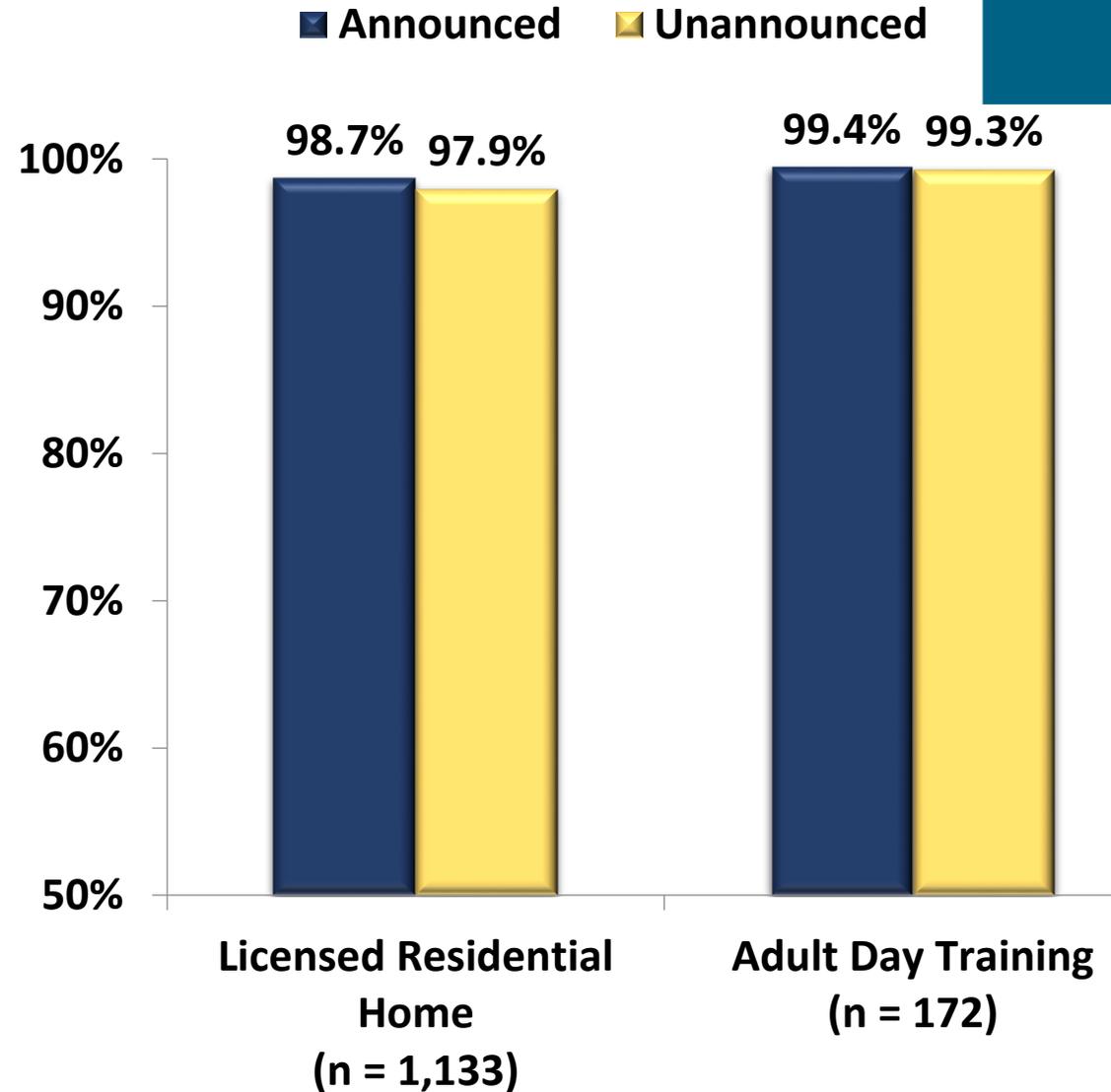


# Compliance vs. Person Centered Practices Scores



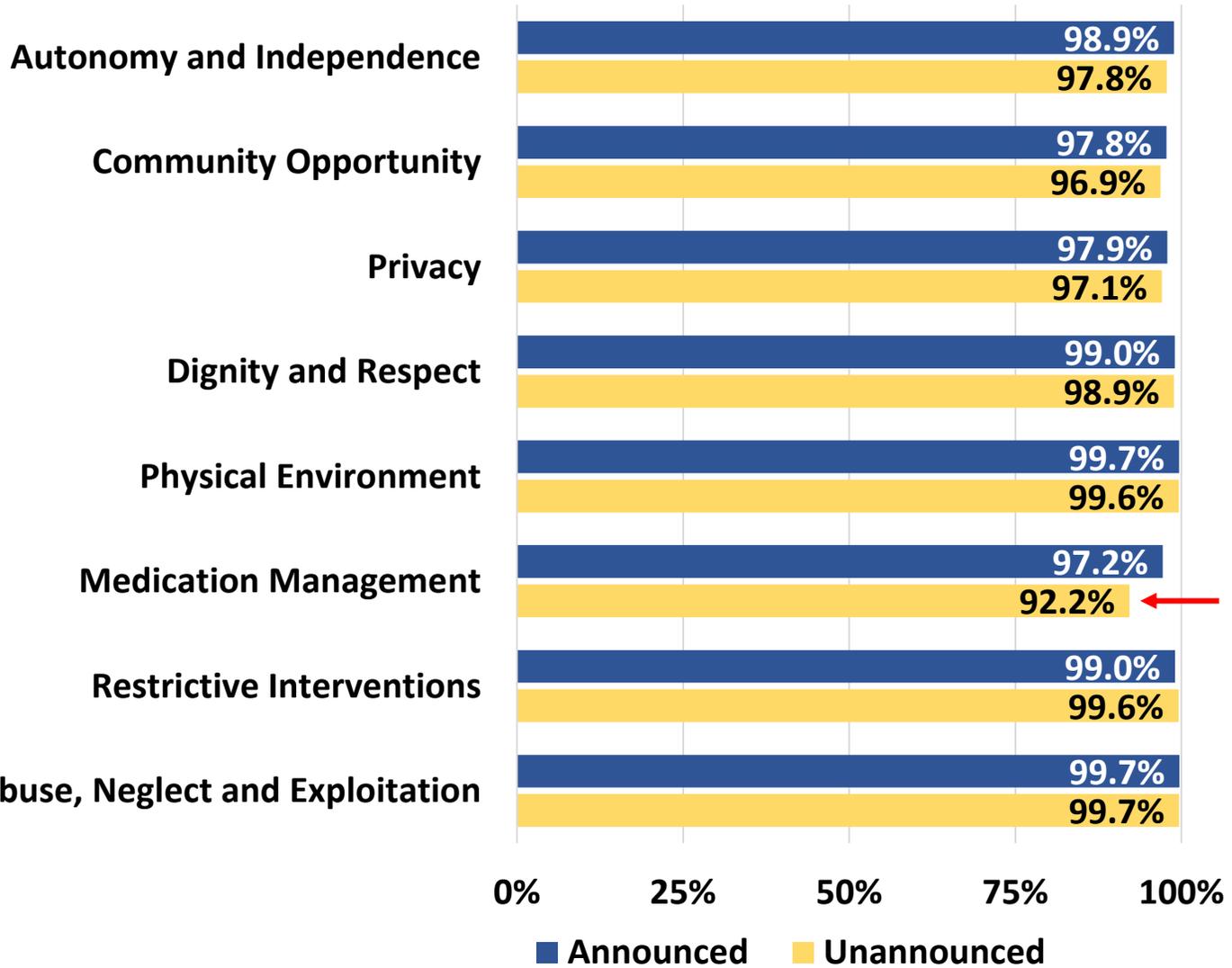
# Observations

Region	# Announced	# Unannounced	% Unannounced
Northwest	40	30	43%
Northeast	88	113	56%
Central	182	78	30%
Suncoast	211	117	36%
Southeast	171	89	34%
Southern	104	82	44%
<b>Total</b>	<b>796</b>	<b>509</b>	<b>39%</b>



"YOO-HOO, LEROY ... I HOPE YOU DON'T MIND ME SHOWING UP UNANNOUNCED."

# Observations Scores by Area



**Non-controlled medications are centrally stored in a locked container in a secured enclosure.**

Announced		Unannounced	
Total Scored	% Met	Total Scored	% Met
724	96.8%	463	89.4%

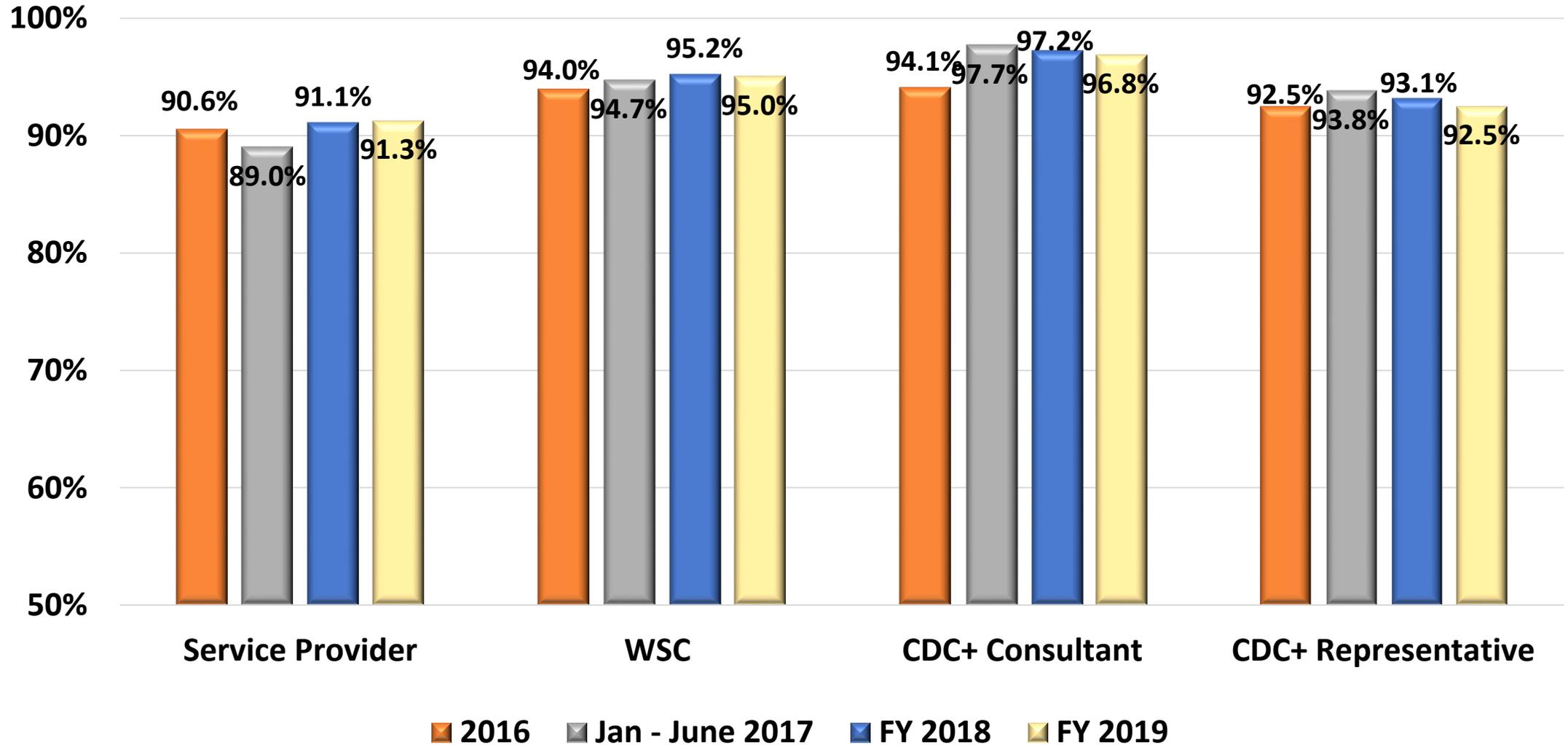
**7.4 pt. Difference**

**Controlled medications are stored separately from other prescription and OTC medications in a locked container within a locked enclosure.**

Announced		Unannounced	
Total Scored	% Met	Total Scored	% Met
633	96.8%	422	91.5%

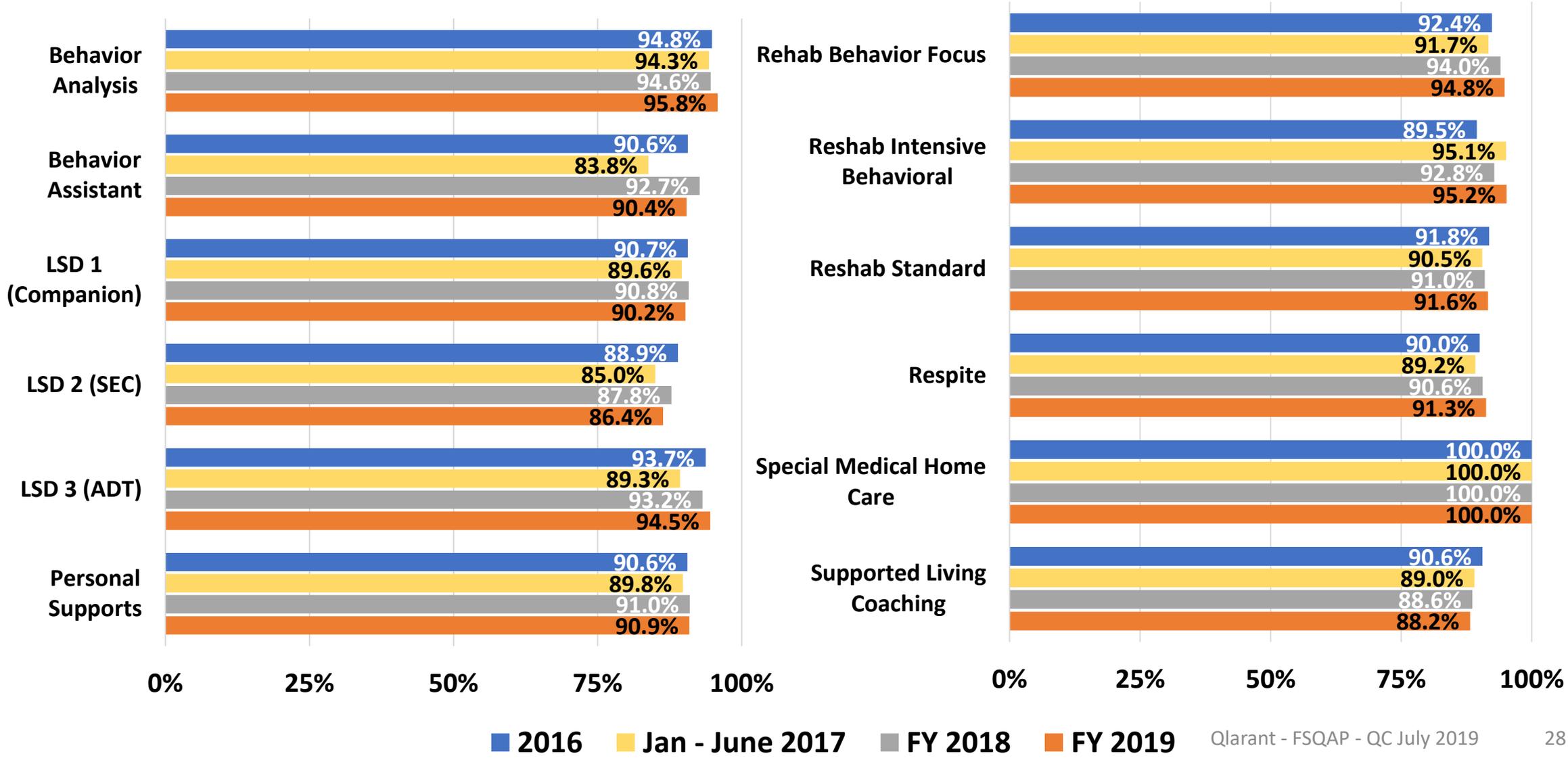
**5.3 pt. Difference**

# Service Specific Record Reviews: 2016 – FY 2019



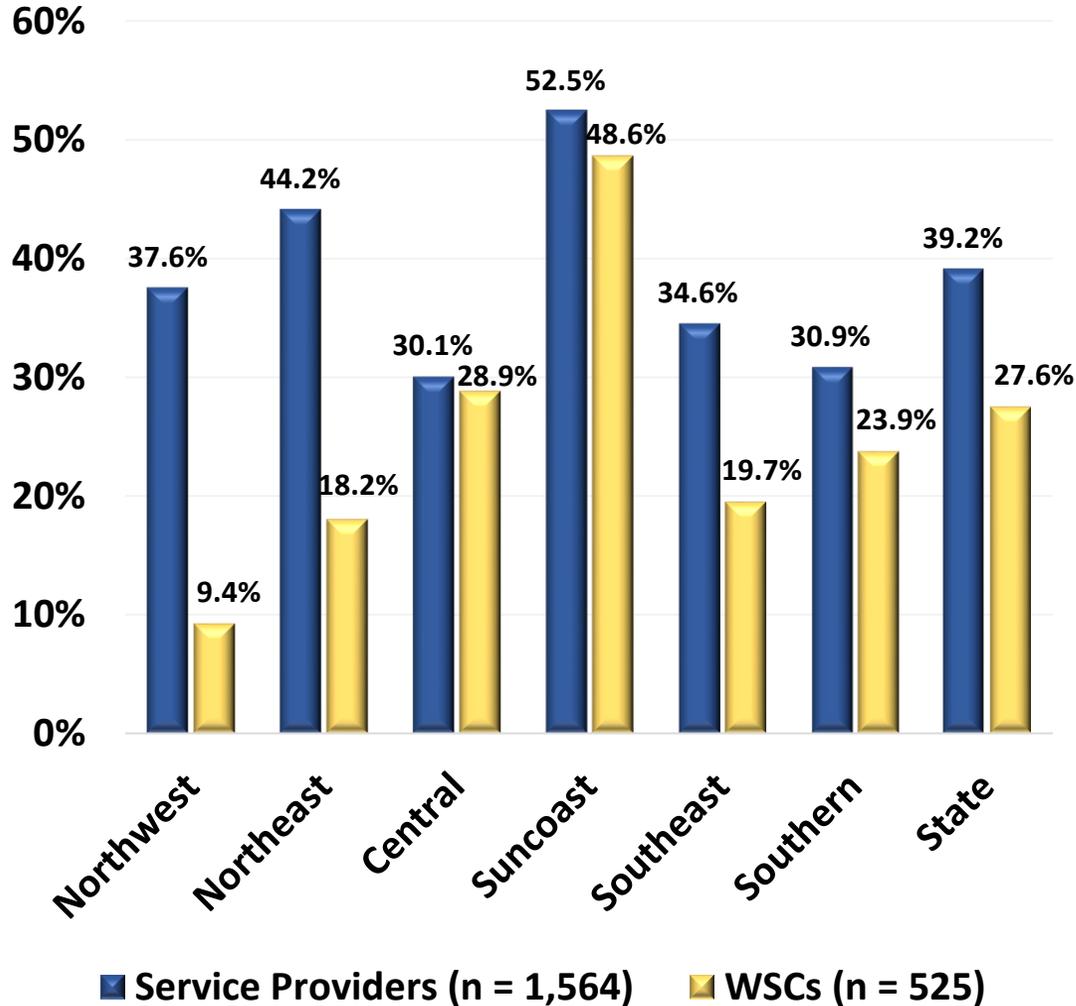
# Record Review Scores by Service & Year

\*\*\*Scores are fairly consistent over time....\*\*\*

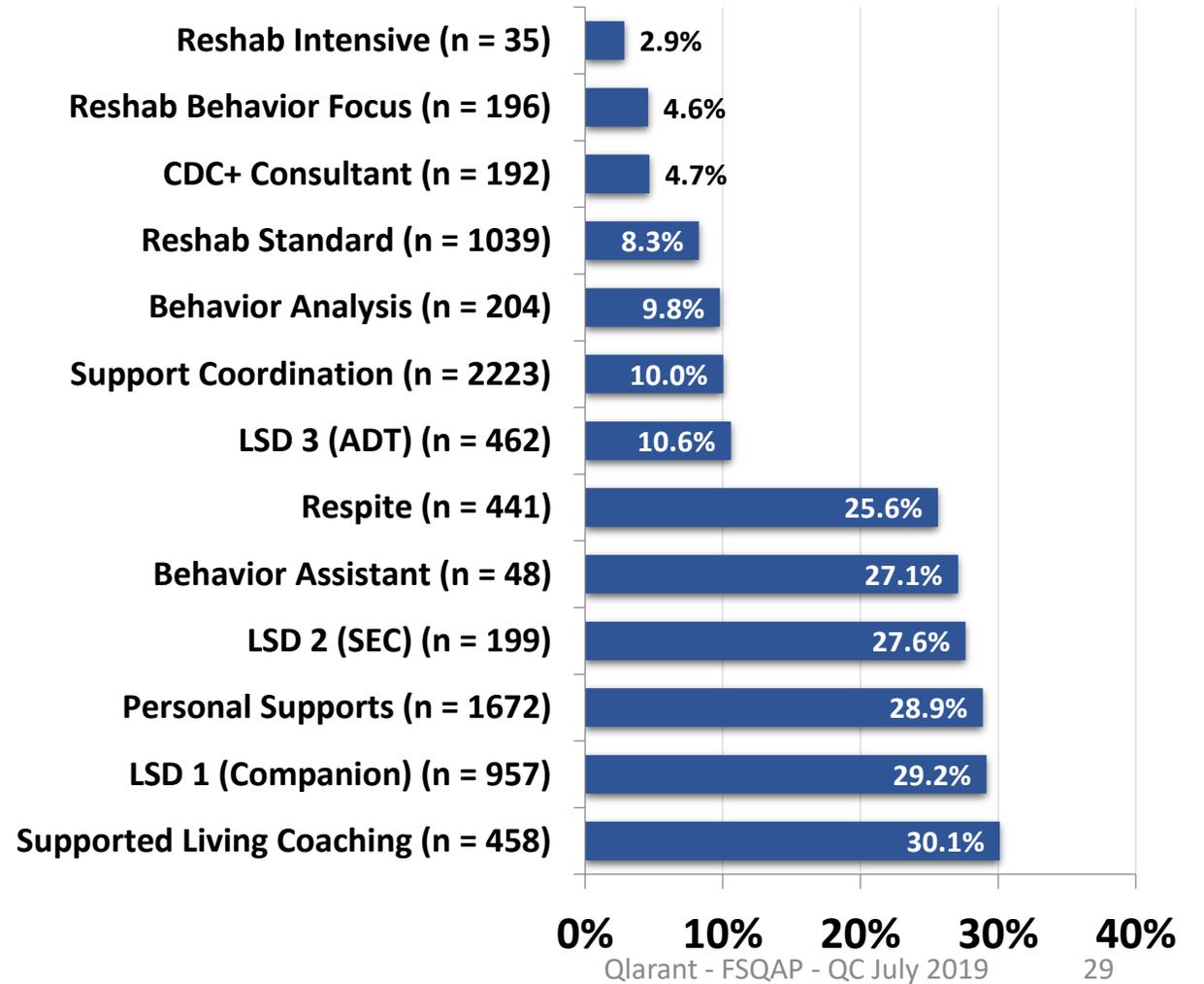


# Billing Discrepancies

Percent of Providers with 1+ Billing Discrepancy by Region



Percent of Services with 1+ Billing Discrepancies



# Most Common Billing Discrepancies and Services Scoring < 90% Met

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

LSD 1: 75.1% Met

Personal Supports: 75.4% Met

Respite: 80.0% Met

Behavior Assistant: 81.3% Met

LSD 2: 86.4% Met

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

Supported Living Coach: 81% Met

The Employment Stability Plan covering services provided and billed during the period under review is in the record.

LSD 2: 88.3% Met

The Annual Report covering services provided and billed during the period under review is in the record.

Supported living Coach: 89.6% Met

# 535 Alerts



★ KNOW ★  
— YOUR —  
RIGHTS

Rights  
• 18



HEALTH  
& SAFETY

Health and Safety  
• 5

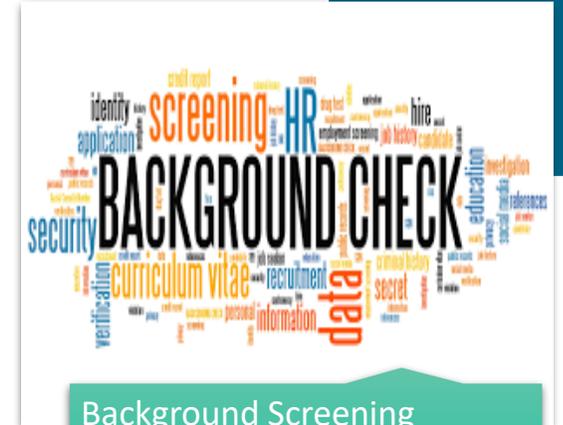


abuse  
neglect  
exploitation

STOP  
Shut Down  
Prevent

Finish

ANE  
• 3



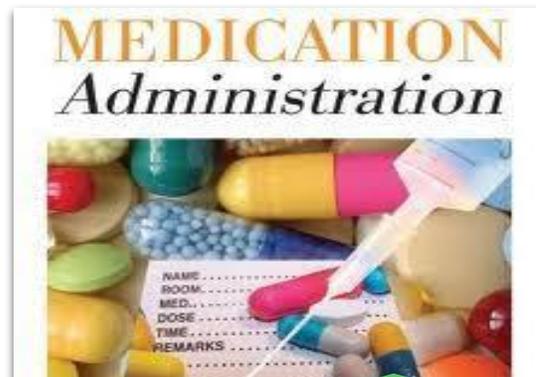
BACKGROUND CHECK

Background Screening  
• 162



CLEARING HOUSE

Clearing House Roster  
• 183



MEDICATION  
Administration

Med. Administration/Training  
• 51



Medication Storage  
• 87



SPRINGFIELD  
DRIVER LICENSE  
B47U89RE243  
BART SIMPSON  
742 EVERGREEN TERR,  
SPRINGFIELD, USA  
BIRTHDATE: 03-11-70  
SEX: M HT: 5'0" EYES: BL

Drivers License/Insurance  
• 26

# Alerts

Region	Rights	Health & Safety	ANE	Background Screening	Clearing House Roster	Medication Admin/ Training	Medication Storage	Drivers License/ Insurance
Northwest (n = 39)	0.0%	0.0%	0.0%	30.8%	53.8%	12.8%	2.6%	0.0%
Northeast (n = 64)	1.6%	0.0%	1.6% (1)	43.8%	34.4%	3.1%	9.4%	6.3%
Central (n = 97)	0.0%	2.1% (2)	0.0%	34.0%	39.2%	6.2%	12.4%	6.2%
Suncoast (n = 160)	2.5%	0.0%	0.0%	25.6%	31.9%	10.6%	22.5%	6.9%
Southeast (n = 106)	4.7%	2.8% (3)	1.9% (2)	31.1%	30.2%	12.3%	13.2%	3.8%
Southern (n = 69)	11.6%	0.0%	0.0%	21.7%	27.5%	11.6%	26.1%	1.4%
<b>State (N = 535)</b>	<b>3.4%</b>	<b>0.9%</b>	<b>0.6%</b>	<b>30.3%</b>	<b>34.2%</b>	<b>9.5%</b>	<b>16.3%</b>	<b>4.9%</b>

# Thank you!

Questions? Comments?

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