



Florida Statewide Quality Assurance Program

The Discovery Process

The Quality Council

July 28, 2010





Introduction to the Team

- **Program Director**
 - **Charmaine Pillay**
- **Regional Managers**
 - **Kristin Allen**
 - **Theresa Skidmore**
 - **Carol McDuff**
 - **Elizabeth Townsend**
- **VP of Disability Related Programs**
 - **Bob Foley**



Introduction to the Team

- **Quality Assurance Reviewers**

- @ 30 throughout the State

Analytic Team

- **Sue Kelly**
- **Lori Reid**
- **Yani Su**

Registered Nurse Reviewer

Linda Tupper

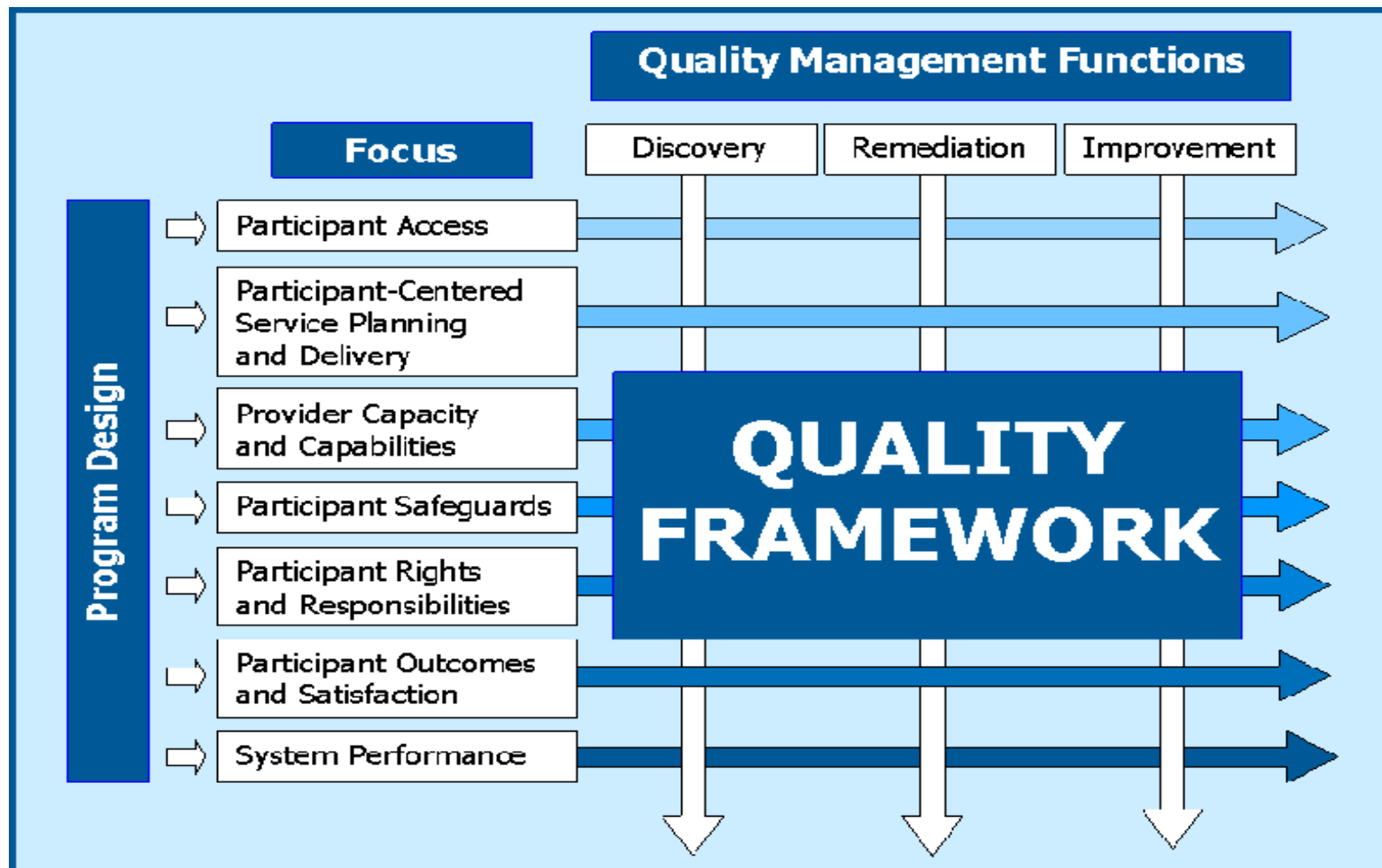
Customer Service Representative



APD Quality Management Strategy

- **Based on the HCBS Quality Framework Model developed by Centers for Medicare and Medicaid Services (CMS)**

- **Three Quality Management Functions**
 - **Discovery - Delmarva (contracted vendor)**
 - **Remediation - APD Area Office**
 - **Improvement - APD Central Office**





Purpose of the Quality Assurance Contract

- **To evaluate the effectiveness of every provider involved in the life of a person**
- **To measure the efficiency and efficacy of the entire HCBS waiver service delivery system**
- **To help ensure the person is involved in the Support Plan and providers follow the Support Plan as written**



Discovery Process

Person Centered Review (PCR)

Person Centered Reviews assess support delivery systems from the perspective of individuals

Provider Discovery Review (PDR)

Provider Discovery Reviews evaluate provider performance, based on service delivery measures and program standards



Discovery Process Eligible Services

- **Adult Day Training**
- **Behavior Analysis**
- **Behavior Assistant**
- **Companion**
- **In Home Support**
- **Personal Care Assistance**
- **Residential Habilitation**
- **Respite Care**
- **Special Medical Home Care**
- **Support Coordination**
- **Supported Employment**
- **Supported Living Coaching**



Person Centered Reviews

- **Begins with a face-to-face interview with the individual**
- **Includes a review of supports & services specific to that individual**
- **Includes a review of the Cost Plan, Support Plan, Implementation plan and service records from each provider rendering services to the individual**



Tools used for a Person Centered Review

- ✓ **National Core Indicator Interview**
- ✓ **Individual Interview Instrument**
- ✓ **Health & Behavioral Assessment**
- ✓ **Service Specific Record Review Tool**



Person Centered Reviews

National Core Indicators

- **A process being used by 29 states to gather information about the lives of people with intellectual/developmental disabilities**
 - **Enables states to compare data – apples to apples**
 - **Data from NCI are confidential and will only be used at the Area or Statewide level**
 - **Not used in decision-making regarding a provider's performance**



Person Centered Reviews

Individual Interview Instrument aka the I³

- **Capture information from the perspective of the person**
- **Determine whether services are effectively implemented in accordance with the persons unique needs, expressed preferences & decisions concerning his/her life**
- **Gather information specific to the individual's desired goals, outcomes and satisfaction with services**



Person Centered Reviews

Individual Interview Instrument aka the I³

Twelve Elements of Accomplishment/Attainment

1. **Choice of services and supports**
2. **Active participant in life decisions**
3. **Directing the design of services, identifying needed skills and strategies to accomplish goals**



Person Centered Reviews

Individual Interview Instrument aka the I³

4. **Participant in review of services, directs changes desired to assure outcomes/goals**
5. **Necessary supports in place to meet needs and goals**
6. **Free from abuse, neglect, and exploitation**
7. **Safety and ability to take care of self**
8. **Health**



Person Centered Reviews

Individual Interview Instrument aka the I³

9. Rights education, support to exercise rights, dignity, respect and privacy
10. Achievement of goals, support to show progress made toward accomplishment of goals
11. Satisfaction with supports & services received
12. Development of desired community roles



Person Centered Reviews

Health & Behavioral Assessment

- **Current physicians/specialists**
- **Current dentist**
- **Current medications**
- **Current therapeutic services**
- **Behavioral supports**
- **Changes in health status**
- **Insurance – Medicare? Private pay?**



PCR/PDR Service Specific Record Review

- **Completed for each person sampled in either a PCR or PDR**
- **12 Months of documentation maintained for each service is reviewed**
- **Review documentation required for monitoring/reimbursement including:**
 - **Support Plans, Implementation Plans**
 - **Cost Plans, Service Authorizations**
 - **Service Logs, Progress Notes, Monthly Summaries, Quarterly Reviews, Annual Reports, etc.**



Provider Discovery Review

- ✓ **Centers around the provider's service delivery system**
- ✓ **Evaluates performance in delivering appropriate services and supports to assist the person in achieving personal goals/outcomes and meeting identified needs**
- ✓ **Assesses provider's compliance with Waiver Handbook requirements, rules, and policy**



Tools used for a Provider Discovery Review

- ✓ **Service Specific Individual Record Review**
- ✓ **Administrative Review Tool**
- ✓ **Observation Checklist**



Provider Discovery Reviews

- **Administrative Review Tool**
- ✓ **Policy and Procedures**
- ✓ **Minimum Education/Experience**
- ✓ **Training**
- ✓ **Background screening**
 - **Notarized Affidavit of Good Moral Character**
 - **Local law**
 - **FDLE clearance**
 - **FBI clearance**
 - **5-Year rescreening**



Provider Discovery Reviews

➤ Observation Review Checklist

- Group homes (up to 10 locations)
- Adult Day Training locations

The focus of these observations will be used to determine if:

- ✓ There are health and safety concerns
- ✓ There are rights restrictions/violations
- ✓ The provider uses a person centered approach to service delivery



Scoring

- **A Numerical Percentage will be used for reporting findings**
 - **Met**
 - **Not Met**
 - **Not Applicable**



Reporting

PCR reports

- Record Review score for each provider
- Findings from Individual Interview Instrument
- Health & Behavioral Recommendations
- Alerts
- Additional Recommendations
- Available on the FSQAP website for AHCA/APD
- Available to WSC
- Available to individuals/guardians at their request



Reporting

PDR reports

- **Score reflecting results of individual record reviews, administrative record reviews, and observations**
- **Alerts**
- **Potential Recoupment**
- **Available on the FSQAP website for APD/AHCA**
- **Mailed to providers**



Contact Us!

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- Questions?
- Discussion!



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Thank You!!!