



Florida Statewide Quality Assurance Program

Regional Orientation

January 2015





Introduction to the Team

- VP of Disability Related Programs
 - Bob Foley
- Program Director
 - Charmaine Pillay
- Regional Managers
 - Kristin Allen
 - Theresa Skidmore
 - Christie Gentry
 - Robyn Turlakis



Introduction to the Team

Analytic Team

- Sue Kelly
- Katherine Glasgow
- Yani Su



Introduction to the Team

Registered Nurse Reviewer

- Linda Tupper

Customer Service

- Elizabeth (Beth) Stratigeas

Administrative Support

- Pat Metcev & Shawntavia Fletcher

Agency for Health Care Administration (AHCA)

- Tammy Brannon

Agency for Persons with Disabilities (APD)

- Edwin DeBardeleben



Orientation Purpose

- Describe the changes and updates to the Florida Statewide Quality Assurance Program (FSQAP) slated for 2015
- Describe the reasons for revisions
- Provide a method for ongoing feedback



What's driving these changes?

- Ongoing efforts to improve and enhance review processes
- Responsiveness to stakeholder feedback
- New rules from Centers for Medicare and Medicaid Services (CMS) back in March 2014 for Home and Community Based Services (HCBS)



New CMS Rules...

- Rule published January 2014 / Effective March 17, 2014
- Enhances the quality of HCBS supports and to provides protections to participants
- Defines HCBS setting requirements that are consistent with community norms and that emphasize the participant's quality of life and experiences
- Requires person-centered service planning for individuals in HCBS settings



New CMS Rules...

When evaluating Residential and Day settings, the focus is on...

- Community Integration
- Choice
- Rights
- Independence



What's the same...

- Standards & Requirements are taken directly from Medicaid Waiver Coverage and Limitations Handbook
- Transparency – All Tools, Policies and Procedures posted to our website
- Review processes include feedback from persons receiving services, documentation, provider input & observation



Discovery Process Eligible Services

- Behavior Analysis
- Behavior Assistant
- CDC+ Consultant
- CDC+ Representative
- Life Skills Development 1 (Companion)
- Life Skills Development 2 (Supported Employment)
- Life Skills Development 3 (Adult Day Training)
- Personal Supports (Personal Care Assistance & In Home Supports)
- Residential Habilitation
- Respite Care (Under 21)
- Special Medical Home Care
- Support Coordination
- Supported Living Coaching



Discovery Process

Person Centered Review (PCR)

Person Centered Reviews assess support delivery systems from the perspective of persons receiving services

Provider Discovery Review (PDR)

Provider Discovery Reviews evaluate person's satisfaction & provider performance, based on service delivery measures and program standards



What's the same... PCR

- PCR Sampling process
 - Two persons per Waiver Support Coordinator/CDC+ (Consumer Directed Care) Consultant are randomly selected for the PCR
- National Core Indicators Survey
- Medical Peer Review Process
- Record review with the Support Coordinator



What's Different...PCR

- Completely updated Interview Tool - **PCR Individual Interview Tool** replaces what was called the III aka I-Cubed
- Health Summary is now included in the PCR Interview Tool
- Added a formal interview with the WSC using - **WSC Interview Tool**
- Dropped Service Specific Record Reviews (SSRR) with all providers serving the person



What's the same... PDR

- A Provider is eligible for PDR in each Area they render services
- PDR process includes:
 - Administrative Review
 - Service Specific Record Review (SSRR) for each eligible service
 - Observation if applicable



What's Different... PDR

- Added interviews with person(s) receiving services using - **PDR Individual Interview Tool**
- Added Provider/Staff Interview - **PDR Provider/Staff Interview Tool**
- Dropped associating SSRR with persons sampled for a PCR
- Revised **Observation Review Checklist**
- Observations can be scheduled or unannounced



PCR – Procedures & Pre-Review Activities

- PCR sample pulled annually using caseload information in ABC
- Two persons sampled per WSC, per Region
- A person may decline to participate in a PCR, another name will be randomly selected
- Two PCR records reviewed plus one Unannounced Record



PCR – Procedures & Pre-Review Activities

Initial phone call with WSC:

- Share names of persons sampled for PCR
- Coordinate with WSC to assist with contacting and scheduling PCR
- If an Agency confirm # of WSC's, hire dates, gather caseload information, sample PCRs for any WSC's not in original sample



PCR – Procedures & Pre-Review Activities

Subsequent calls:

- Finalize and confirm PCR times and locations
- Gather background information for NCI
- Schedule WSC interview
- Schedule PDR review to include Administrative and SSRR



PCR - National Core Indicators

- A process being used by most 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 are only used at Regional or Statewide level
 - Not used in decision-making regarding a provider's performance



PCR - Medical Peer Review

RN reviews to determine if:

- The person is receiving appropriate physical, dental, behavioral health care
- Services meet professionally recognized standards of healthcare
- Additional follow-up, focused review, referrals to Regional Medical Case Manager, Regional Behavior Analyst, Medical Director review or Expert Specialist review is needed



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 quality, billing and compliance with Waiver Handbook, Florida Administrative Code, and other state requirements, rules, and policy



PDR – Procedures & Pre-Review Activities

Initial phone call with Provider, what we need to know first:

- How many people do you serve?
- How many services do you provide?
- What areas do you work in?
- Request a list of individuals by service
- Request a list of employees by service with hire date
- Information will be matched against claims data



PDR – Procedures & Pre-Review Activities

- Based on number of people served and number of services rendered individuals and staff will be randomly selected to be interviewed
- A person may decline to participate in a PDR interview, another name will be randomly selected
- Provider will be asked to assist with scheduling interviews



PDR – Procedures & Pre-Review Activities

Subsequent calls:

- Finalize and confirm individual interview times and locations
- Finalize and confirm Provider/staff interview times and locations
- Confirm PDR review date and time to include Administrative and Service Record Reviews



Provider Eligibility Criteria

✓ All Providers of any of the 12 services are potentially eligible for review on an annual basis

With the exception of deemed providers.



PDR - Onsite

- PDR has to take place where the records are maintained. This could be an office, group home or the providers own home
- Unannounced records will be sampled once onsite
- Once review is complete, a Preliminary Findings form will be presented for signature for the Administrative review and each SSRR



Interviews

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



PCR & PDR Interview Tools

Cover four key Quality Areas...

- **Person Centered Supports:** Individuals needs are identified and met through Person Centered Practices.
- **Community:** Individuals have opportunities for integration in all aspects of their lives including where they live, work, access to community services and activities and opportunities for new relationships.
- **Health:** Individuals are in best possible health.
- **Safety:** Individuals are safe.



PCR & PCR Interview Tools

- PCR Individual Interview - Questions asked and Quality Areas reviewed are driven by all services person is receiving and in context of how WSC is supporting person.
- PDR Individual Interview - Questions asked and Quality Areas reviewed are driven by specific service(s) person is receiving from provider.



PCR & PDR Interview Tools

- PCR WSC Interview – Questions asked and Quality Areas reviewed are specific to person interviewed and WSC efforts to support person.
- PDR Provider/Staff Interview – Questions asked and Quality Areas reviewed assess provider's overall systems to support person's receiving services.



Provider Discovery Reviews

➤ Service Specific Record Review

- Sample of service specific records
- Matrix for unannounced Record Reviews to ensure adequate sampling
- Matrix to ensure adequate representation for each type of service a provider renders



PDR - Service Specific Review Tools

- **Administrative Tool**
 - Policy & Procedures
 - Background Screening
 - Education and Experience requirements
 - Qualifications and Training requirements for all services
- **Service Specific Record Review Tool**
 - One for each service



PDR - Service Specific Record Review

- Does the service meet the needs/desired outcomes of the person receiving services?
- Does the service match the description of the service in the Handbook?
- Does the service stay within the limitations of the Handbook?
- Does the record match the person's Support Plan?



PDR - Service Specific Review Tools

- Standard
- Protocol
- Potential Not Met Reasons



PDR - Observations

- **Observation Review Checklist**
 - Group homes (up to 10 locations)
 - Adult Day Training locations (all)
 - Announced
 - Unannounced



PDR Observations...8 Focus Areas

- ✓ Autonomy and Independence
- ✓ Community Opportunity
- ✓ Privacy
- ✓ Dignity & Respect
- ✓ Physical Environment
- ✓ Medication Management
- ✓ Restrictive Interventions
- ✓ Abuse, Neglect and Exploitation



Non-Compliance Procedures

Non Compliant providers are those:

- Who do not respond to at least two attempts to schedule reviews
- Who do not make SSRR available for review purposes
- Who are a “no-show” after a review has been scheduled

Result: Scored as Not Met on all standards of the review



PCR - Reporting

- Findings from Individual & WSC Interviews
- Record Review details for Waiver Support Coordinator
- Alert details if applicable
- Discoveries if applicable
- Available on the FSQAP website for AHCA/APD
- Mailed to WSC
- Mailed to person receiving services/ legal guardians at their request



PDR - Reporting

- Administrative & Service Specific Record Review details for all services reviewed
- Potential Billing Discrepancy details if applicable
- Alert details if applicable
- Findings from Observation(s) if applicable
- Findings from Individual & Provider/staff Interviews
- Discoveries if applicable
- Available on the FSQAP website for AHCA/APD
- Mailed to Provider



Scoring

- **Three categories of scoring**
 - 'B' represents 'Billing Discrepancies'
 - 'C' represents 'Compliance'
 - 'A' represents 'Meeting the Assurances'



Reconsiderations

- For items related to billing discrepancies requests must be made in writing and received within 30 days of receipt of the PDR report
- Conducted by the Quality Assurance Supervisor within 30 days of receipt of the request



Florida Statewide Quality Assurance Program

- **Customer Service Representative**
 - Elizabeth (Beth) Stratigeas
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Stay Tuned...

All Review Tools & Procedures are posted to Delmarva's Florida website

www.dfmc-florida.org

Thank You!!!