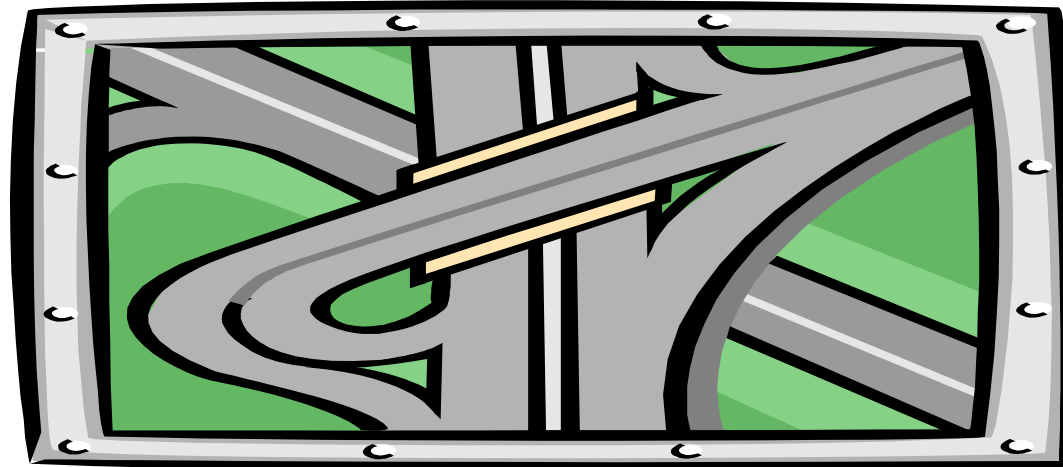


The Florida Statewide Quality Assurance Program (FSQAP)
Delmarva Foundation

Presents

A ROADMAP TO QUALITY SERVICES IN FLORIDA



**The Developmental Services Home and Community
Based Services Waiver**

A tool to provide a path towards assessing quality services and supports for persons who receive Waiver services from the DCF Developmental Disabilities Program

www.dfmc-florida.org

Sponsored by The Delmarva Foundation and the State of Florida, Agency for Health Care Administration





WHERE ARE WE GOING?

In this booklet:

Route 1 - Learn about Delmarva and the FSQAP (Florida Statewide Quality Assurance Program)

- ✓ *Look for "Keys", which are Frequently Used Terms (listed on page 10)*
- ✓ *Find Detours...*
 - *Outcome Alley &*
 - *My Person-Centered Report*

Coming soon in a different booklet...a personal "Compass":

Route 2 - Learn about Tools to help me:

- ✓ *Pick services and supports for my needs,*
- ✓ *Decide if my current services are meeting my needs, and,*
- ✓ *Know about my "The Bill of Rights".*

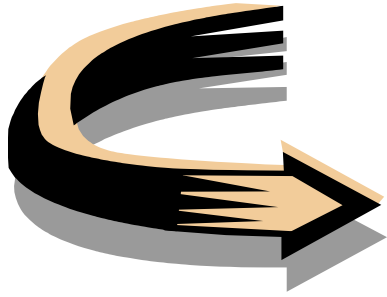


This roadmap is being made so you can go on a road trip to quality with the Florida Statewide Quality Assurance Program (FSQAP). We talked to a number of people who said they want to know three things from their services:

1. How to *pick* good providers;
2. How to *know* if what I am getting is good; and
3. How to *make* my services the best they can be for me.

Along the way, we will visit places that will give you more information about services and supports, places like:

- ✓ Advocacy Avenue,
- ✓ Outcome Alley,
- ✓ Support Coordination World,
- ✓ Sea of Champs, and
- ✓ Terminology Tunnel..



- ROUTE 1 -

The first place we're going on Route 1 will show you who we are and what we're doing...

- ✓ What is The FSQAP (The Florida Statewide Quality Assurance Program)?
- ✓ Who is The Delmarva Foundation
- ✓ What Is Delmarva Doing In Florida?
- ✓ What is the IQC (Interagency Quality Council)

INTRODUCTION:

Individuals with developmental disabilities - and those who support them in reaching life goals - want to know that services and supports they receive:

- ✓ Are giving them what they want;
- ✓ Are safe and good, and;
- ✓ Do what the law says they will do.

What is The FSQAP?

Consumers and family members need information to make choices about your services. Providers of services need information to provide good quality services and the services you want and need. The Florida Statewide Quality Assurance Program (FSQAP) will be looking at these things and giving you information about how you can get good services through the Developmental Services Home and Community-Based Services (HCBS) Waiver. The Developmental Services HCBS Waiver provides Medicaid funding for a wide array of services and supports that assist people with developmental disabilities to live, work, and engage in meaningful activities in their homes and communities.

Who is The Delmarva Foundation, and What is Delmarva Doing in Florida?

The Florida Statewide Quality Assurance Program (FSQAP) includes a lot of organizations that assist Delmarva, but the Delmarva Foundation is the team leader. The Delmarva Foundation works with the Florida Agency for Health Care Administration and the Florida Department of Children and Families, Developmental Disabilities Program to help the FSQAP get the information you need to know.

What is the IQC (Interagency Quality Council)?

The Interagency Quality Council (IQC) provides direction to the project. The IQC is made up of people who represent consumers of services from the Developmental Disabilities Program. Members include:

- ✓ Self Advocates;
- ✓ Family members;
- ✓ Staff from the Developmental Disabilities Program and the
- ✓ Agency for Health Care Administration; and,
- ✓ An advisory team of advocates and providers from around the state.



What will the FSQAP be doing to help me?

The FSQAP Team

Our team is a group of people dedicated to working with consumers, families, providers and the State of Florida. Our team includes:

- ✓ Delmarva Foundation - we are the leaders of the team
- ✓ Joint Commission - they help us look at providers to see if they have the information and tools they need to give you good services
- ✓ The Council - they help us in talking to you about what you want

There are two ways the FSQAP will look at supports and services in Florida:

1. The Person-Centered Review (called "PCRs"), and
2. The Provider Performance Reviews (called "PPRs").

These reviews were started in November 2001. Both types of reviews take a close look at how services are provided and if they are assisting consumers in meeting their goals.



First, what is a Person Centered Review - "PCR"?

A **person-centered review (PCR)** provides a time when you get to tell us about you, your dreams and hopes for the future. This is an opportunity for you to tell us what services are working well for you, and what you would like to change about the supports and services you receive.

It is kind of like taking a picture of you one day and writing a little story about you. It talks about:

- ✓ What you like to do.
- ✓ Who your friends are or if you want more friends.
- ✓ If you are happy with your life or if you want to do something different.
- ✓ Your health, and we find out if you need certain types of health care.
- ✓ Whether you are satisfied with the support and services you receive.

After we talk to you and people who know you, we will write a story about your life and share it with you and your support coordinator. Your support coordinator can take the story and work with you on the things you said you want in your life.

We also have a nurse who can look at your health information that is funded by Medicaid such as the medicine you take and the kind of doctors you see. This is called a Medical Peer Review (MPR). If our nurse has concerns about your health care, our doctor or other health professionals will look at your records and talk to your doctors so suggestions can be made to make sure you are getting good medical care and follow-up.

About 2,700 persons will be picked each year for a person-centered review. If you are picked, but you don't want to talk to us, you do not have to.



Second, What is a Provider Performance Review - "PPR"?

A **Provider Performance Review (PPR)** takes a look at how well providers are meeting your needs and meeting tasks set by the state. The PPR helps to identify things a provider could do to improve services to you and others.

We have hired some really good people who will talk to the people who provide your services and supports. We want to make sure they know about things like:

- ✓ How to make sure you are safe and healthy
- ✓ How they make sure you are doing the things you want to do
- ✓ How good they are doing in helping you meet your goals
- ✓ And we want to learn from them about the good things they are doing so we can share their ideas with other providers - that way we can help everyone be the best they can!



WORKING TOGETHER TO MAKE QUALITY WORK FOR YOU

This first part of our map is to give you an idea of what we will be doing. We want to help you get the best services you can, and to help providers have the information and tools they need to help you too. That way, we all can make sure you have the services and supports you need to lead an independent, productive, and happy life. We are happy that providers are on the front line of making this goal a reality. We understand that, for consumers and family members, this goal is a day-to-day commitment at the personal level.

To do all this we need to know from you and other people who receive services things like:

- ✓ What should we keep doing that you like?
- ✓ What should we change that will make your life better?

Thank you for taking this trip on Route 1 with us. We look forward to taking the Route 2 trip with you too, and to working on more materials to help you know how to get the best services and supports for you!



KEY - Terms you will hear with this program...

AHCA -	Agency for Health Care Administration
DCF -	Department of Children and Families
DDP -	Developmental Disabilities Program
FSQAP -	Florida Statewide Quality Assurance Program
HCBSW -	Home and Community Based Services Waiver
IQC -	Interagency Quality Council
JCAHO -	The Joint Commission on Accreditation of Healthcare Organizations, or the Joint Commission
MPR -	Medical Peer Review
PCR -	Person Centered Review
POM -	Personal Outcome Measures
PPR -	Provider Performance Review
QAR -	Quality Assurance Reviewer
QA -	Quality Assurance
QIP -	Quality Improvement Plan
The Council -	The Council on Quality & Leadership in Supports for People with Disabilities
WSC -	Waiver Support Coordinator

The Statewide Quality Assurance Program has a Customer Service Representative located in Delmarva's Tampa Office. His name is Said Sanchez (pronounced "Sigh-ed") and can be reached at 1-866-254-2075. Said can answer questions you have about the project or information you may need.



DETOURS - Outcome Alley & My Person-Centered Report

What are Personal Outcome Measures, and how do they impact me?

The Personal **Outcome** Measures (POMs) are 25 areas of a person's life that we ask questions about. It is a way to determine if the goals and things you want to happen in your life are indeed happening. It also asks how you are being supported and how you are participating in your community. We call these "outcomes" in your life - in other words those things or goals important to you.

The Council on Quality & Leadership in Supports for People with Disabilities developed the Personal Outcome Measures (POMs) as a way to measure if these things are happening in each individual's life who is interviewed. The reviewers who interview you have gone through training on using the POMs and in determining if an outcome for you has been met.

Using the POMs can help us in at least two ways as part of this project:

- ✓ First, as we said above, they allow us to look at you as an individual to see if the goals and things you want in your life are happening. It also looks at how each person is using their community and resources and how you are making choices and decisions about your life. These things are written in your very own Person-Centered Review Report
- ✓ Second, we can add together all of the POMs from all of the PCR reports. This lets us see what a certain area of the state or even what the entire state looks like in helping people to meet their goals. When we do this we don't include your personal information (like your name, phone, things like this) - we just look at if a "yes" or a "no" is next to a goal and add all the yes answers together, and the no answers together.

As we said above, there are 25 main areas that we talk to you about. These are things such as are you happy with where you are living and with whom you are living? Did you get to choose where and with whom you are living...things like this.

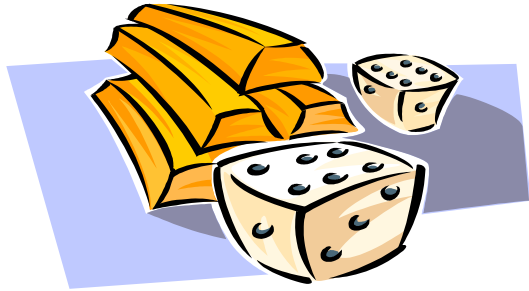
This information will help you as an individual to identify and tell people who are supporting you where you want some additional help in your life. It also lets them know what things are going good in your life - things you are happy with. Then it also lets us look at areas of the state or the entire state to see what is going on.

For example, after we do a lot of interviews in an area of the state, we may find out that people in that area do not feel they are respected or that their rights are being honored. It would tell us we need to find out what is going on in that area and that we need to work on fixing. It might be more training of staff is needed. It helps us find out what is going on that is good and not so good. This will help us find ways to solve problems or find ways to talk about good things that are going on.

We encourage you to go on-line and look at the The Council's website for additional information on the Personal Outcome Measures (www.TheCouncil.org).

This is funded by the State of Florida for the purpose of Quality Improvement. We encourage you to participate if selected for a Person Centered Review so that we can look at people all over the state to help us improve services and supports. If you have any questions, you can call the Customer Services Representative in our **Tampa office at 1-866-254-2075** (this is a free call). His name is Said Sanchez and he is certified in the POMs and can answer your questions.

Again, thanks for your participation - we look forward to working with each of you in the next few years, and as more information is available from our reviews in the upcoming months. Be sure to look for and use your Route 2 Roadmap in the near future. Also, a copy of the Personal Outcome Measures is attached for you to see.



A Quick Game - Match the Terms

- | | |
|----------|---|
| A. FSQAP | _____ PERSON CENTERED REVIEW |
| B. AHCA | _____ QUALITY ASSURANCE |
| C. PCR | _____ INTERAGENCY QUALITY COUNCIL |
| D. POM | _____ HOME & COMMUNITY BASED SERVICES WAIVER |
| E. HCBSW | _____ QUALITY ASSURANCE REVIEWER |
| F. DDP | _____ FLORIDA STATEWIDE QUALITY ASSURANCE PROGRAM |
| G. IQC | _____ QUALITY IMPROVEMENT PLAN |
| H. Q.A. | _____ DEVELOPMENTAL DISABILITIES PROGRAM |
| I. PPR | _____ PROVIDER PERFORMANCE REVIEW |
| J. QAR | _____ WAIVER SUPPORT COORDINATOR |
| K. WSC | _____ PERSONAL OUTCOME MEASURES |
| L. QIP | _____ AGENCY FOR HEALTHCARE ADMINISTRATION |

My Personal Outcomes

WHO AM I?

- What goals have I set for myself?
- Where and with whom do I want to live?
- What do I want to do for my work?
- Who is closest to me:
- How satisfied am I with the services and supports I receive?
- How satisfied am I with my personal life situation?

MY SPACE

- What are my preferred daily routines?
- Do I have the time, space and opportunity for the privacy I need?
- Am I in control of who knows personal information about me?
- Do my home, work and other environments support me to do what I want and need to do?

MY COMMUNITY

- Do I have access to the places I want to be?
- Do I participate in what happens in my community?
- Am I pleased with the type and extent of my interaction with other people in my community?
- Am I known for the different social roles I play?
- Do I have enough friends?
- Am I respected by others?

MY SUCCESSES

- Are the supports and services I receive the ones I want?
- Have I realized any of my personal goals?

MY SAFEGUARDS

- Am I connected to the people who support me most?
- Am I safe?

MY RIGHTS

- Do I exercise the rights that are important to me?
- Do I feel that I am treated fairly?

MY HEALTH

- Is my health as good as I can make it?
- Am I free from abuse and neglect?
- Do I have a sense of continuity and security?