

Quality Council Meeting

March 16, 2023

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Presentation Outline

Person Centered Review (PCR)

- **FY23 Q2 Snapshot**
- **Trends by FY**
 - **My Life Outcomes**
 - **Stability**
 - **Preventative Care**
 - **WSC/CDC+ Record Reviews**

Provider Discovery Review (PDR)

- **FY23 Q2 Snapshot**
- **Trends by FY**
 - **Staff Q&T (WSCs/Service Providers)**
 - **Service Specific Record Reviews**
 - **Alerts**

FY23 Q2 Snapshot

July - December 2022

Region	Waiver Participants	CDC+ Participants
Northwest	36	5
Northeast	92	27
Central	103	21
Suncoast	134	20
Southeast	135	1
Southern	85	4
Total	585	78

MLI Outcomes

Waiver:
86.1%

CDC+:
90.4%

MLI Supports

Waiver:
96.9%

CDC+:
97.6%

Record Reviews

WSC:
88.0%

CDC+ C:
92.7%

CDC+ R:
96.3%

Person Centered Review Trends

FY20 Q1-Q3: July 2019 – March 2020 (pre - COVID)

FY21: July 2020 – June 2021

FY22: July 2021 – June 2022

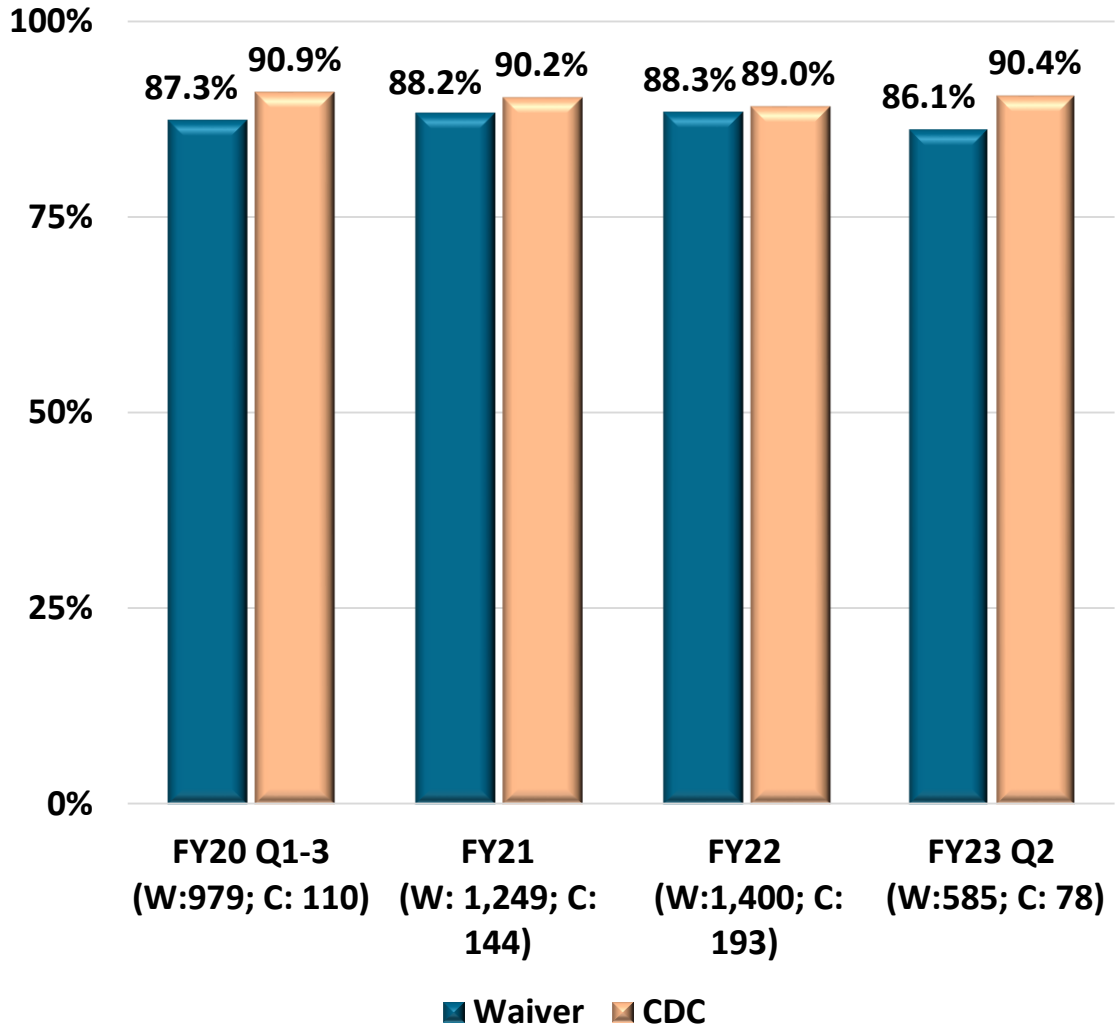
FY22: July 2022 – December 2022

My Life Interview (MLI): Outcomes and Supports

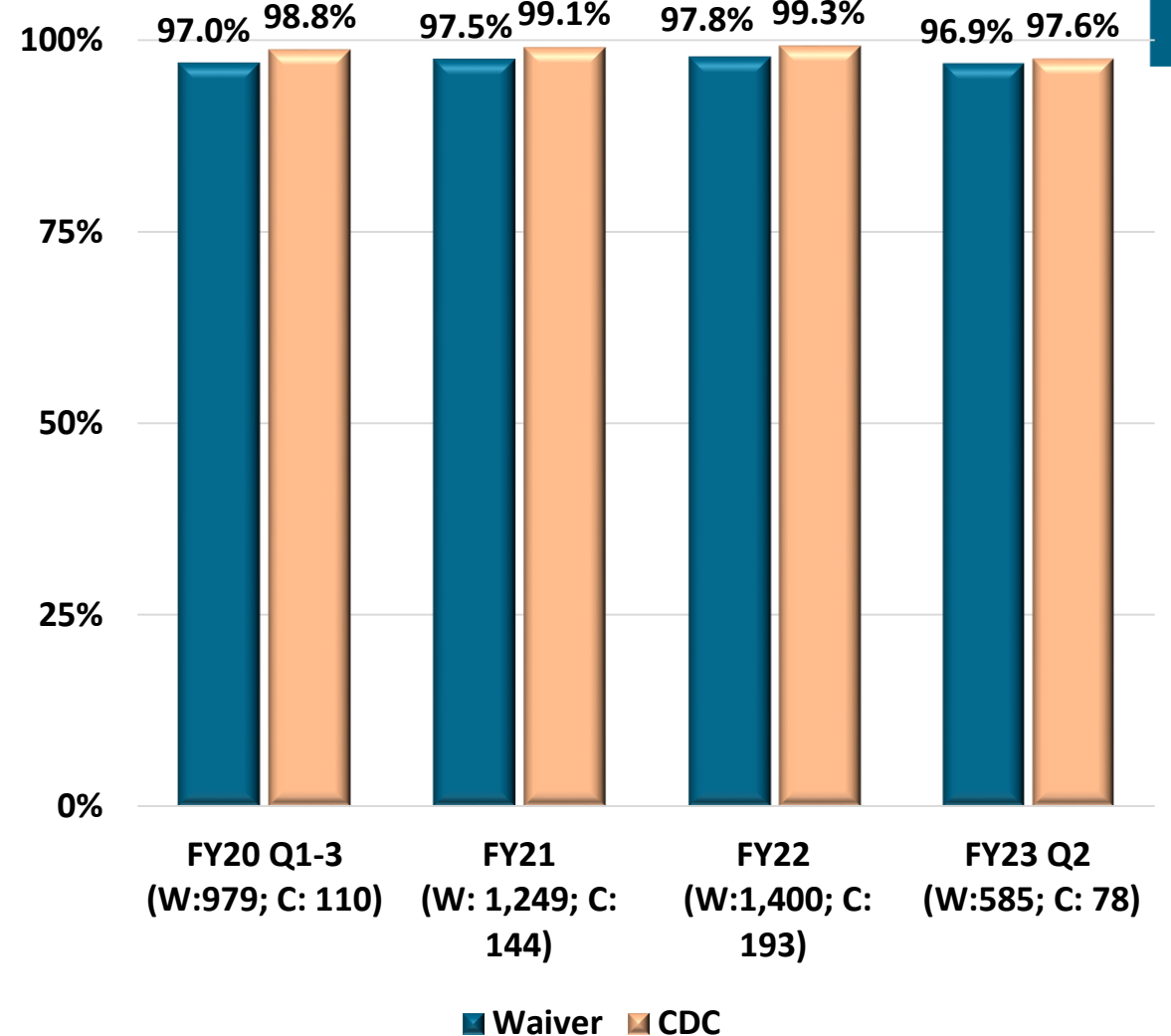


My Life Interview(MLI): Outcomes and Supports by FY

Outcomes

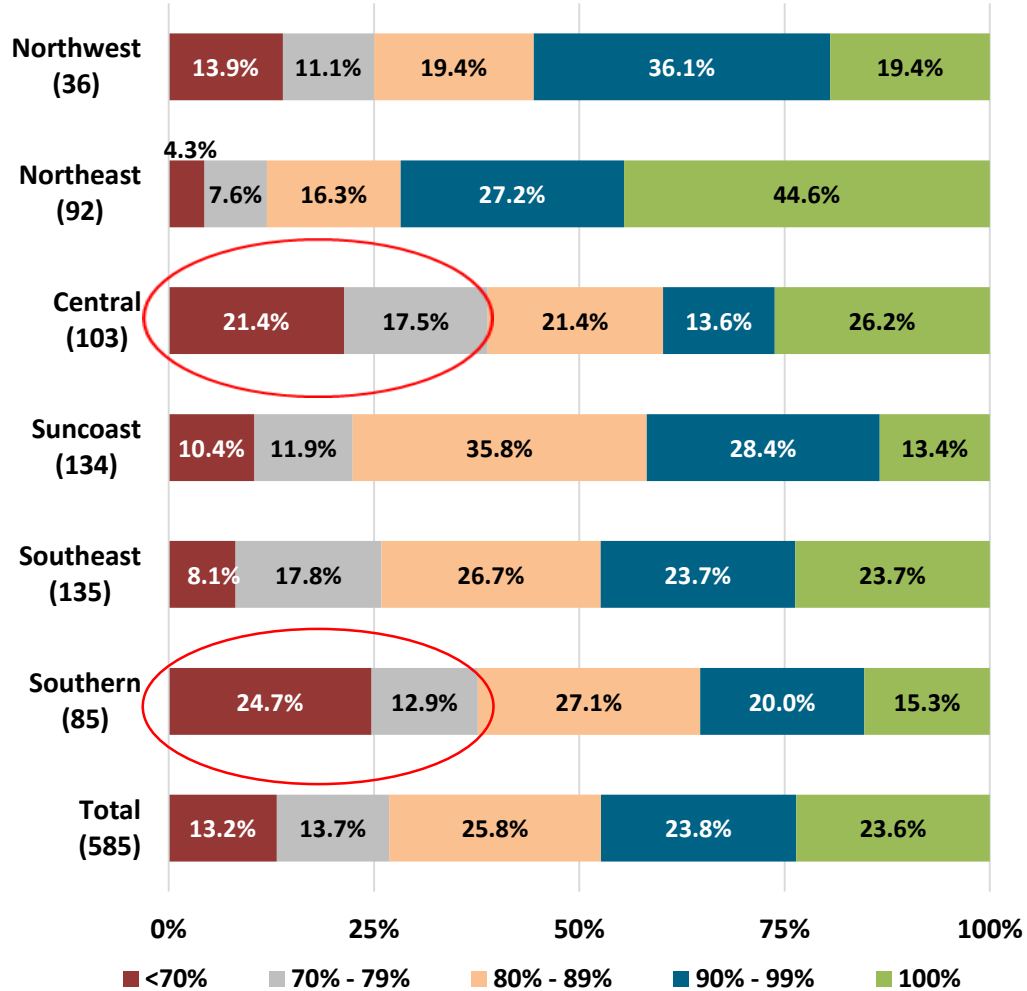


Supports

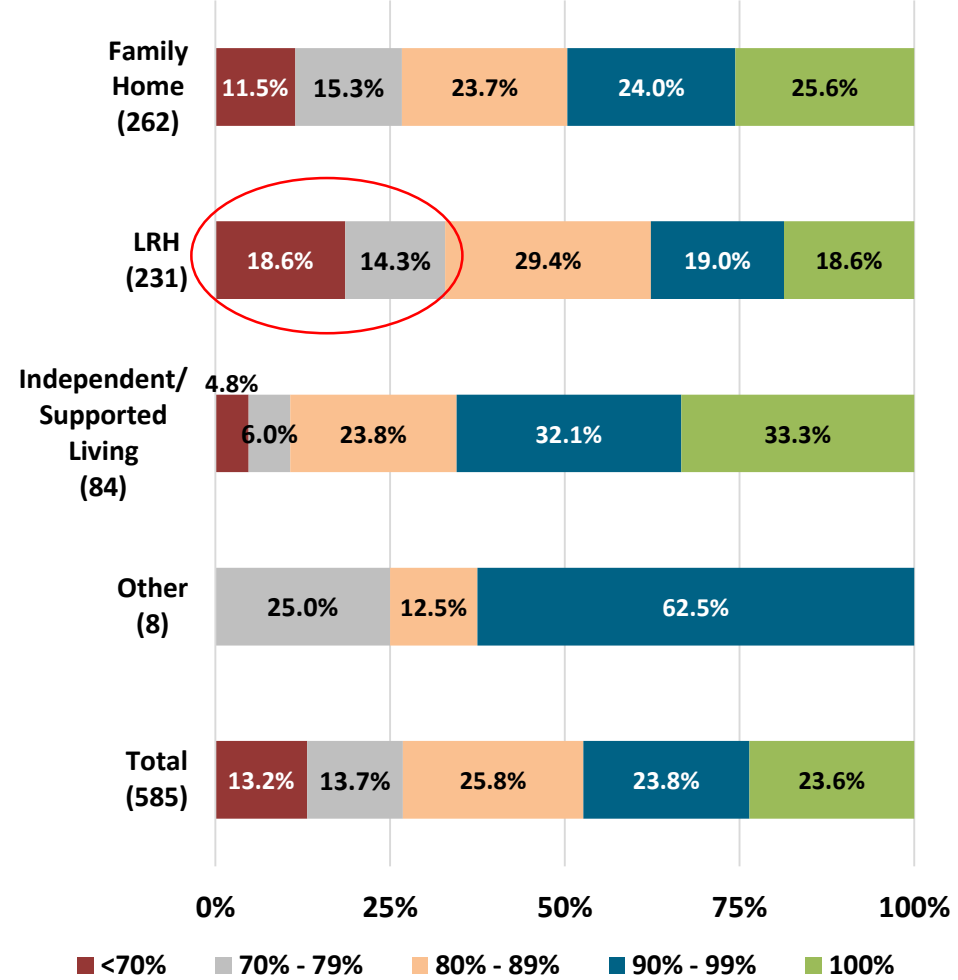


Waiver Participant MLI Outcome Scores

By Region

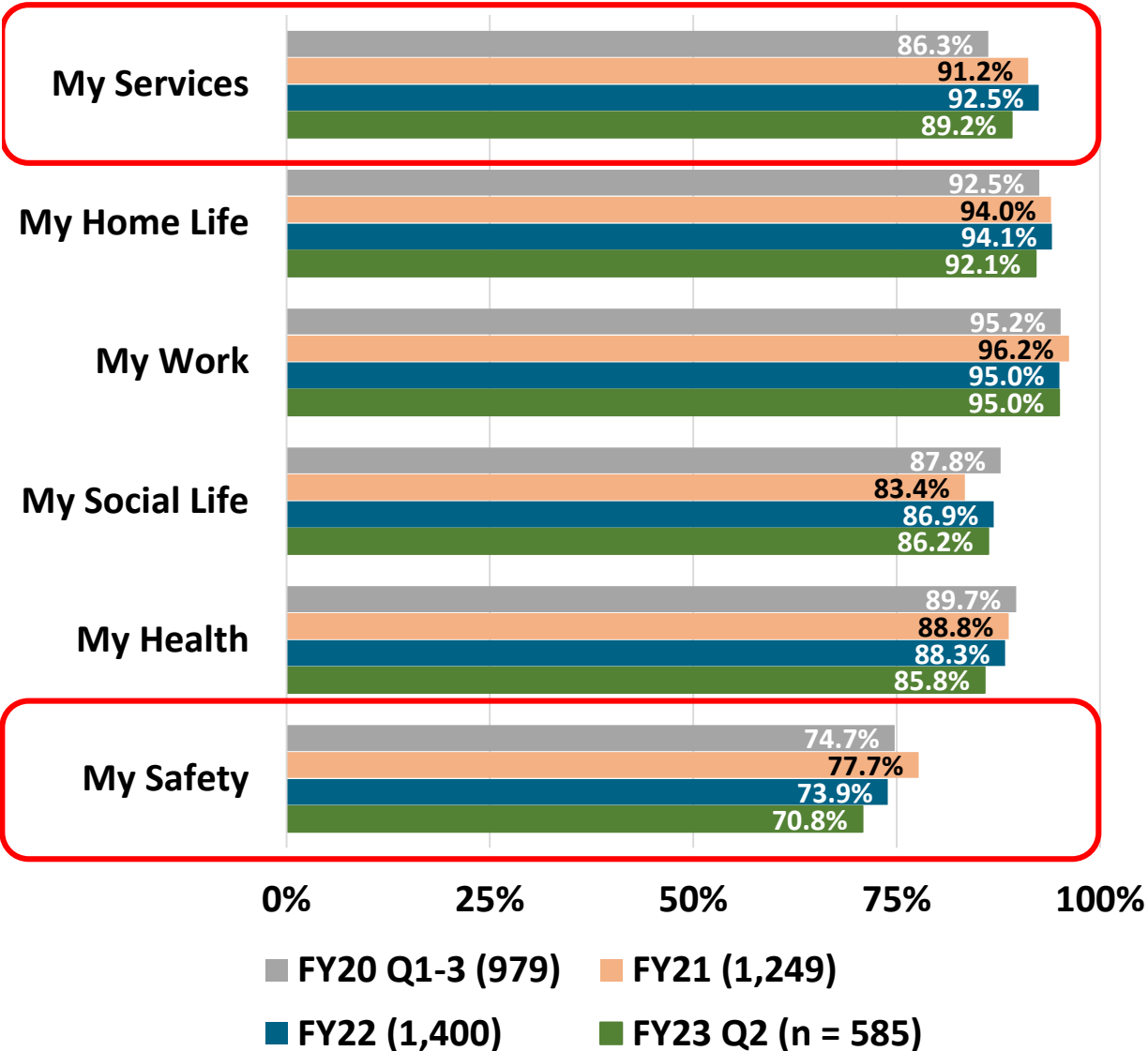


By Residential Setting

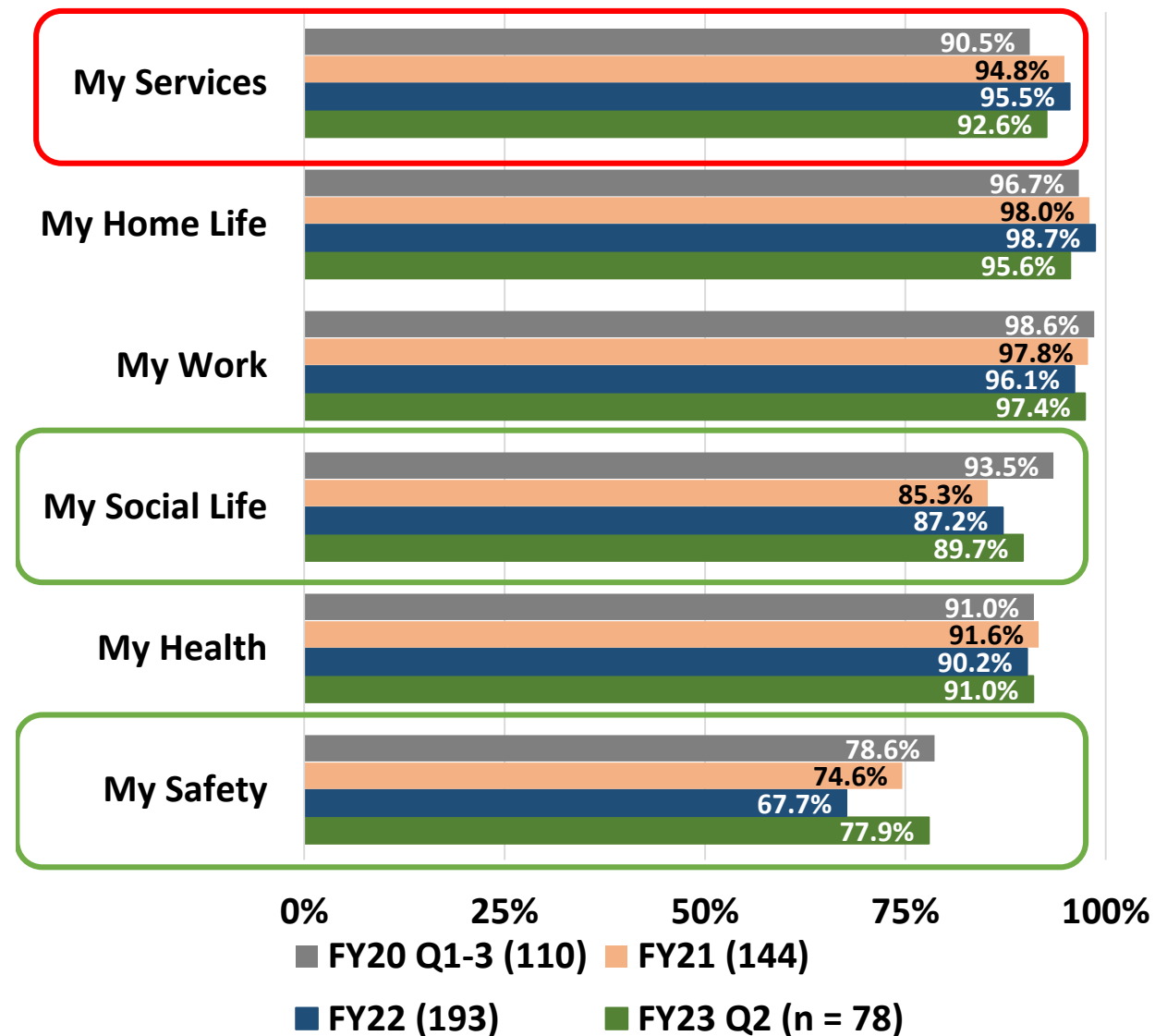


MLI Outcomes by Life Area: FY20 – FY23 Q2

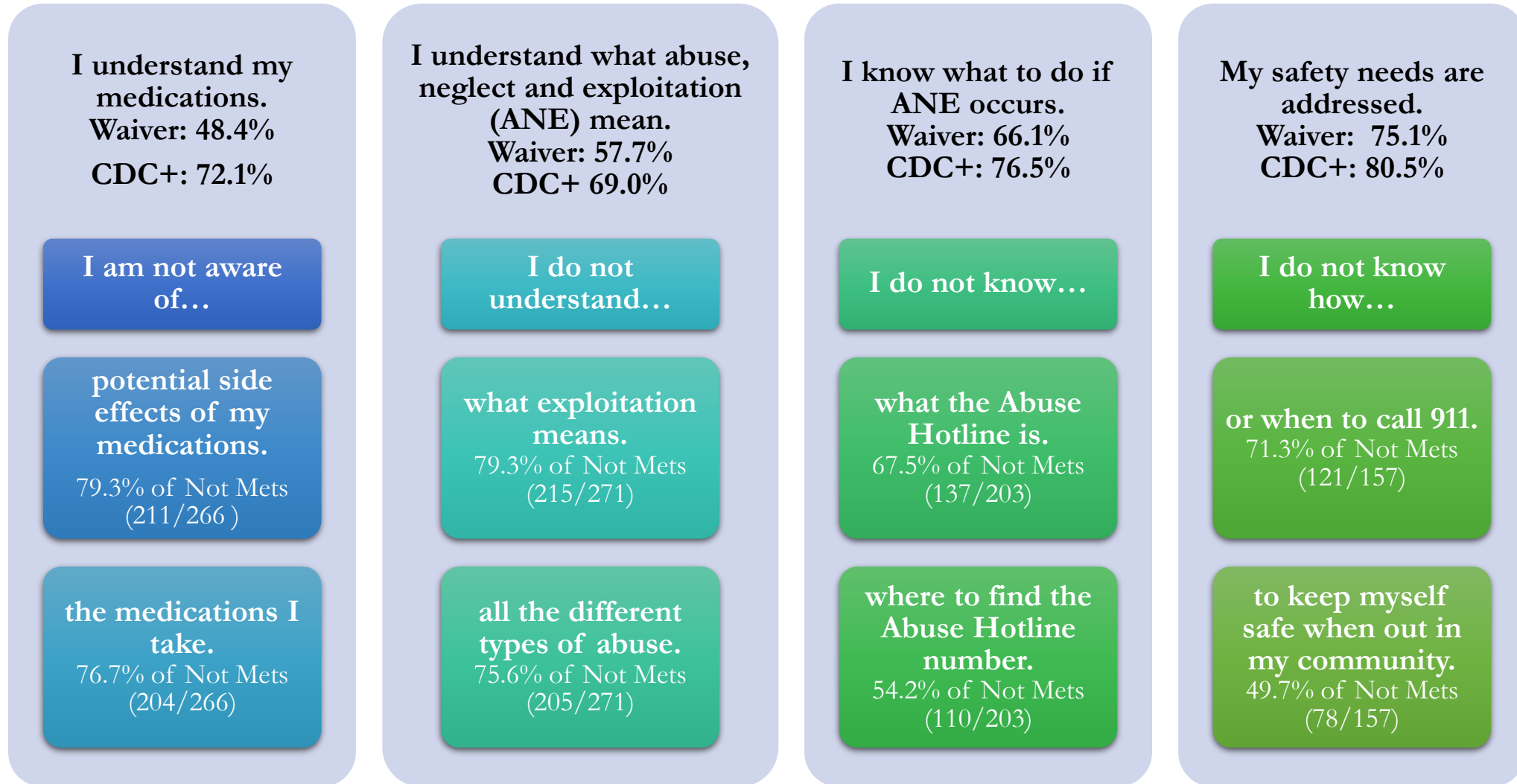
Waiver



CDC+



Lowest Scoring MLI Outcomes and Most Common Not Met Reasons: FY 2023 Q2



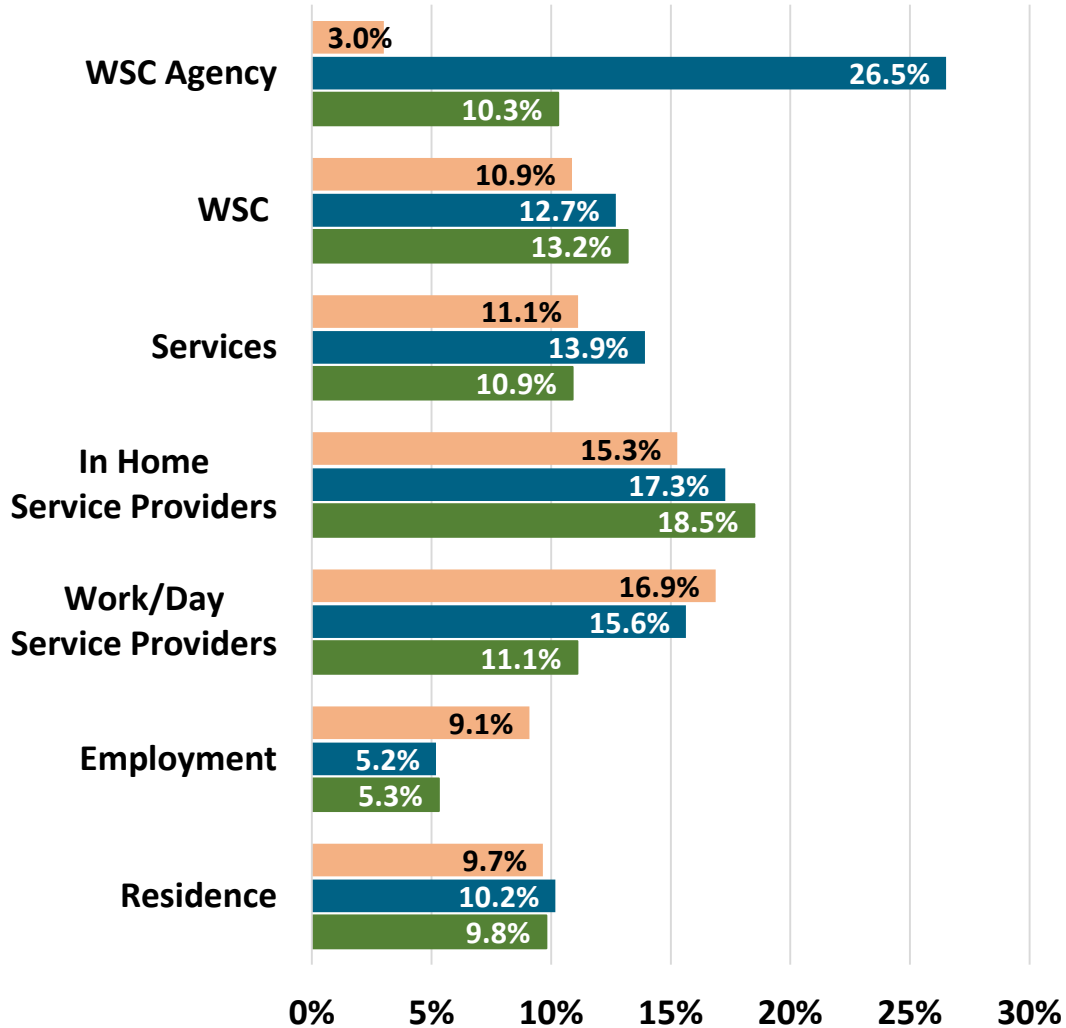
Stability



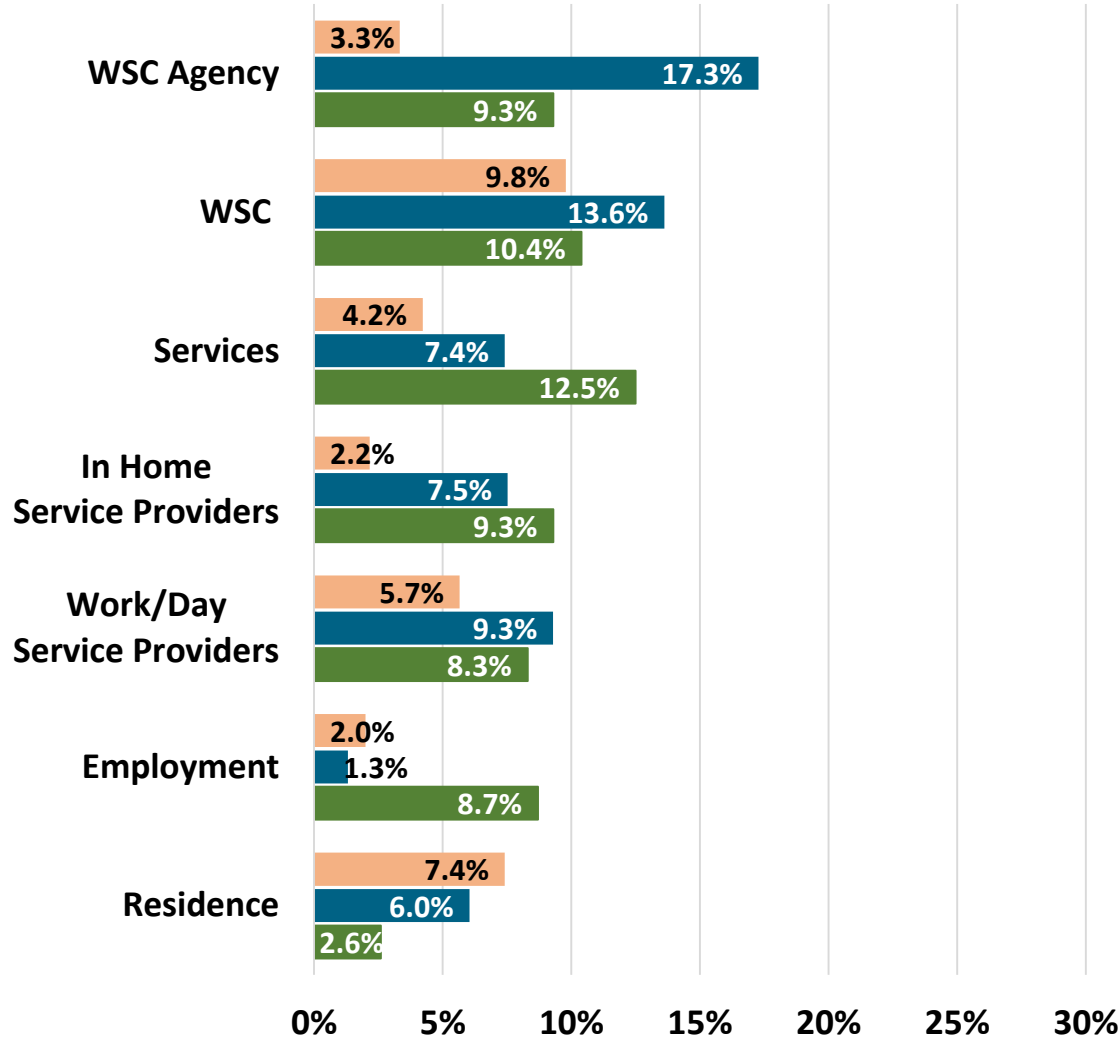
Stability: Percent with 1 or more changes in past year



Waiver



CDC+



FY21 (1,249) FY22 (1,400) FY23 Q2 (585)

FY21 (144) FY22 (193) FY23 Q2 (78)

Preventative Health Care



dental

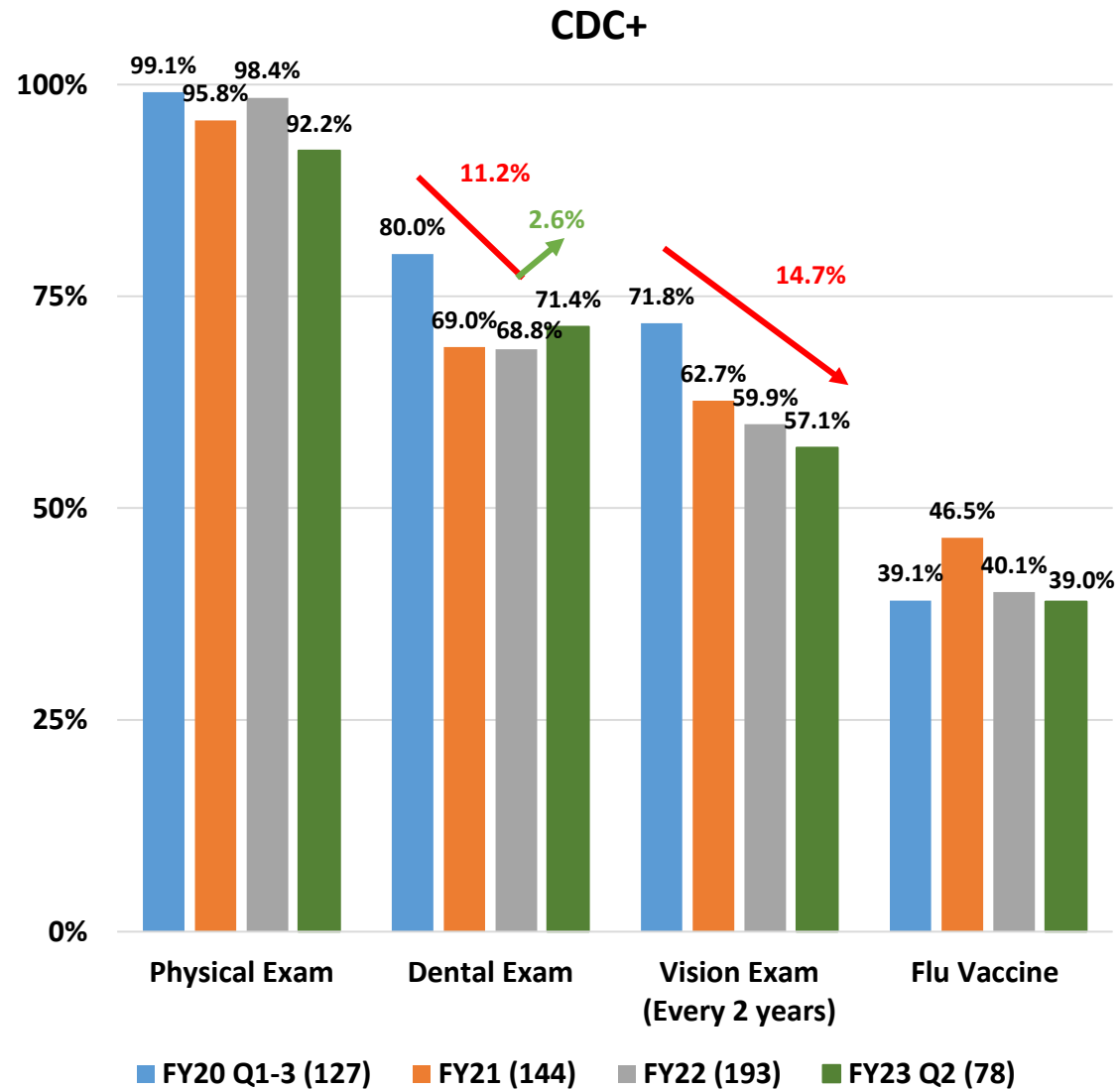
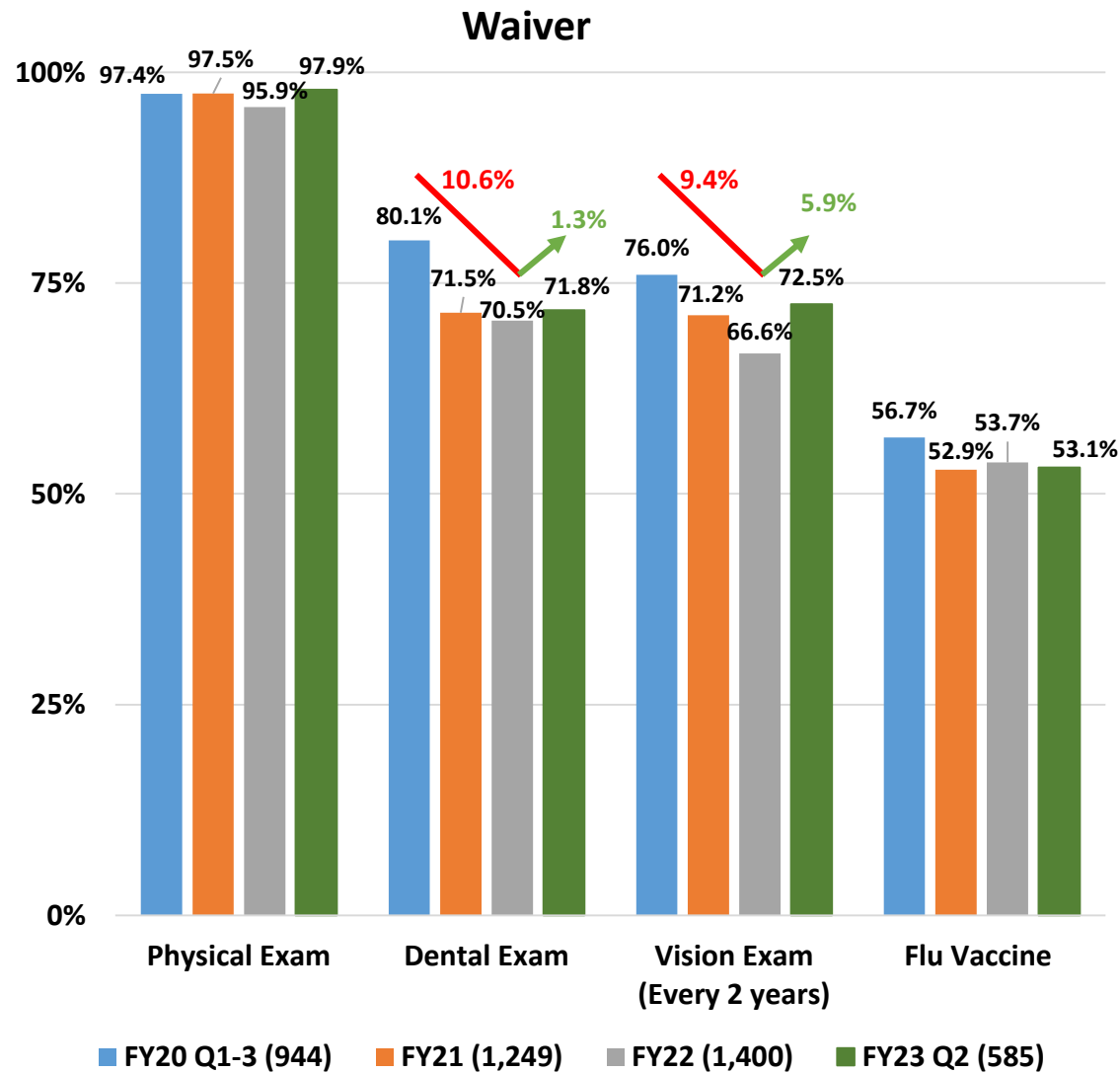


vision



life

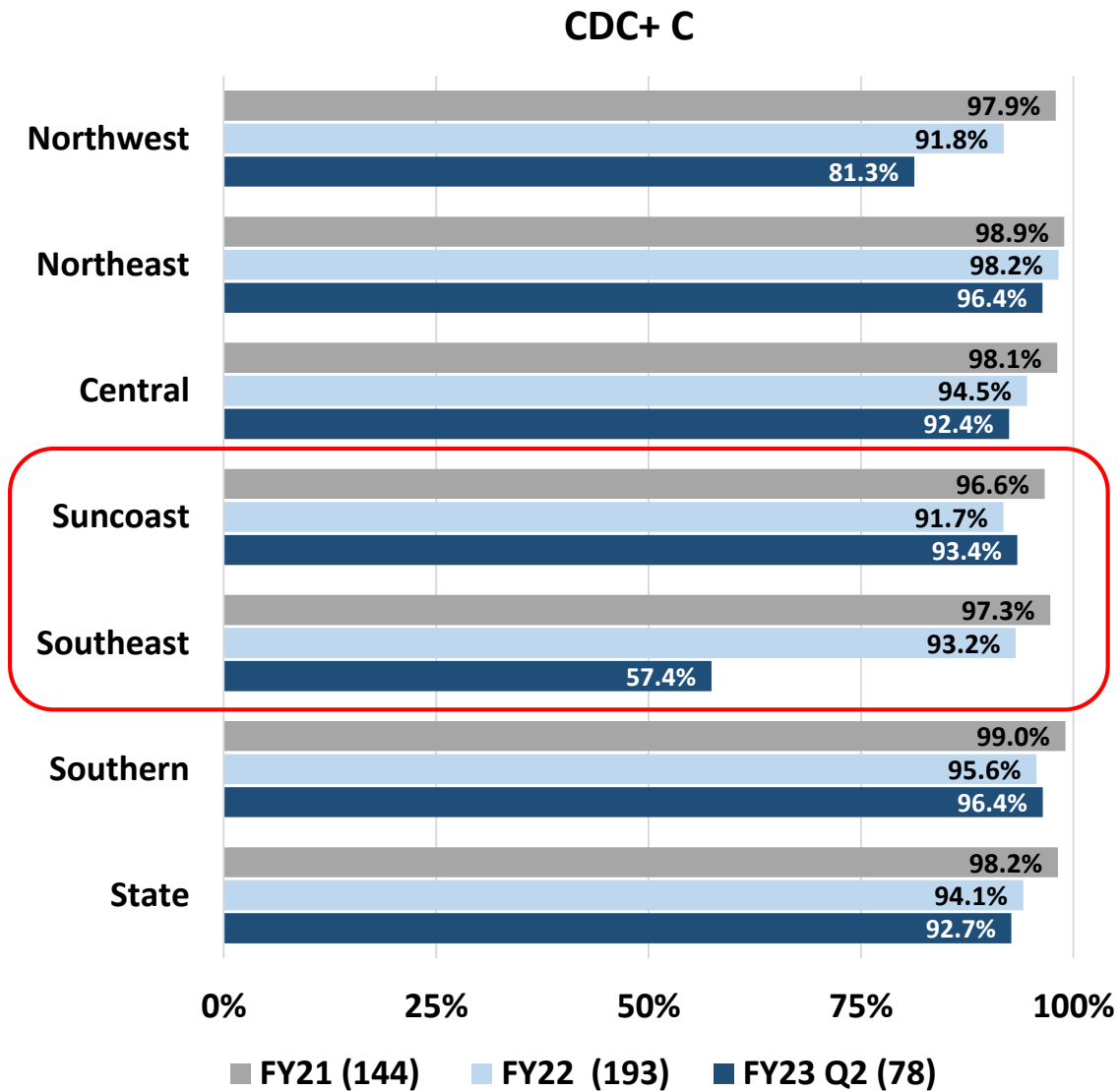
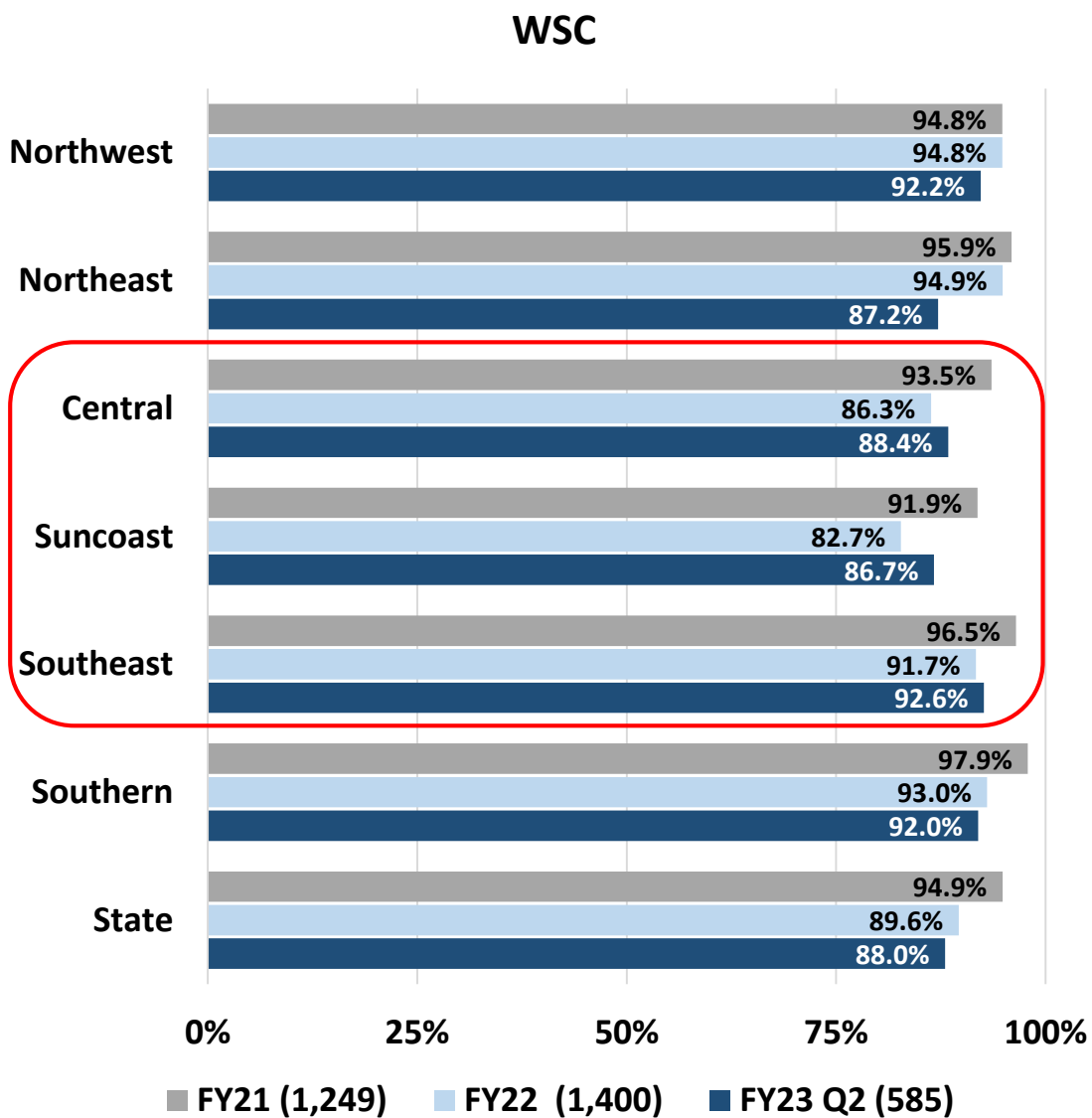
Percent of people who received preventative care by FY



WSC/CDC+ Consultant Record Reviews



WSC/CDC+ Consultant Record Review Scores by Region and FY



Low Scoring Record Review Indicators: WSCs

FY21 → FY22 → FY23 Q2

28.3

- The Support Plan reflects support and services necessary to address assessed risks.
 - 97.5% (1,188) → 78.2% (1,323) → 69.2% (568)

22.4

- Level of care is reevaluated at least every 365 days and contains all required components for billing.
 - 96.1% (1,249) → 79.8% (1,399) → 73.7% (585)

21.8

- Person receiving services is given a choice of waiver services or institutional care at least annually.
 - 96.5% (1,249) → 80.6% (1,396) → 74.7% (585)

21.0

- Level of care is reevaluated at least every 365 days and contains all required components for compliance.
 - 96.5% (1,245) → 80.6% (1,395) → 75.5% (583)

14.7

- Level of care is completed accurately using the correct instrument/form.
 - 86.7% (1,207) → 75.6% (1,388) → 72.0% (582)

Low Scoring Record Review Indicators: CDC+ Consultants FY21 → FY22 → FY23 Q2

27.3

- The Support Plan reflects support and services necessary to address assessed risks.
- 100% (144) → 86.2% (181) → 72.7% (77)

17.4

- Level of care is completed accurately using the correct instrument/form.
- 95.6% (137) → 83.5% (188) → 78.2% (78)

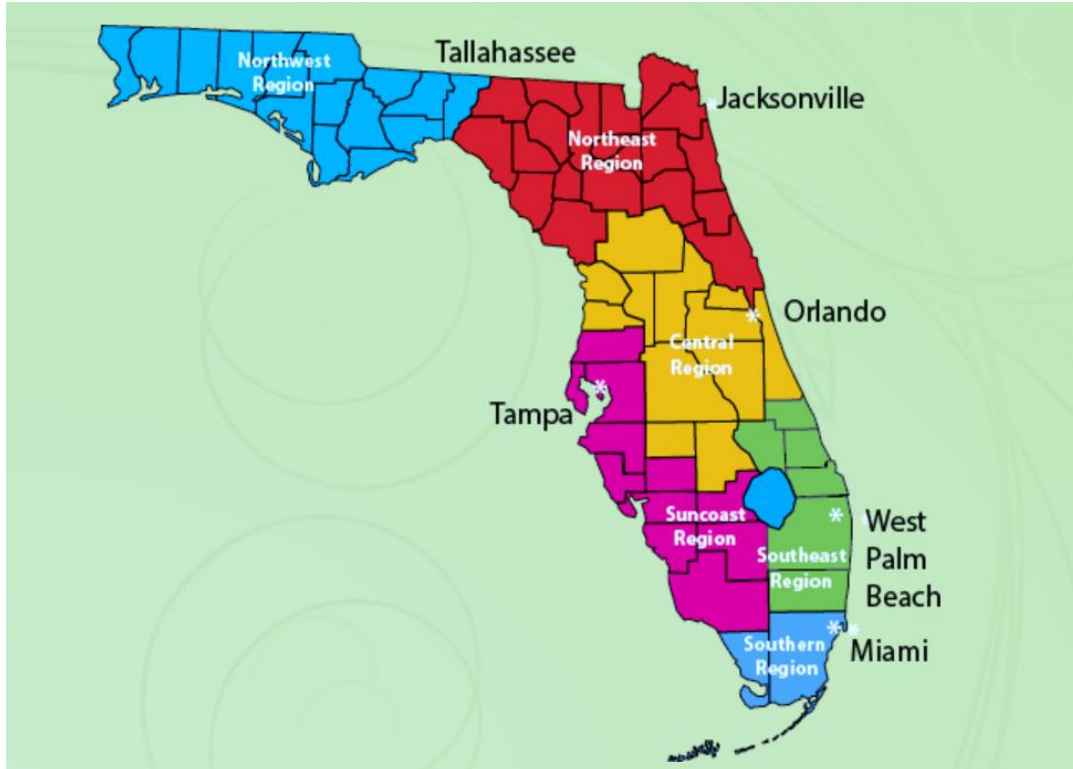
16.5

- Level of care is reevaluated at least every 365 days and contains all required components for billing.
- 98.6% (144) → 85.0% (193) → 82.1% (78)

Provider Discovery Reviews:



FY23 Q2 (July – December 2022)



Region	# of PDRs	
	Service Providers	Qualified Organizations
Northwest	65	5
Northeast	120	8
Central	170	14
Suncoast	235	16
Southeast	181	22
Southern	133	16
State	904	81

Service Provider PDRs by Region

July– December 2022

Region (n)	GAR		Q&T (2,402)	SSRR (3,125)	OBS (765)	
	Agencies (812)	Solo (92)			LRH (672)	ADT (93)
Northwest (65)	99.2%	94.1%	92.5%	93.3%	99.0%	98.7%
Northeast (120)	97.3%	92.0%	92.1%	90.1%	99.2%	99.8%
Central (170)	96.6%	77.8%	90.7%	88.6%	97.5%	99.7%
Suncoast (235)	97.5%	85.7%	92.0%	89.2%	98.1%	99.4%
Southeast (181)	96.7%	100.0%	92.2%	91.6%	99.1%	99.0%
Southern (133)	97.0%	100.0%	94.0%	94.5%	99.4%	99.1%
State (904)	97.2%	89.1%	92.2%	90.7%	98.6%	99.4%

QO PDRs by Region July – December 2022

Region (n)	GAR (81)	Q&T (290)
Northwest (5)	100.0%	91.9%
Northeast (8)	98.2%	93.0%
Central (14)	100.0%	96.2%
Suncoast (16)	98.1%	97.1%
Southeast (22)	98.4%	98.9%
Southern (16)	95.6%	97.3%
State (81)	98.2%	96.7%

Provider Discovery Review Trends

FY21: July 2020 – June 2021

FY22: July 2021 – June 2022

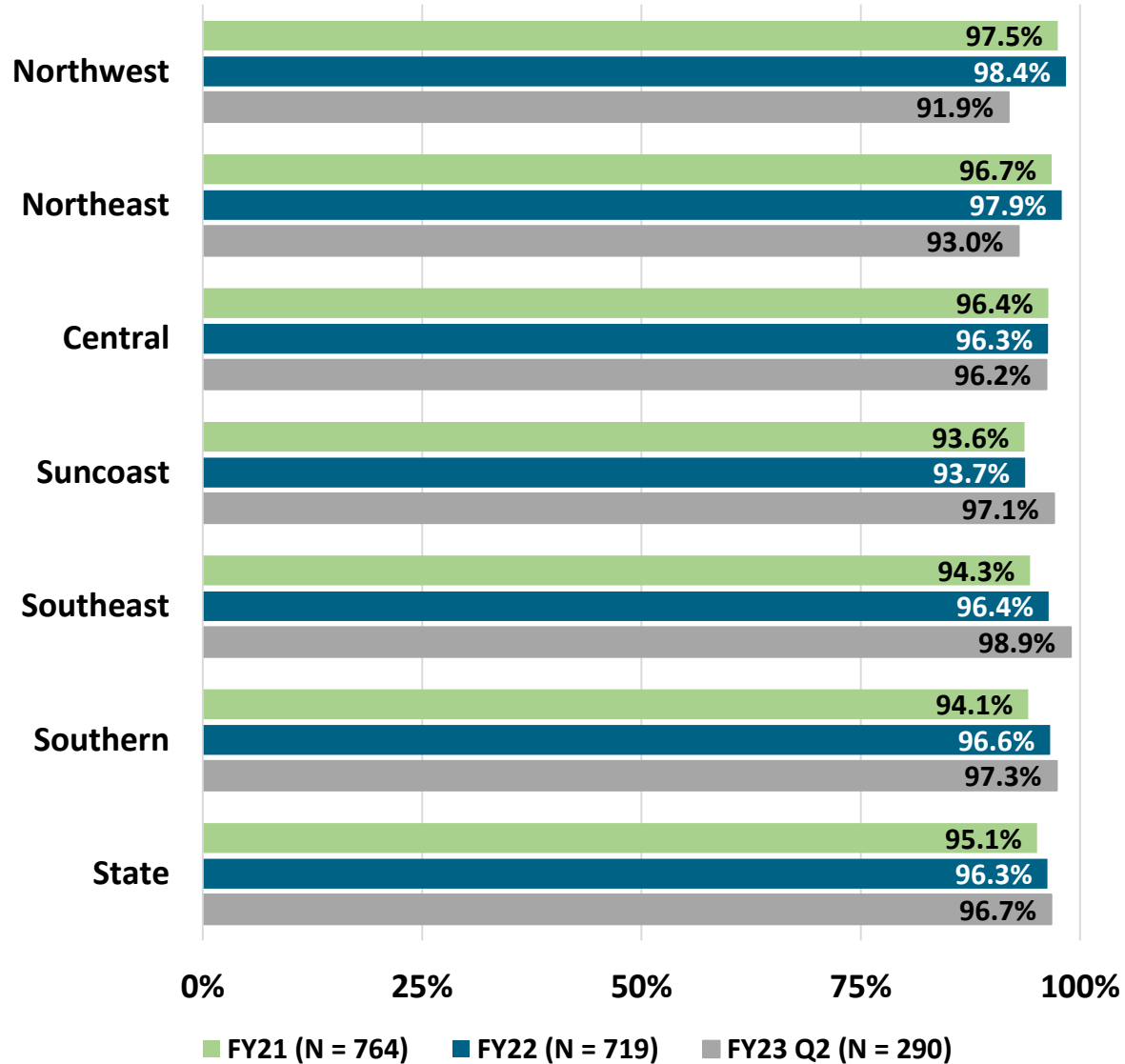
FY22: July 2022 – December 2022

Staff Qualifications and Training

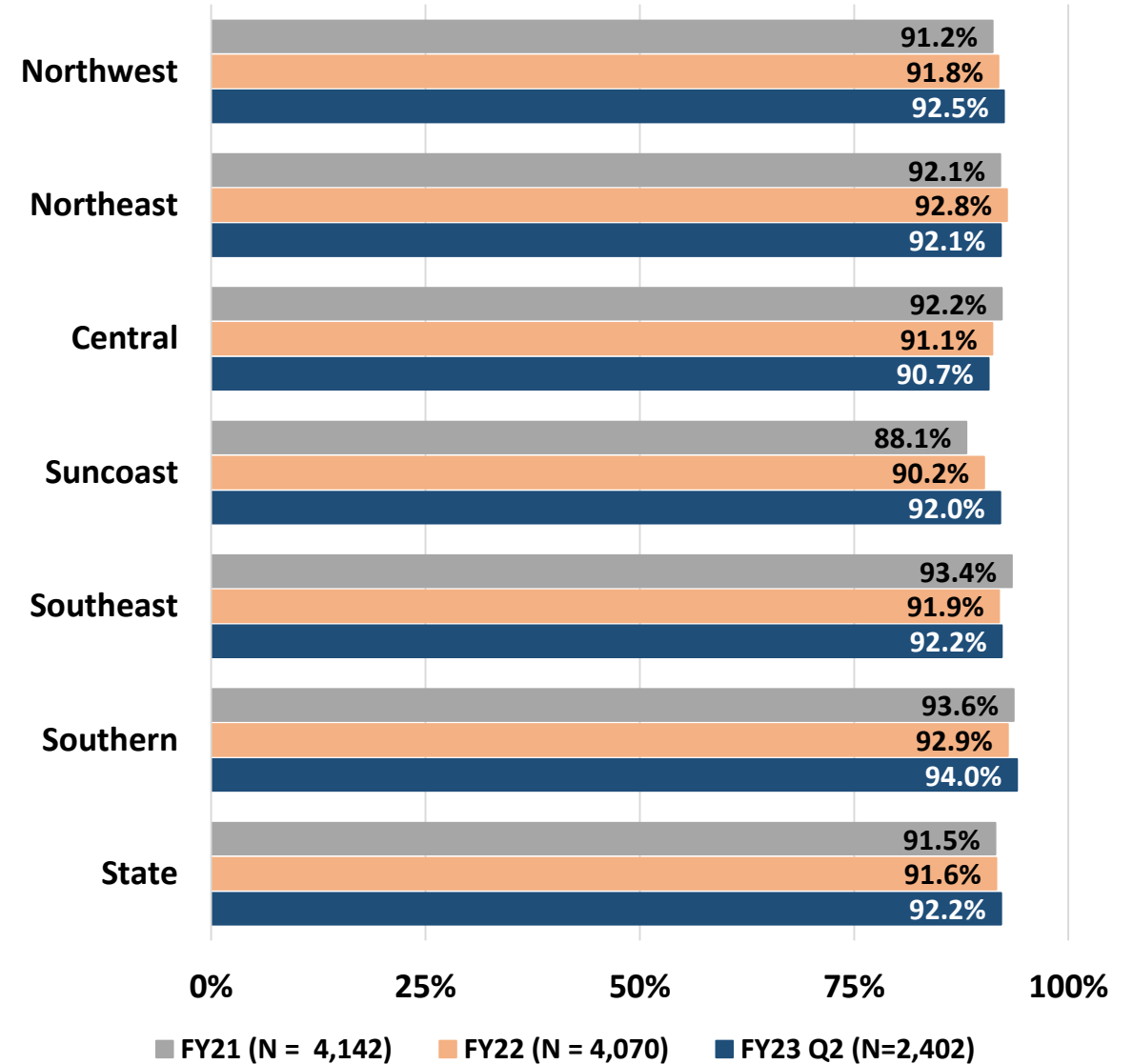


Qualifications and Training Scores by Region and FY

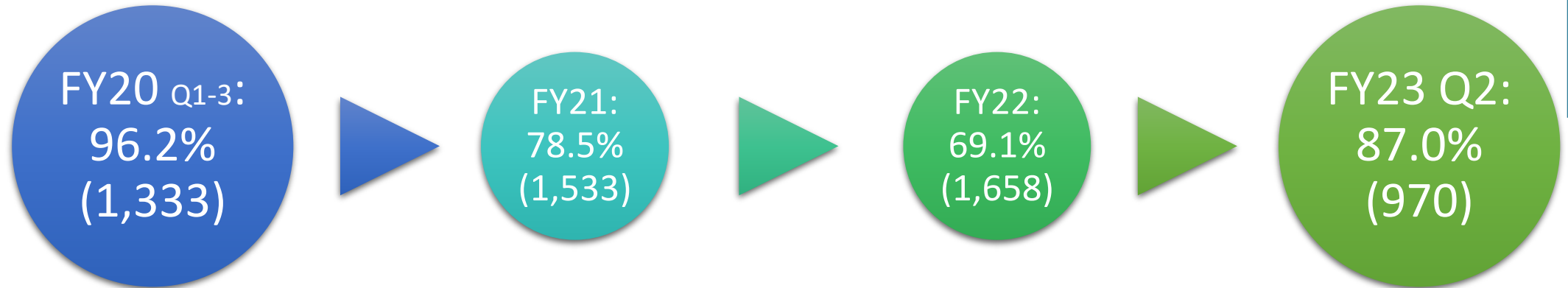
WSC/CDC+ C



Service Providers



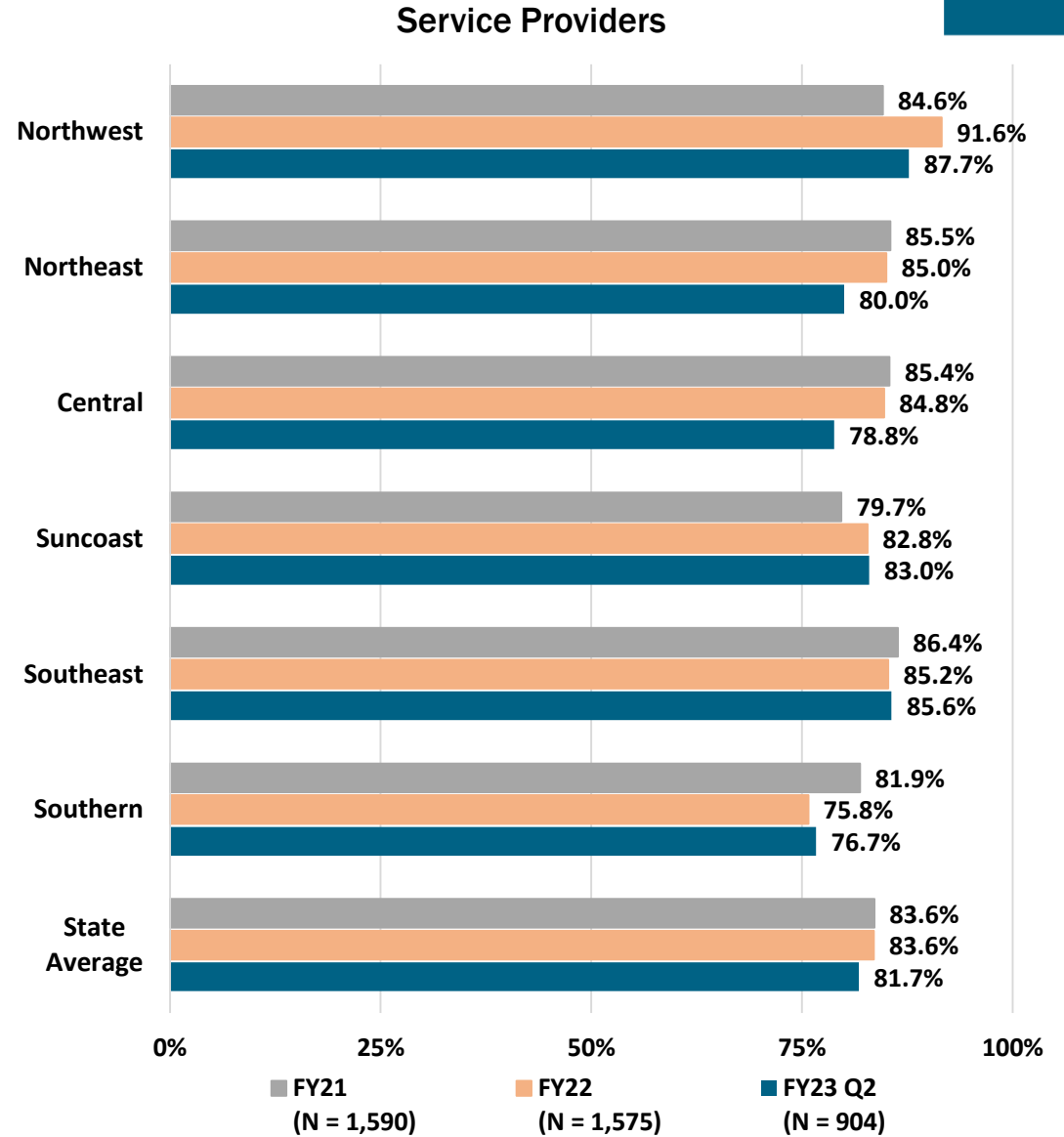
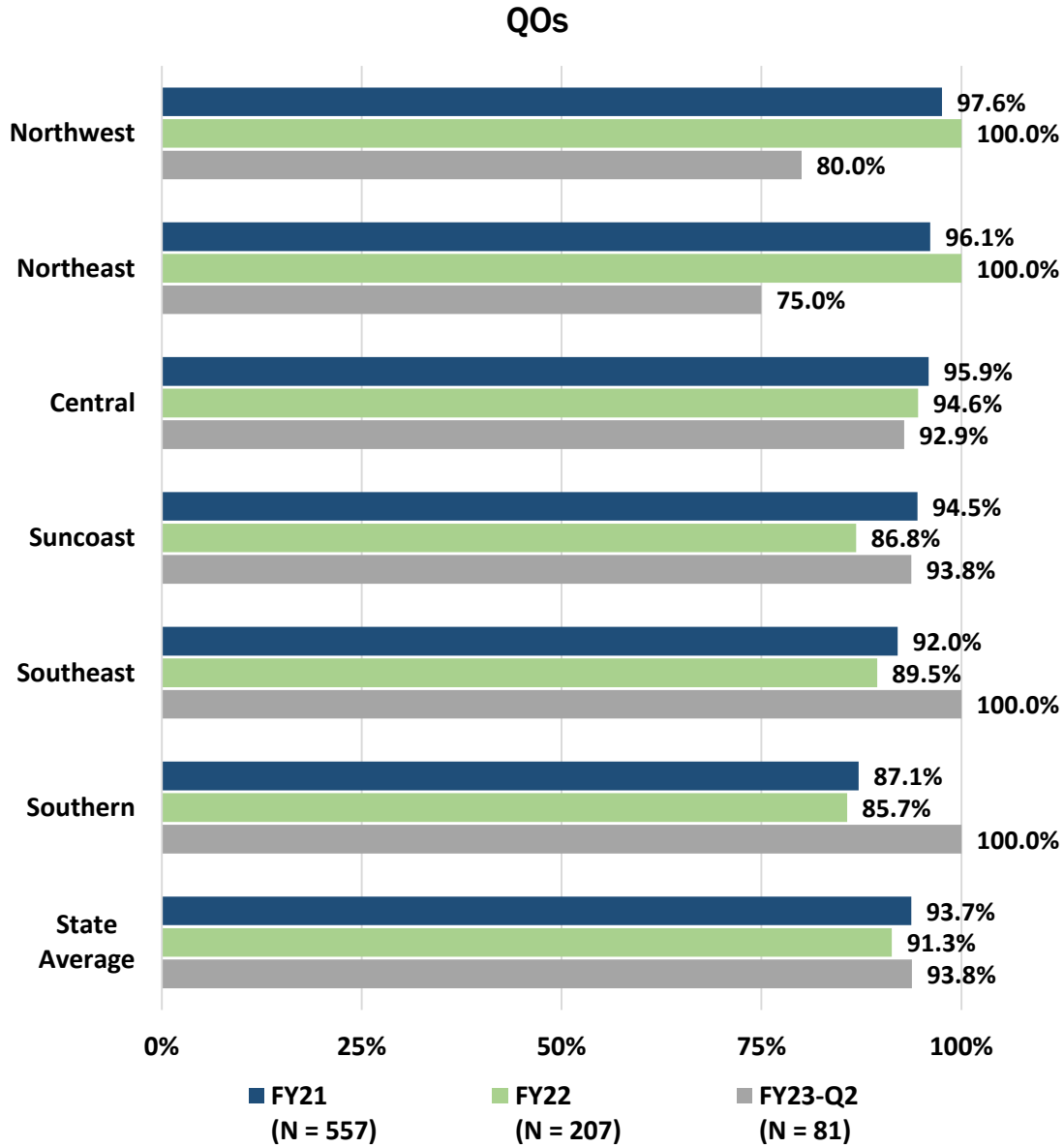
Basic Medication Administration Validation



In FY23 Q2, 126 Basic Medication Administration Validation Certificates were deemed out of compliance, the 3 most common not met reasons include:

- Just over **38.9%** did not have the Established Primary Route circled,
- Nearly **19.8%** were either missing or had an incorrect Validation Effective Date,
- And **15.1%** were either missing or had an incorrect Validation Expiration Date.

Percent of QOs/Service Provider with all Background Screenings Met by FY

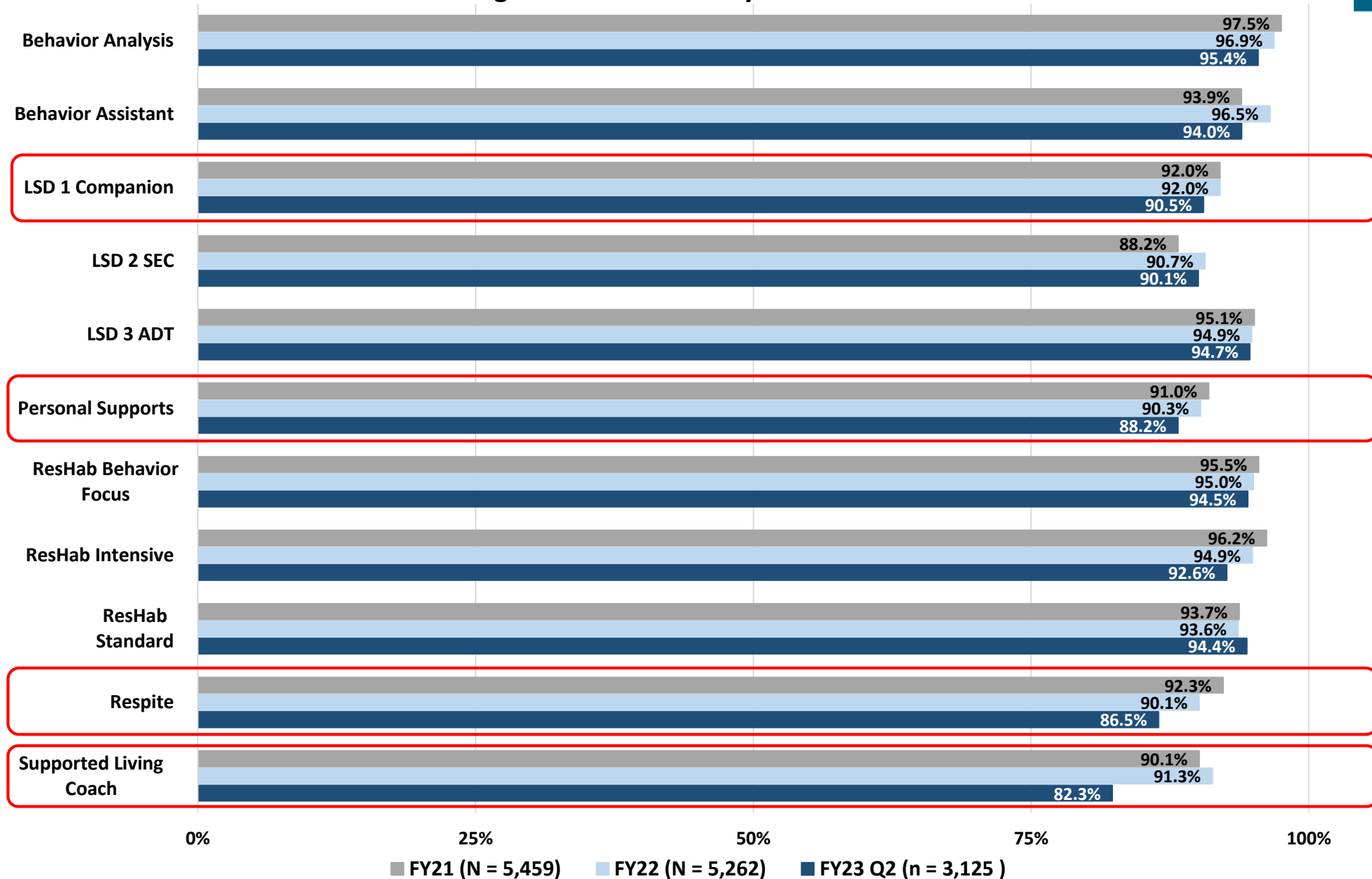


Note: FY23 Q2 QOs (n): NW (5) ; NE (8); Central (14); Suncoast (16); SE (22) and Southern (16)

Service Specific Record Reviews



Service Specific Record Reviews Weighted SSRR scores by Service and FY



Lowest Scoring Indicator for Lowest Scoring Services

Personal Supports:

- The provider has complete Service Logs covering services provided and billed during the period under review
 - FY21: 77.8% (n = 1,523)
 - FY22: 65.0% (n = 1,510)
 - FY23 Q2: 49.9% (n=828)
 - 27.9 point decline

Respite:

- The provider has complete Service Logs covering services provided and billed during the period under review
 - FY21: 86.0% (n = 351)
 - FY22: 66.4% (n = 259)
 - FY23 Q2: 56.8% (n = 139)
 - 29.2 point decline








LSD 2 (SEC):

- The current Employment Stability Plan covering services provided and billed during the period under review contains all required components
 - FY21: 54.4% (n = 182)
 - FY22: 55.3% (n = 141)
 - FY23 Q2: 67.4% (n = 89)

Supported Living Coaching:

- The current Implementation Plan covering services provided and billed during the period under review contains all required components
 - FY21: 70.8% (n = 431)
 - FY22: 71.6% (n = 423)
 - FY23 Q2: 53.8% (n = 236)

Alerts by FY

Alert Type	FY20 Q1-3 (348)	FY21 (576)	FY22 (608)	FY23 (308)
Abuse/Neglect/Exploitation	0.6%	0.2%	0%	0.3%
Background Screening	33.9%	30.7%	31.9%	38.0% 
Clearing House Roster	27.9%	28.8%	16.8% 	17.9% 
Driver's License/Insurance	4.3%	5.0%	4.3%	4.2%
Health & Safety	1.1%	0.0%	1.2%	1.9%
Medication Admin/Training	10.6%	33.5%	37.3% 	18.5% 
Medication Storage*	18.1%	NA	6.1%	14.3% 
Rights	2.9%	0.3%	2.1%	4.9% 
Vehicle Insurance	0.6%	1.4%	0.3%	0.0%

*Due to COVID-19, Observations were suspended in March 2020 and did not resume until January 2022 (FY22 Q2)

Thank you!

Questions? Comments?

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