

Quality Council Meeting

July 20, 2023

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Presentation Outline

Person Centered Review (PCR)

- FY23 Q1-Q3 Snapshot
- My Life Interview
 - Outcome Trends
 - A Closer look at Outcomes for Waiver Participants
 - Stability
- Health Summary: Preventative Care
- WSC/CDC+ Record Reviews

Provider Discovery Review (PDR)

- FY23 Q1-Q3 Snapshot
 - Staff Q&T (WSCs/Service Providers)
 - Service Specific Record Reviews
 - Alerts

FY23 Q1-Q3 Snapshot

July 2022 - March 2023

Region	Waiver Participants	CDC+ Participants
Northwest	72	10
Northeast	159	30
Central	198	37
Suncoast	225	23
Southeast	248	18
Southern	155	19
Total	1,057	137

MLI Outcomes

Waiver:
85.5%

CDC+:
91.3%

MLI Supports

Waiver:
96.8%

CDC+:
98.3%

Record Reviews

WSC:
88.1%

CDC+ C:
93.9%

CDC+ R:
94.6%

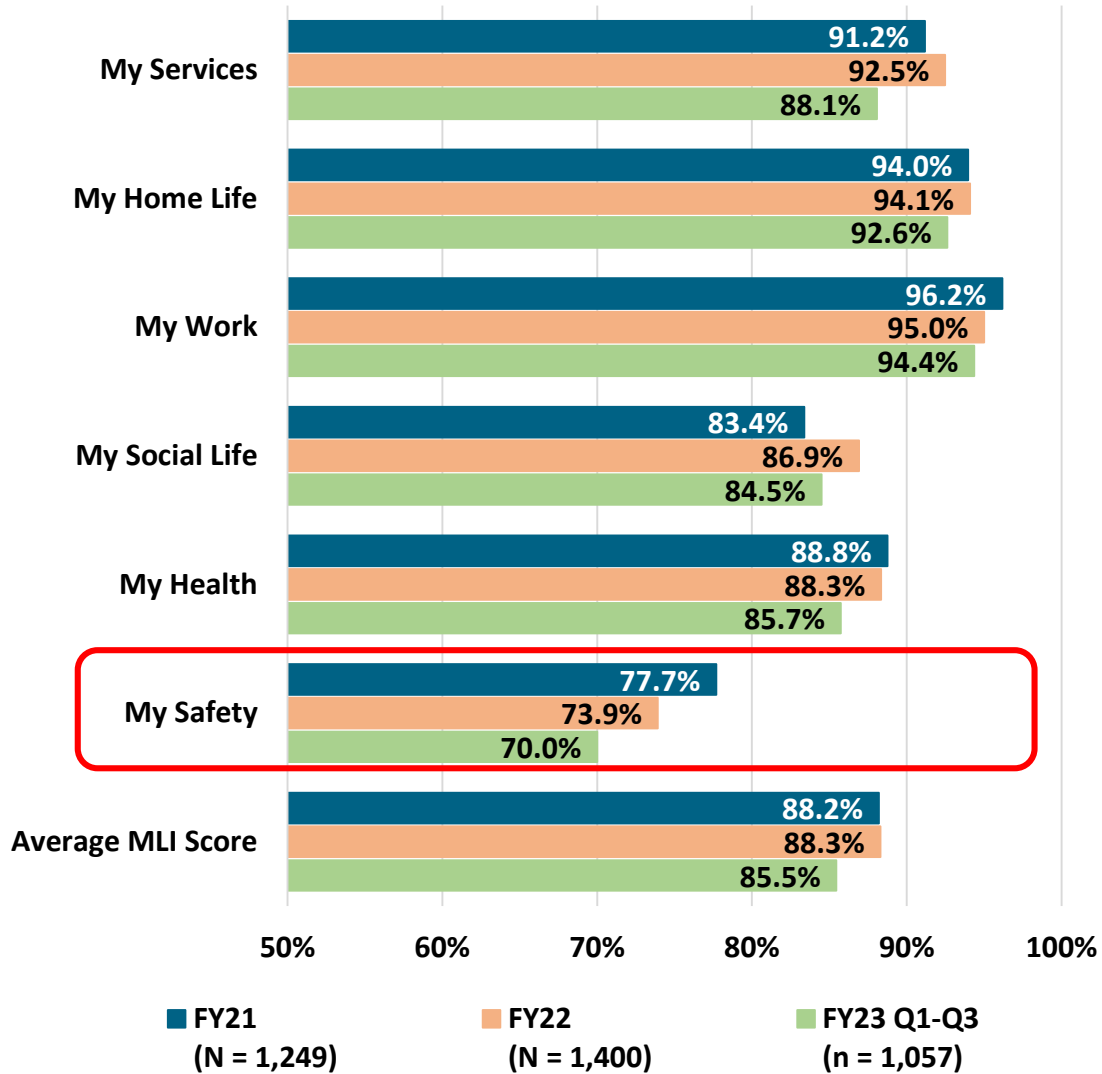
My Life Interview (MLI): Outcomes over Time



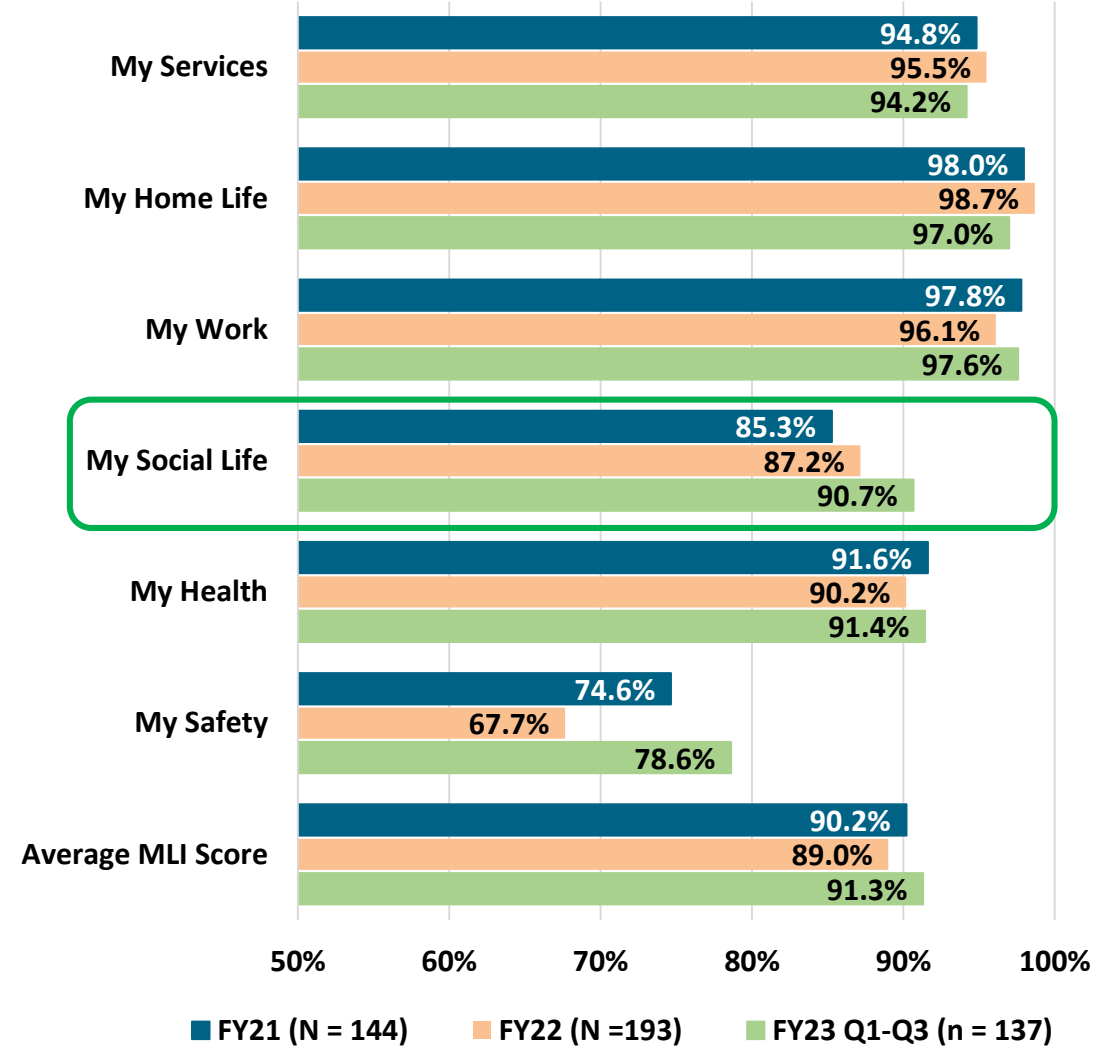
MLI Outcomes by Life Area: FY21 – FY23 Q1-Q3

(Boxes signify 5+ point difference b/t FY21 and FY23 Q1-Q3)

Waiver



CDC+



Lowest Scoring MLI Outcomes and Most Common Not Met Reasons: FY 2023 Q1-Q3

I understand my medications.

Waiver: 46.6%

CDC+: 75.2%

I am not aware of...

potential side effects of my medications.

83.4% of Not Mets (407/488)

the medications I take.

74.6% of Not Mets (364/488)

I understand what abuse, neglect and exploitation (ANE) mean.

Waiver: 57.3%

CDC+ 68.3%

I do not understand...

what exploitation means.

46.8% of Not Mets (303/648)

all the different types of abuse.

52.5% of Not Mets (340/648)

I know what to do if ANE occurs.

Waiver: 67.4%

CDC+: 73.7%

I do not know...

what the Abuse Hotline is.

34.1% of Not Mets (258/756)

where to find the Abuse Hotline number.

30.3% of Not Mets (229/756)

My safety needs are addressed.

Waiver: 71.7%

CDC+: 83.7%

I do not know how...

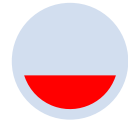
or when to call 911.

26.6% of Not Mets (227/852)

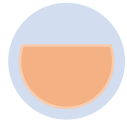
to keep myself safe when out in my community.

20.2% of Not Mets (172/852)

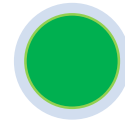
A Closer look at Outcomes: FY23 Q1-Q3 Waiver Participant Outcome Scores by Quartile



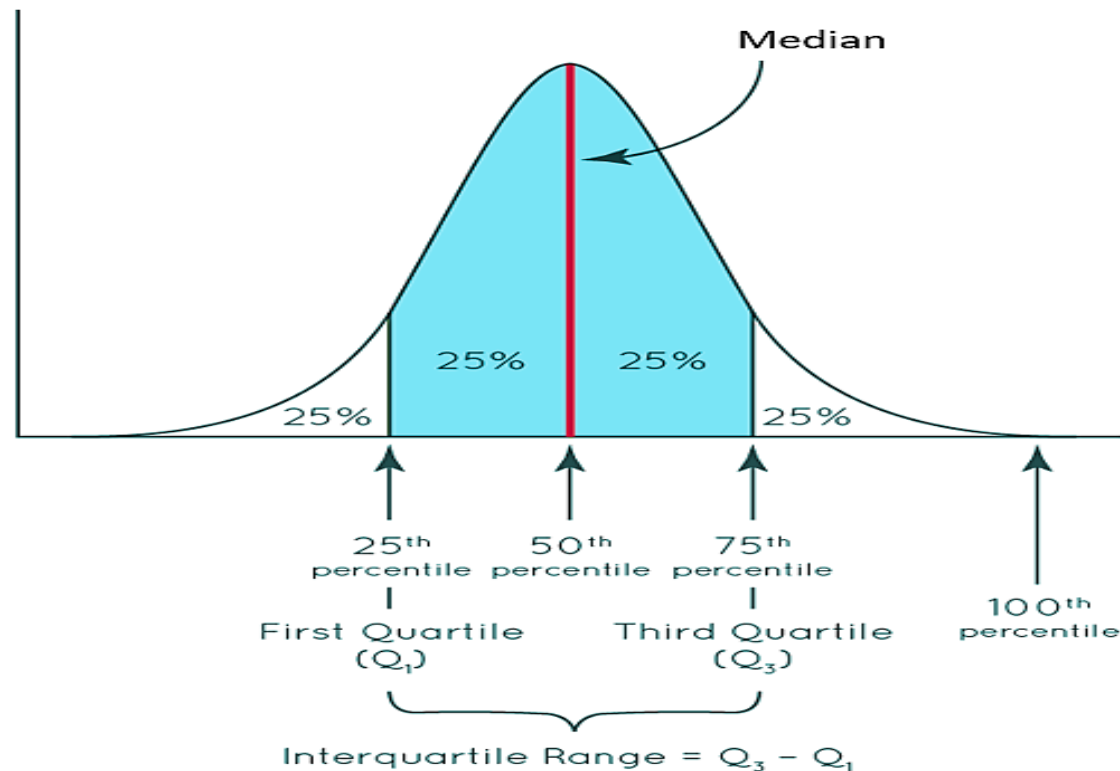
First Quartile (Q₁)
77.8% Met
(n = 265)



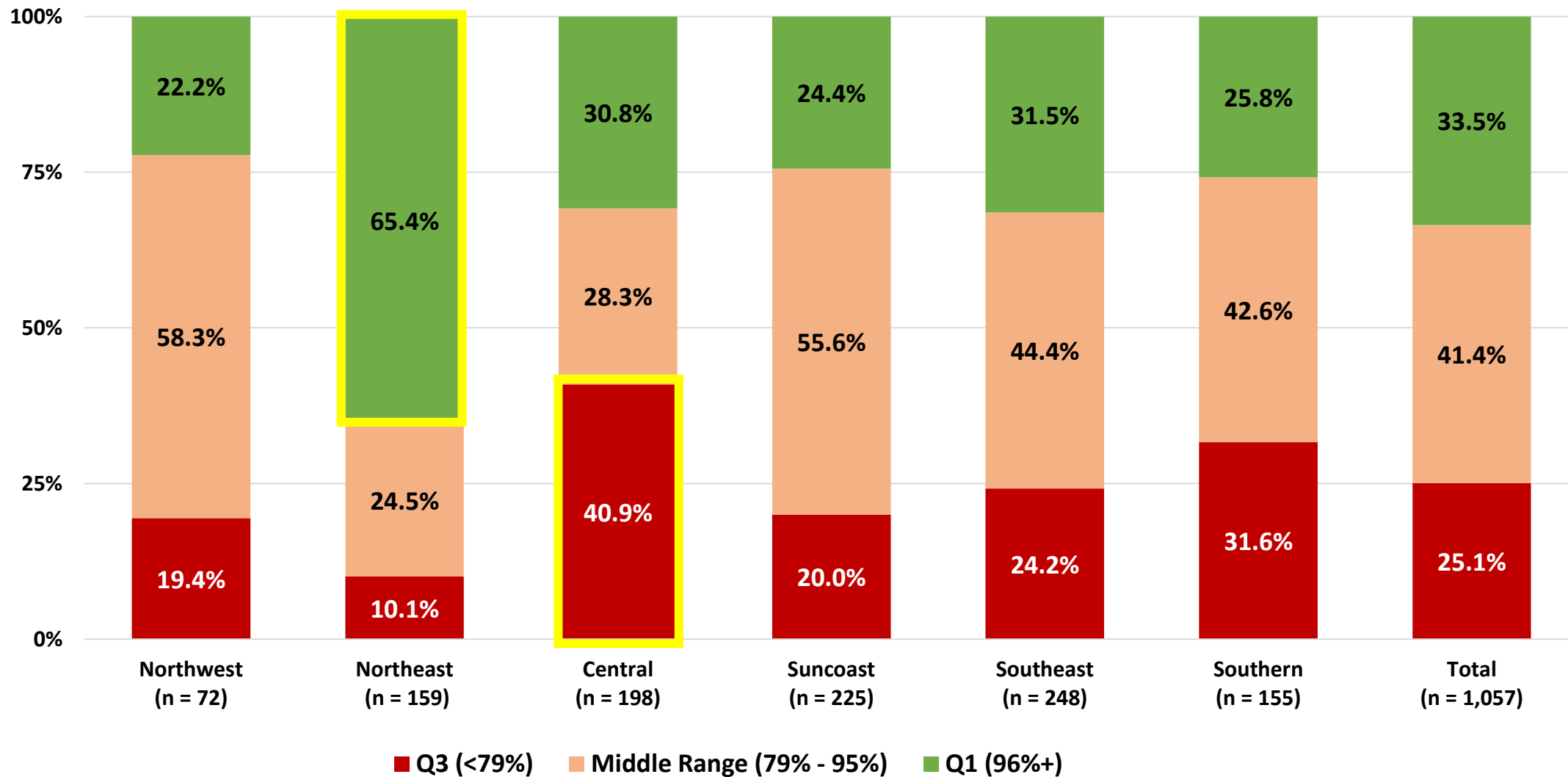
Median
88.0% Met
(n = 438)



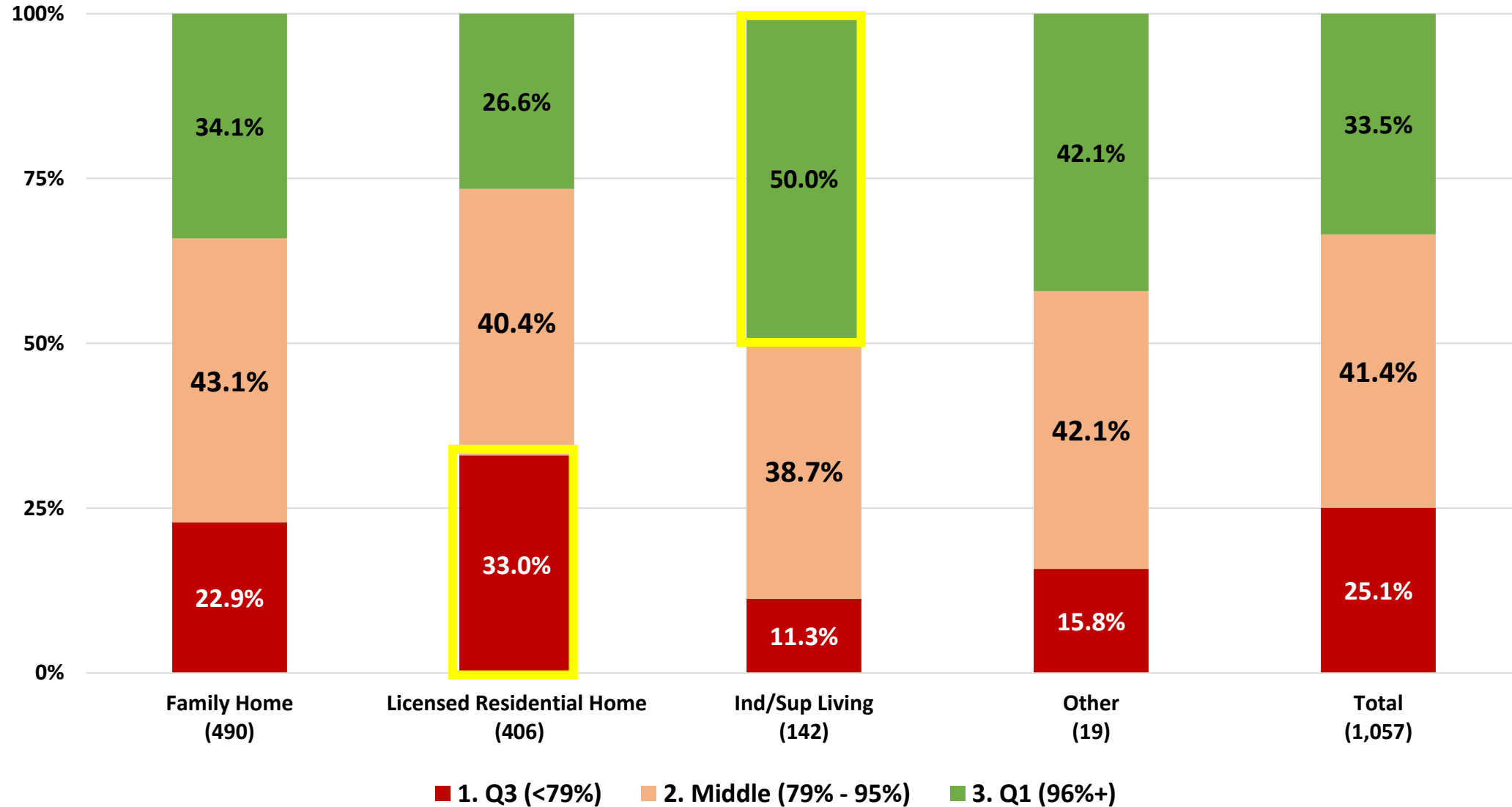
Third Quartile (Q₃)
96.0% Met
(n = 354)



Outcomes by Region and Quartile: FY23 Q1-Q3 Waiver Participants

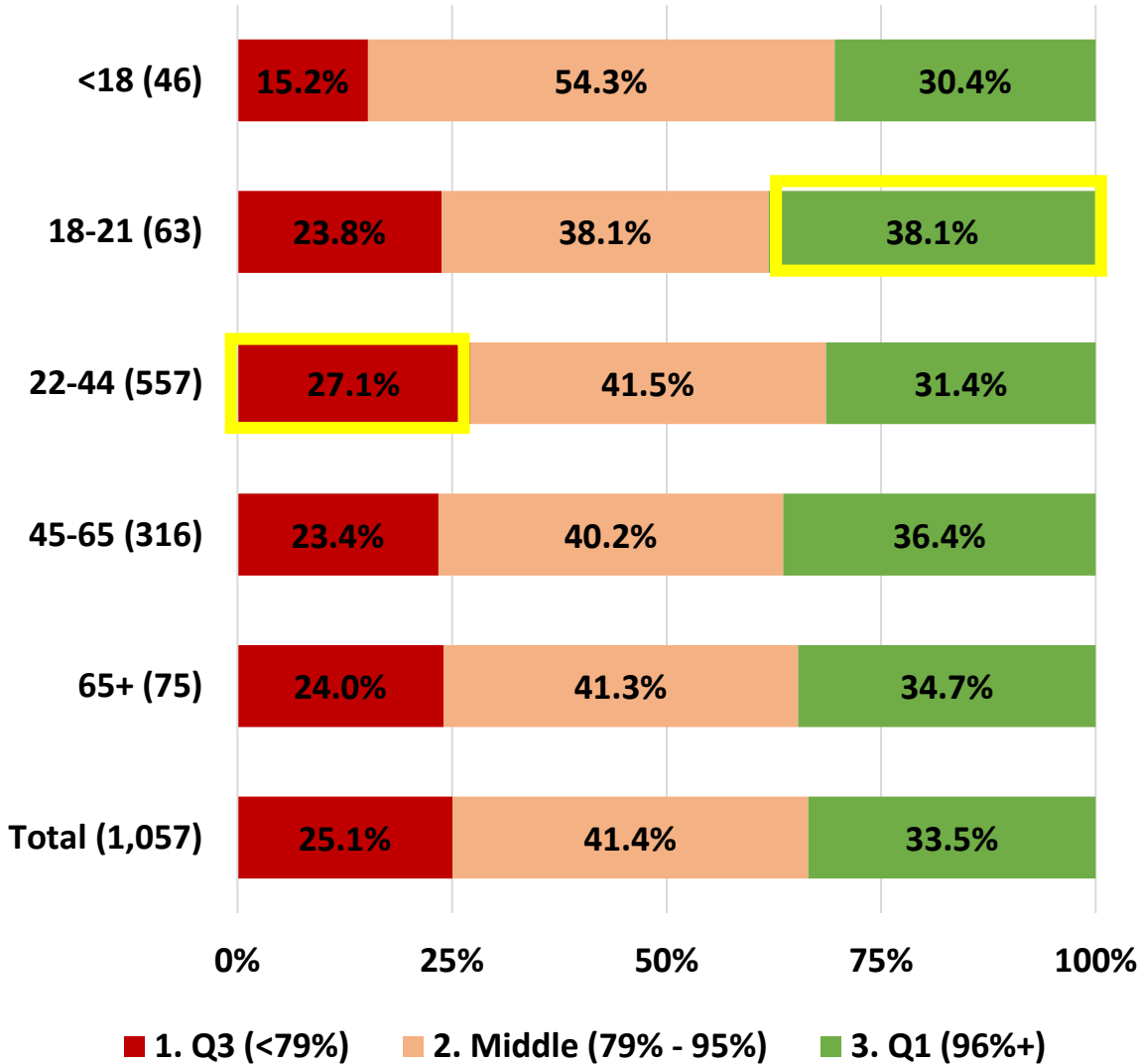


Outcomes by Residential Setting and Quartile: FY23 Q1-Q3 Waiver Participants

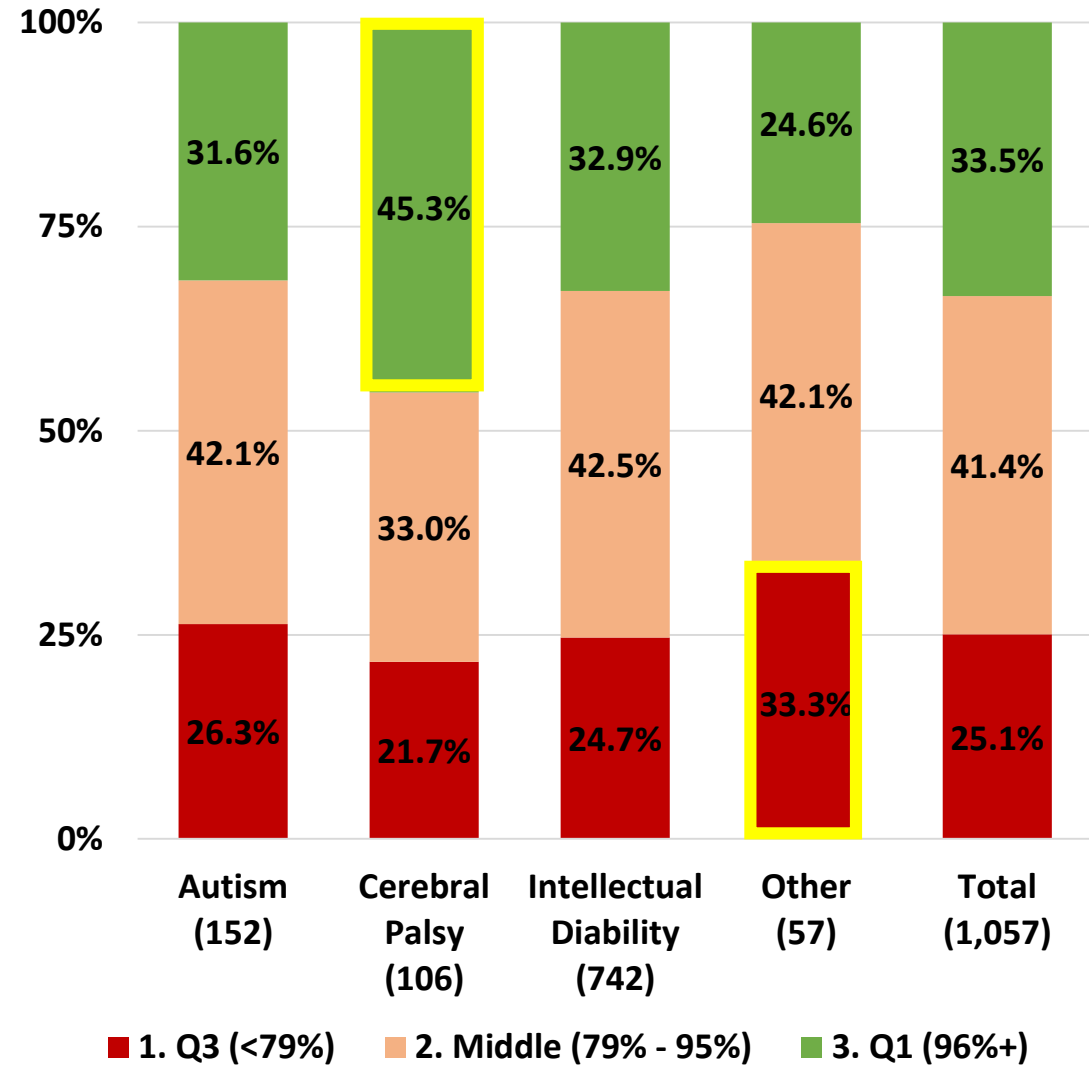


Outcomes by Age/Primary Disability and Quartile: FY23 Q1-Q3 Waiver Participants

Age Category



Primary Disability



Other Disabilities: Down Syndrome (43); Spina Bifida (11); Prader-Willi Syndrome (3) 10

MLI Standards with the Greatest difference between People with Outcomes in Quartile 1 versus Quartile 3

Standard	Quartile 1 (n = 265)		Quartile 3 (n = 354)		Difference
	Total Scored	% Met	Total Scored	% Met	
Rights- I understand my medications.	229	14.0%	296	86.5%	72.5%
Safety - I understand what abuse, neglect and exploitation (ANE) mean.	257	23.0%	329	95.4%	72.5%
Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.	252	31.3%	331	99.4%	68.0%
Choice and Self Direction - I am an active and contributing member of my community.	234	34.2%	332	97.9%	63.7%
Safety - My safety needs are addressed.	261	41.8%	342	94.4%	52.7%
Rights - I know and exercise my rights.	243	48.6%	345	98.8%	50.3%
Choice and Self-Direction - I am part of and participate in my community.	249	51.4%	351	98.3%	46.9%

MLI Standards with the Least difference between People with Outcomes in Quartile 1 versus Quartile 3

Standard	Quartile 1 (n = 265)		Quartile 3 (n = 354)		Difference
	Total Scored	% Met	Total Scored	% Met	
Satisfaction - I am satisfied with other health care providers/specialists.	218	97.2%	339	99.1%	1.9%
Rights - My preferred communication method/styles are known and respected.	241	95.9%	338	100.0%	4.1%
Future - I am able to make changes to my healthcare.	199	95.0%	326	100.0%	5.0%
Rights - My preferences are respected and valued at my work/day activity.	211	93.8%	321	100.0%	6.2%
Future - I am able to explore other places to live.	158	86.7%	279	99.6%	12.9%
Future - I am able to explore other arrangements for work/day activity.	182	85.7%	302	100.0%	14.3%

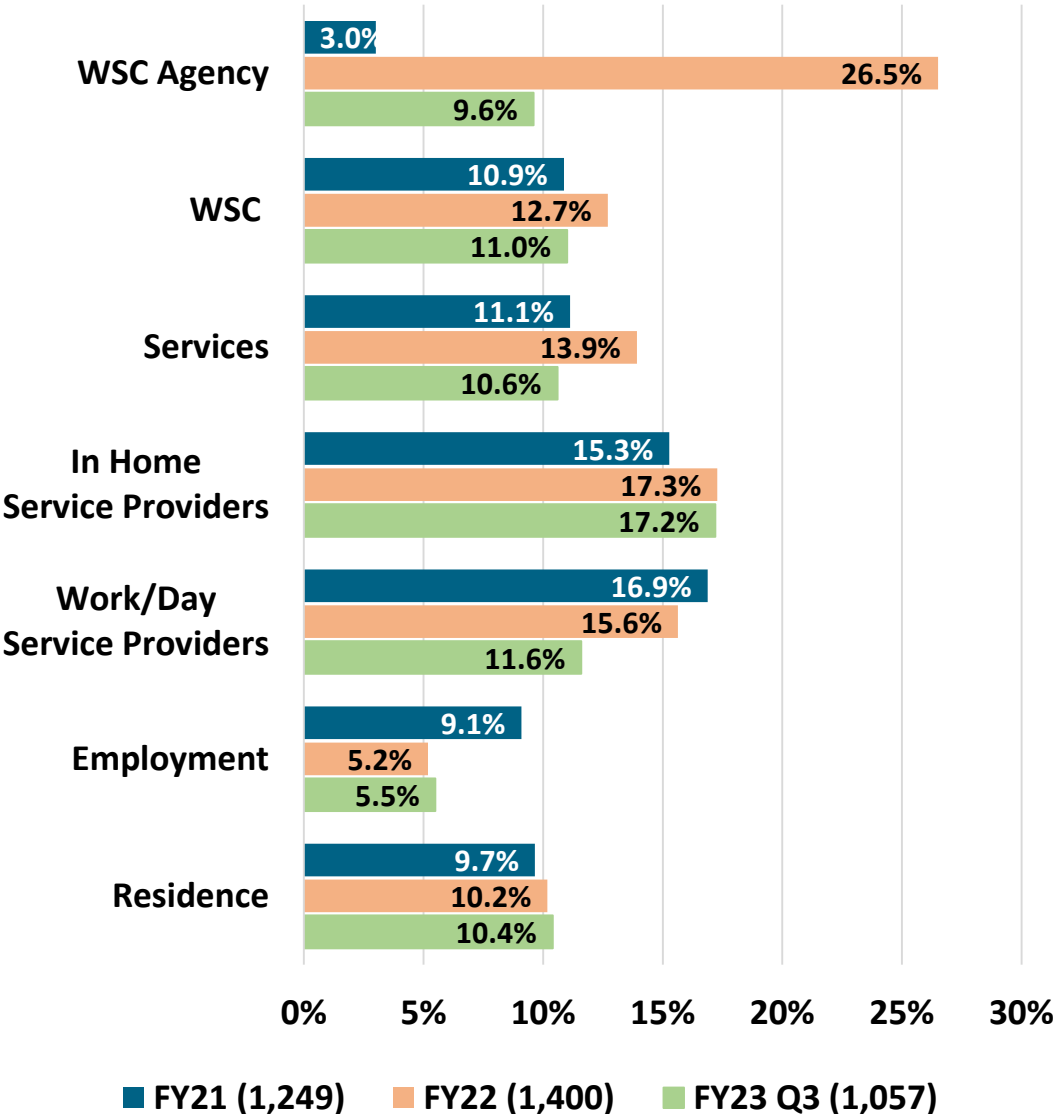
Stability



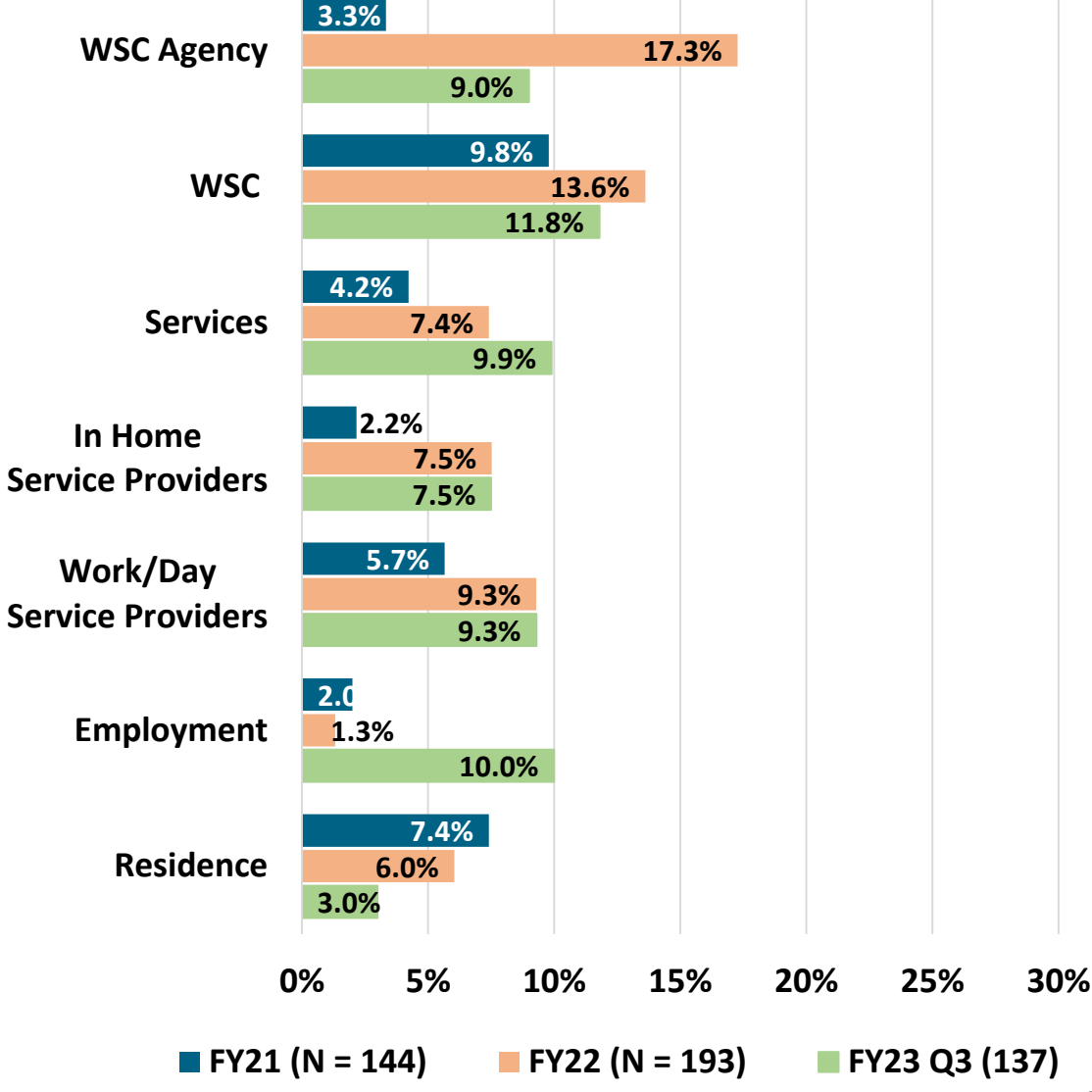
Stability: Percent with 1 or more changes in past year



Waiver



CDC+



Preventative Health Care



dental



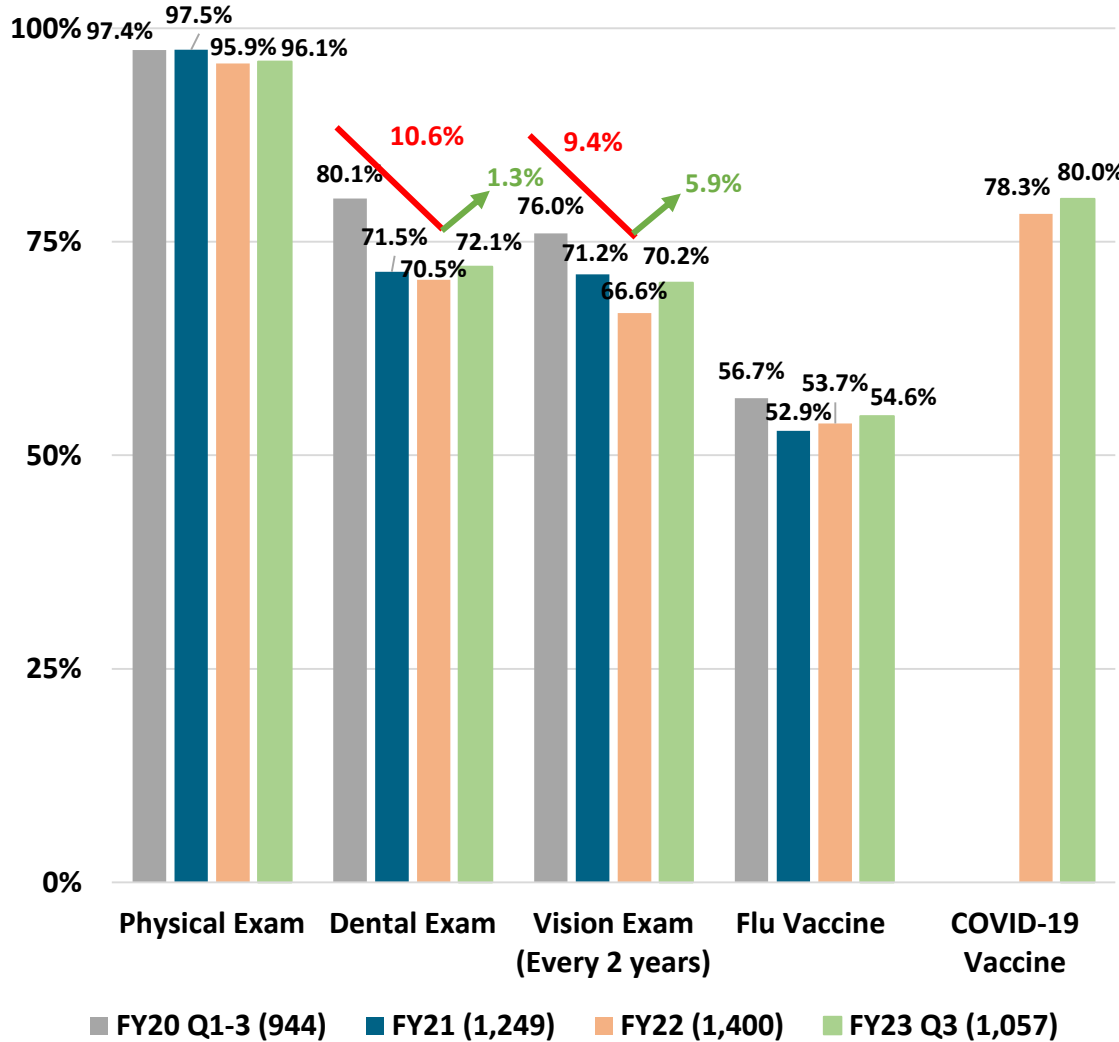
vision



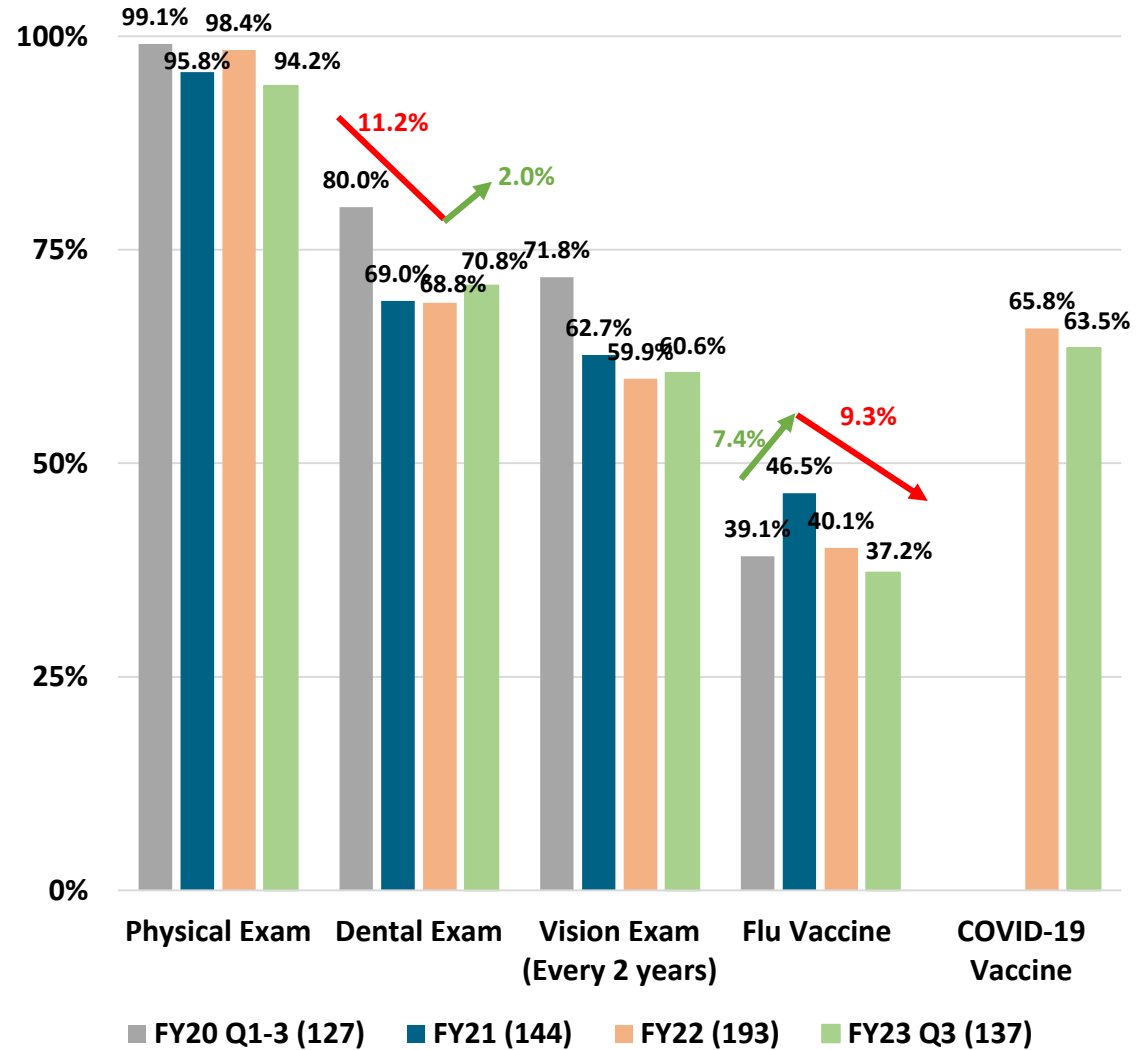
life

Percent of people who received preventative care by FY

Waiver



CDC+



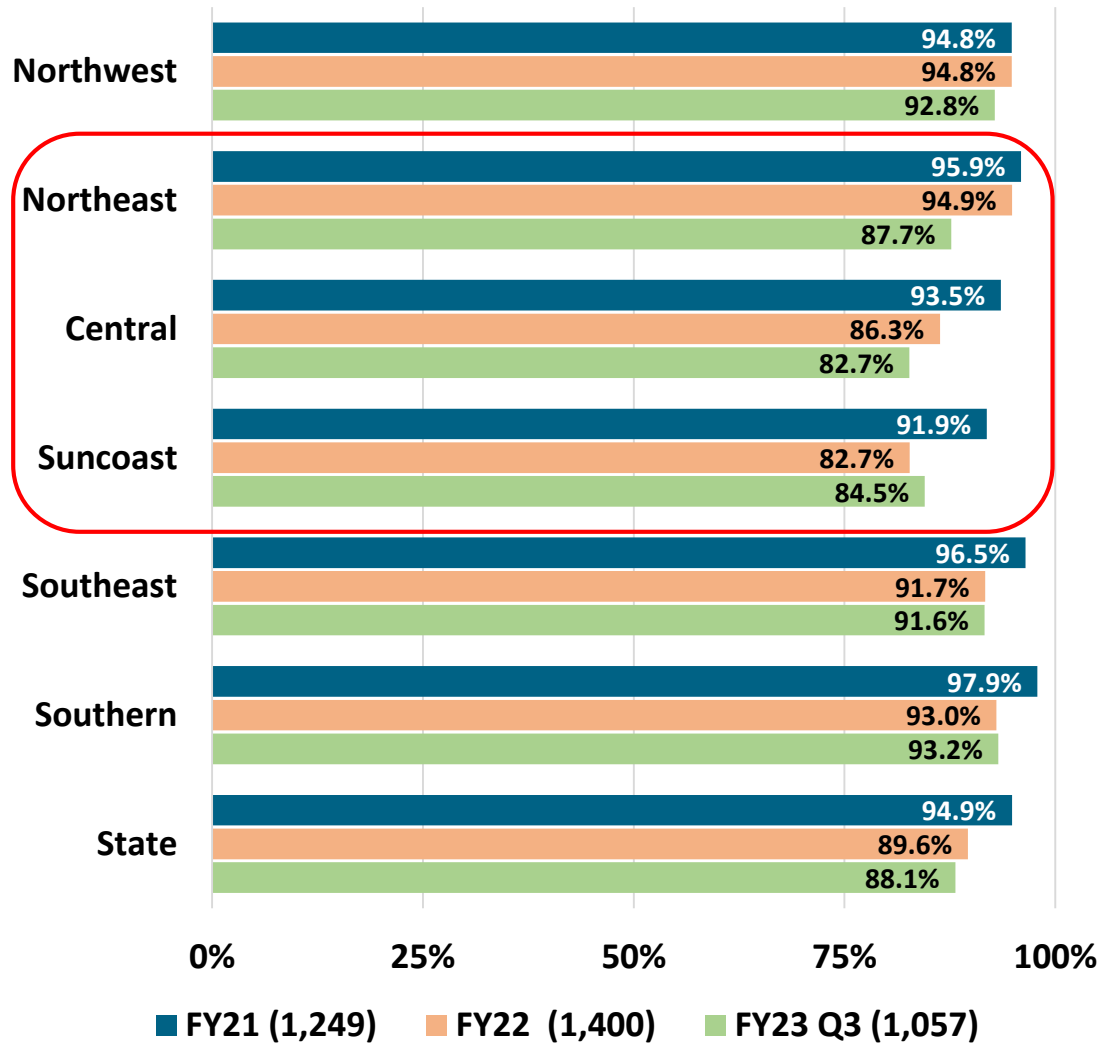
WSC/CDC+ Consultant Record Reviews



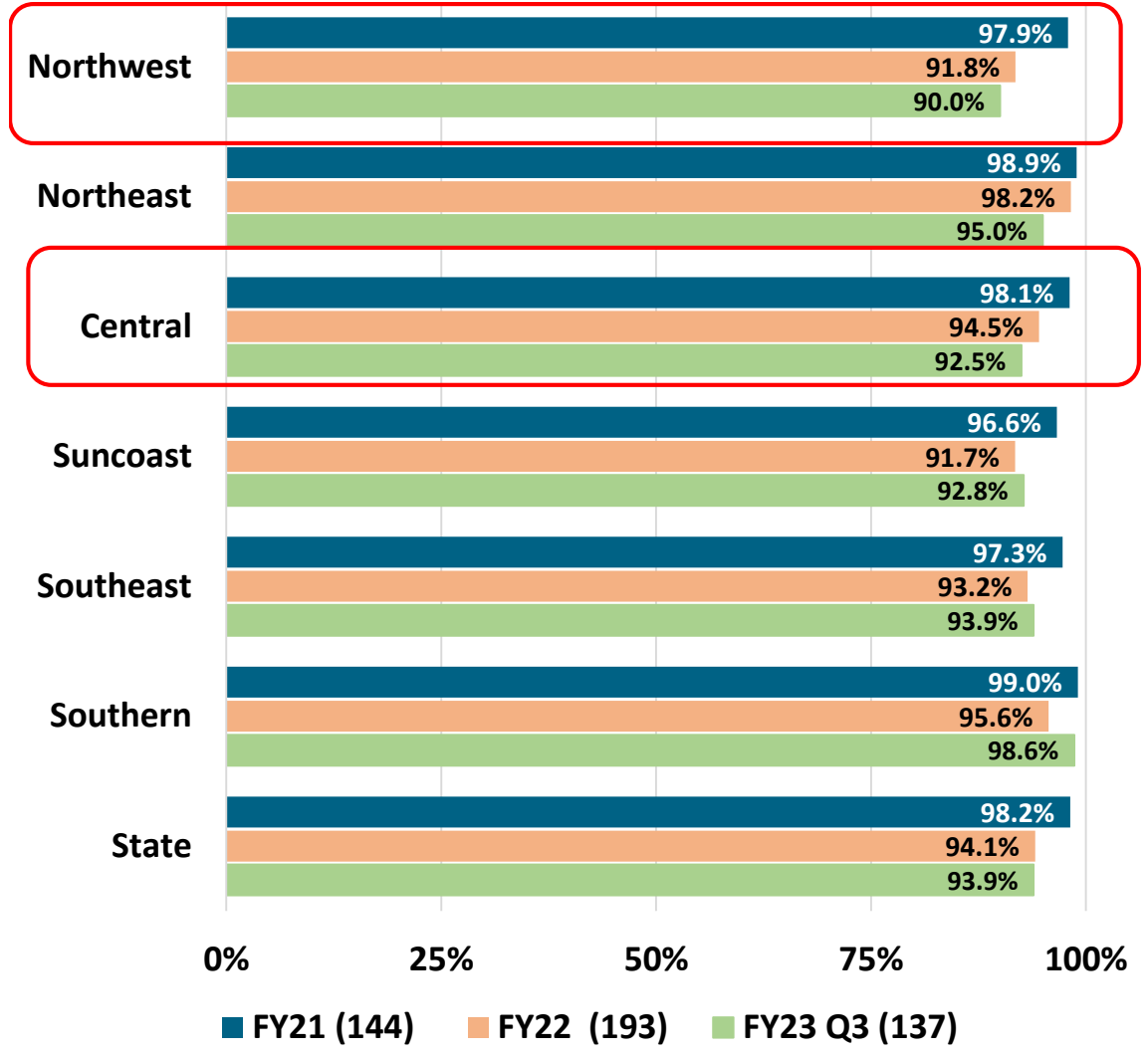
WSC/CDC+ Consultant Record Review Scores by Region and FY

(Box signifies 5+ point difference between FY21 and FY23 Q1-Q3)

WSC



CDC+ C



Low Scoring Record Review Indicators: WSCs FY21 → FY22 → FY23 Q1-Q3

27.7

- The Support Plan reflects support and services necessary to address assessed risks.
 - 97.5% (1,188) → 78.2% (1,323) → 69.8% (1,027)

19.5

- 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) → 76.6% (1,055)

19.0

- Person receiving services is given a choice of waiver services or institutional care at least annually.
 - 96.5% (1,249) → 80.6% (1,396) → 77.5% (1,055)

18.8

- 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) → 77.7% (1,051)

12.9

- Level of care is completed accurately using the correct instrument/form.
 - 86.7% (1,207) → 75.6% (1,388) → 73.8% (1,052)

Low Scoring Record Review Indicators: CDC+ Consultants

FY21 → FY22 → FY23 Q1-Q3

21.2

- The Support Plan reflects support and services necessary to address assessed risks.
- 100% (144) → 86.2% (181) → 78.8% (132)

13.2

- Level of care is completed accurately using the correct instrument/form.
- 95.6% (137) → 83.5% (188) → 82.4% (136)

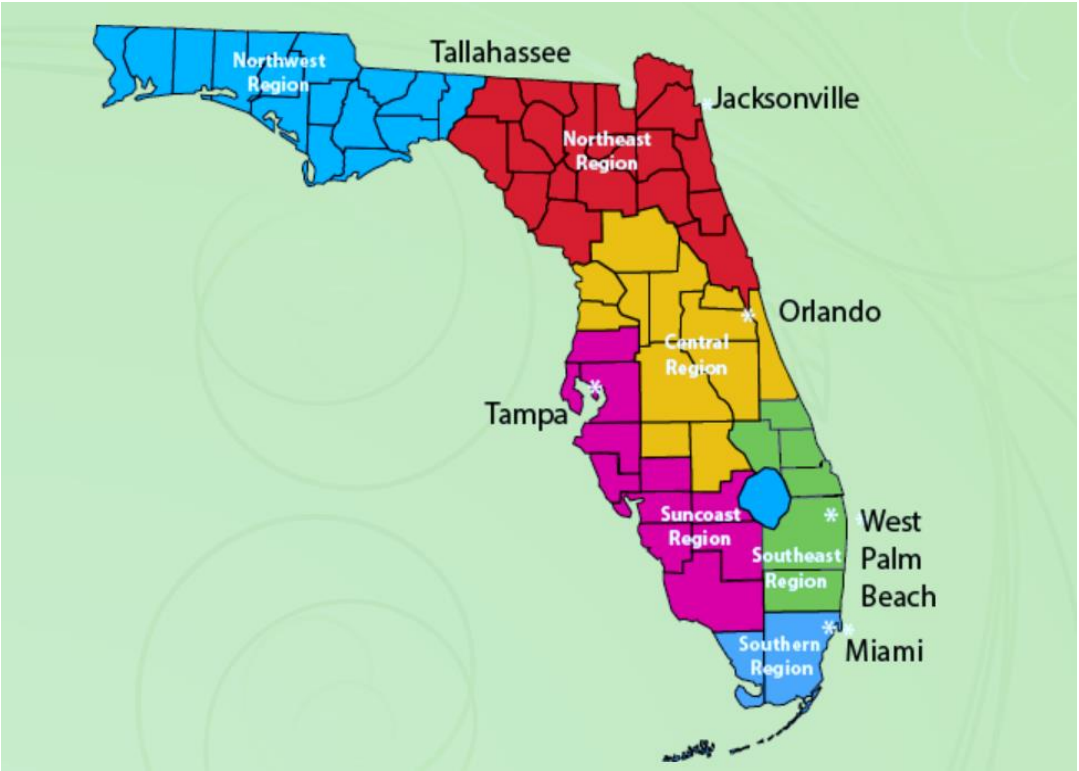
12.4

- Level of care is reevaluated at least every 365 days and contains all required components for billing.
- 98.6% (144) → 85.0% (193) → 86.2% (138)

Provider Discovery Reviews:



FY23 Q1-Q3 (July 2022– March 2023)



Region	# of PDRs	
	Service Providers	Qualified Organizations
Northwest	81	9
Northeast	165	17
Central	250	25
Suncoast	331	25
Southeast	235	41
Southern	190	27
State	1,252	144

Service Provider PDRs by Region

July 2022 – March 2023

Region (n)	GAR		Q&T (3,332)	SSRR (4,285)	OBS (1,053)	
	Agencies (N = 1,123)	Solo (N = 129)			LRH (N = 919)	ADT (N = 134)
Northwest (81)	99.4%	87.5%	92.6%	93.7%	98.9%	98.8%
Northeast (165)	97.4%	95.7%	92.6%	89.4%	99.3%	99.9%
Central (250)	96.1%	80.0%	90.9%	88.9%	97.7%	99.6%
Suncoast (331)	96.5%	81.5%	91.7%	89.1%	98.3%	99.5%
Southeast (235)	97.4%	100.0%	92.6%	92.1%	99.2%	98.8%
Southern (190)	96.6%	100.0%	93.8%	95.0%	99.1%	99.1%
State (1,252)	96.9%	89.2%	92.2%	90.8%	98.6%	99.4%

QO PDRs by Region

July 2022 – March 2023

Region (n)	GAR (144)	Q&T (517)
Northwest (9)	100.0%	95.1%
Northeast (17)	99.1%	94.0%
Central (25)	99.4%	94.3%
Suncoast (25)	95.1%	94.8%
Southeast (41)	98.3%	98.0%
Southern (27)	97.4%	96.2%
State (144)	98.0%	95.8%

Provider Discovery Review Trends

FY21: July 2020 – June 2021

FY22: July 2021 – June 2022

FY23: July 2022 – March 2023

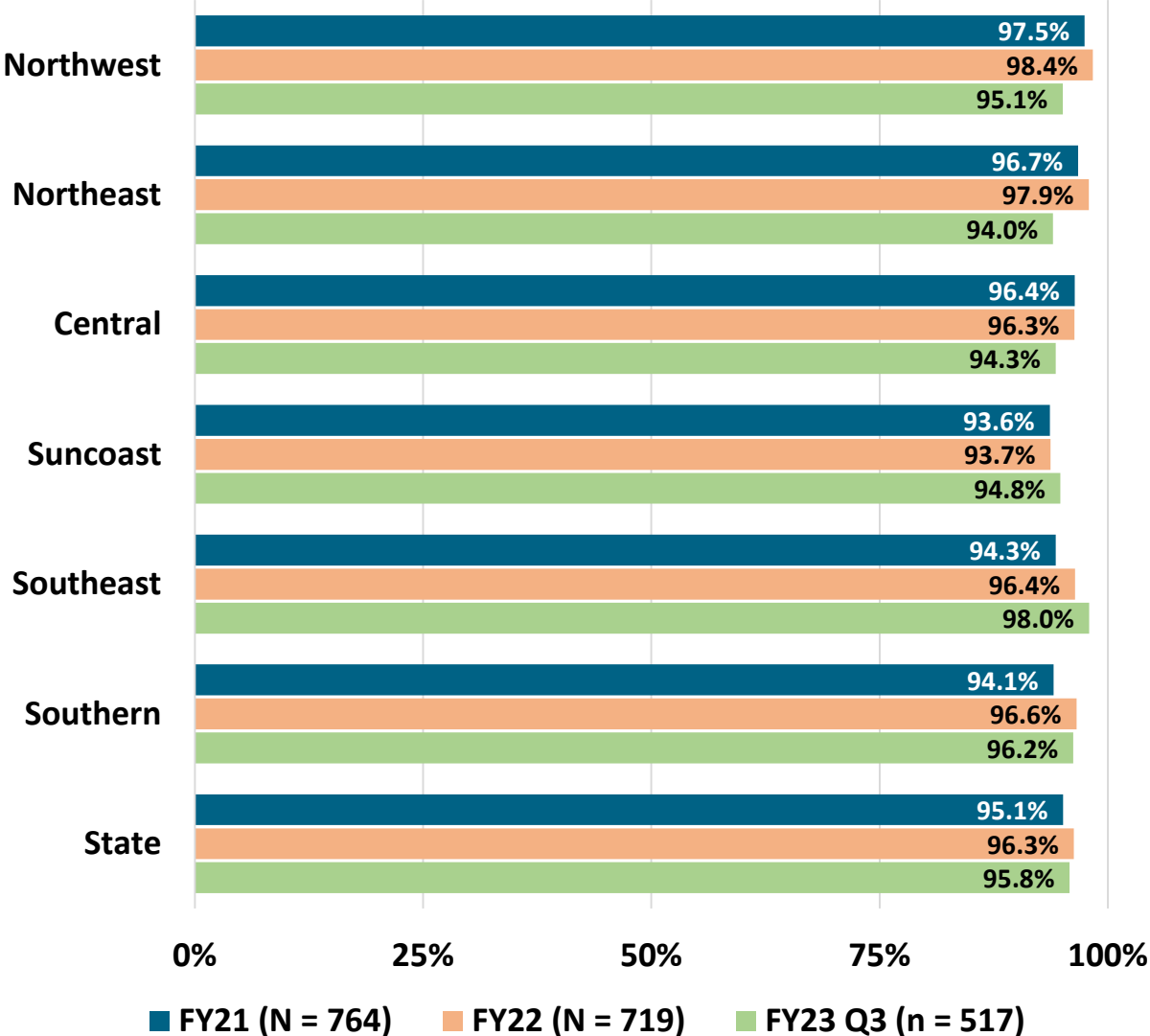
Staff Qualifications and Training



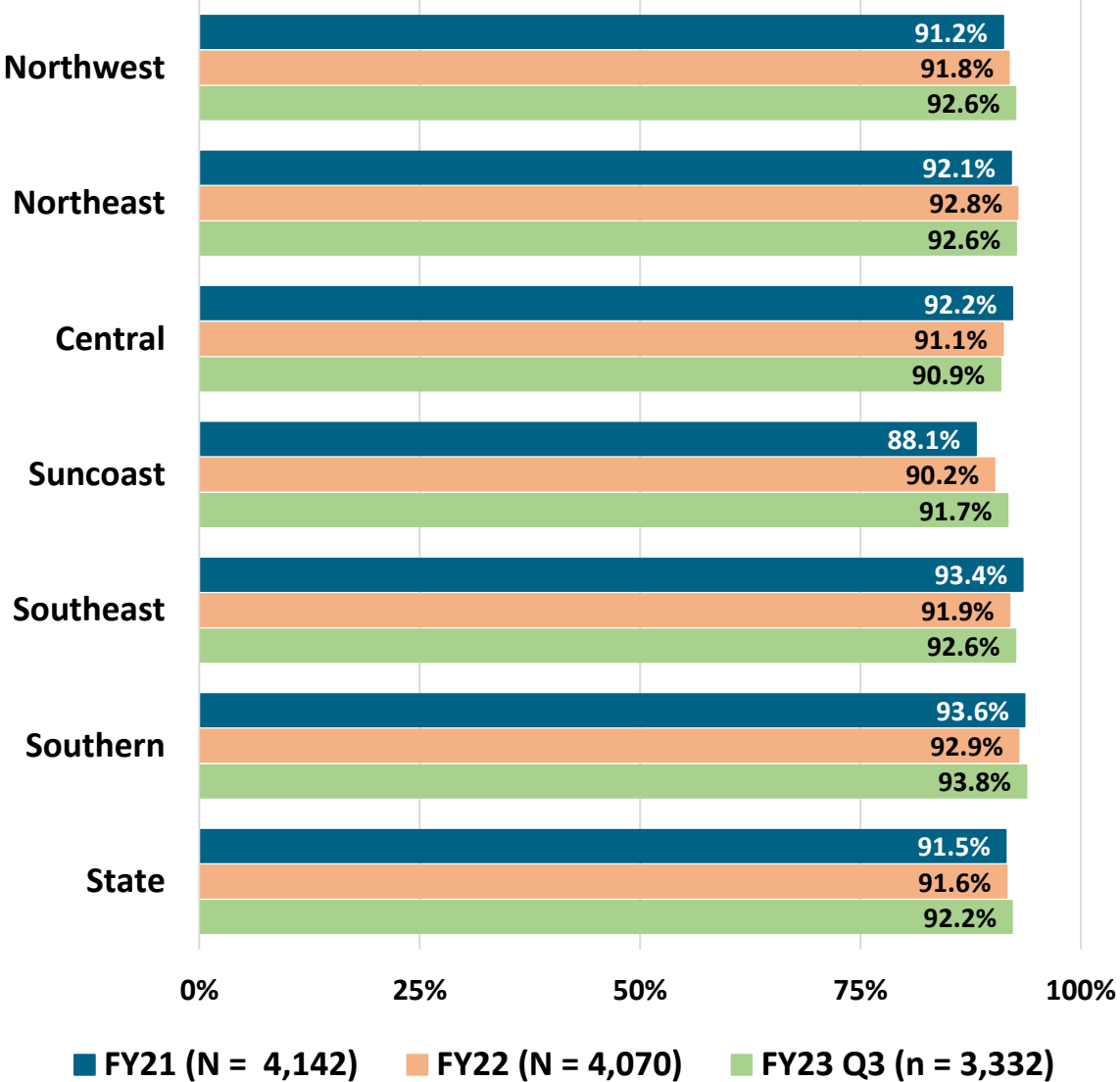
Qualifications and Training Scores by Region and FY



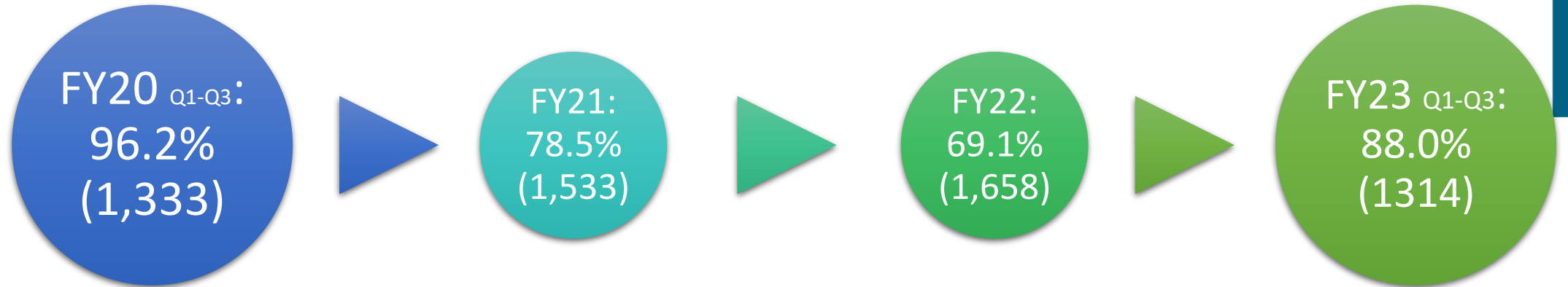
WSC/CDC+ C



Service Providers



Basic Medication Administration Validation



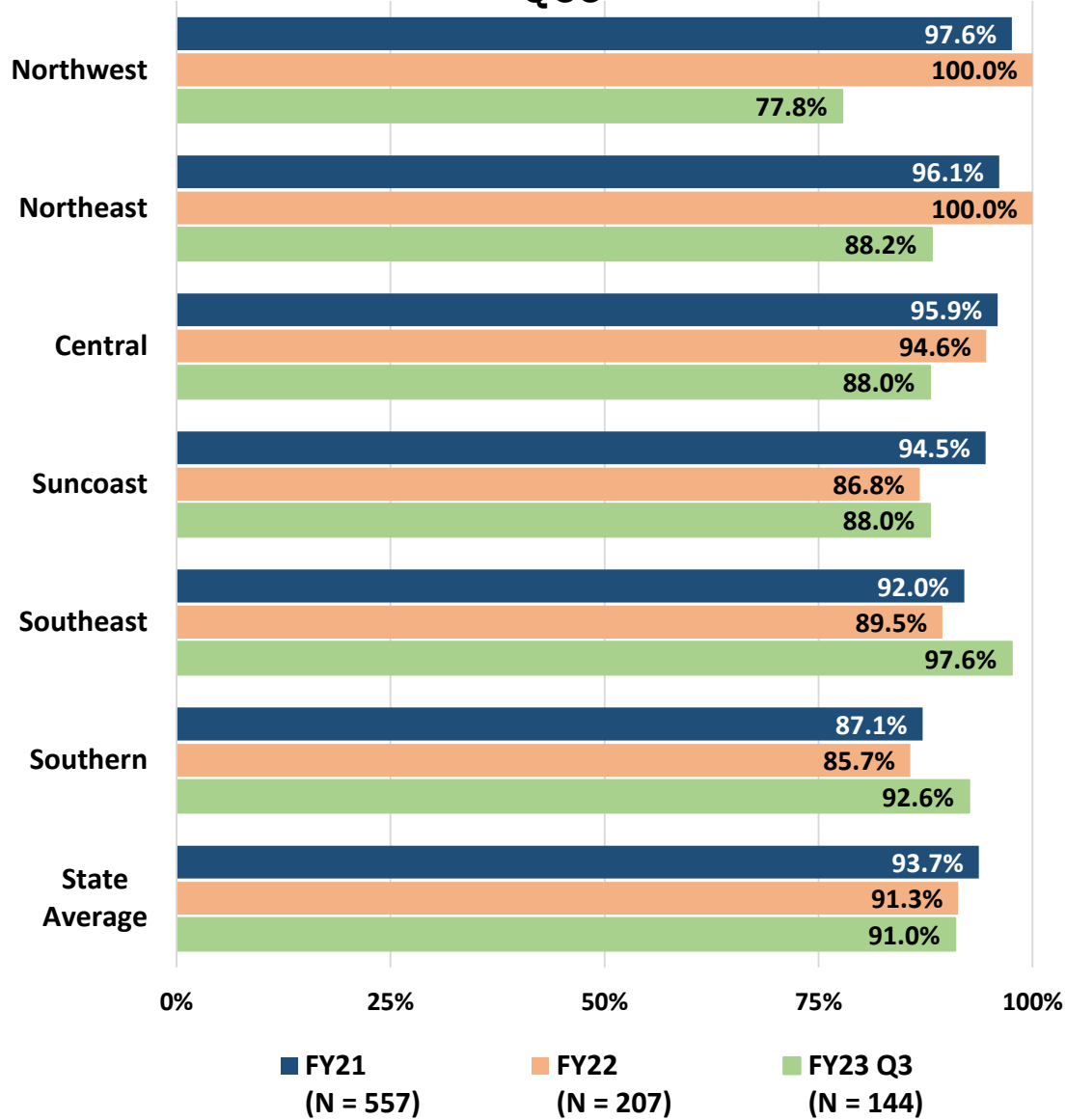
As of FY23Q3, 158 Basic Medication Administration Validation Certificates were deemed out of compliance. Of these...

- Just over **28.9%** did not have the Established Primary Route circled,
- Nearly **19.0%** were either missing or had an incorrect Validation Effective Date,
- And **14.6%** were either missing or had an incorrect Validation Expiration Date.

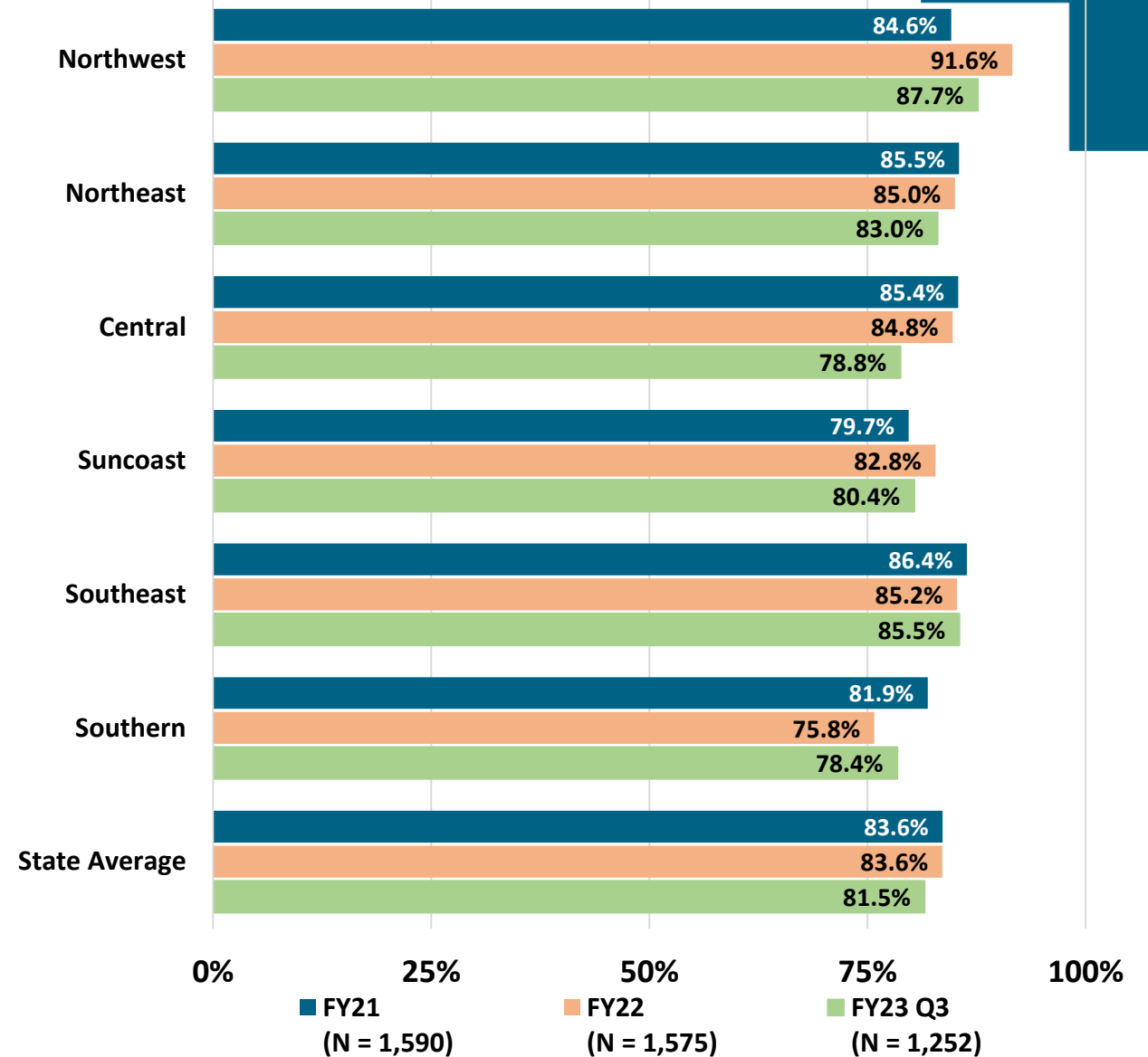
Percent of QOs/Service Provider with all Background Screenings Met by FY



QOs



Service Providers

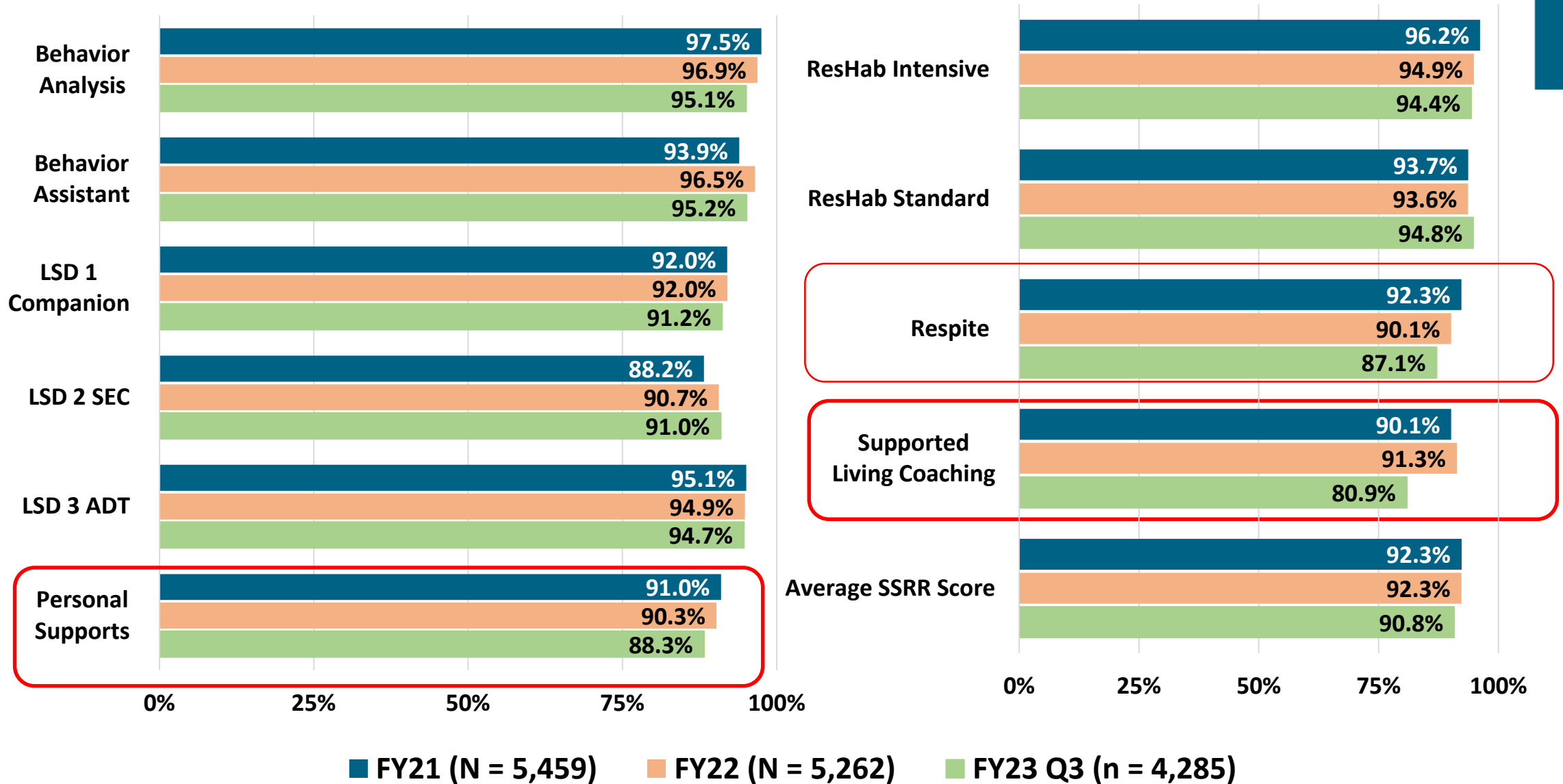


Note: FY23 Q1-Q3 QOs (n): NW (9) ; NE (17); Central (25); Suncoast (25); SE (41) and Southern (27)

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 Q1-Q3: 43.9% (n=1,169)
 - **33.9 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 Q1-Q3: 52.4% (n = 196)
 - **33.6 point decline**

Supported Living Coaching:








A Quarterly Summary covering services provided and billed during the period under review is in the record.

- FY21: 69.6% (n = 425)
- FY22: 71.7% (n = 420)
- FY23 Q1-Q3: 36.6% (n = 309)
 - **33.0 point decline**

Supported Living Coaching:

- The Annual Report covering services provided and billed during the period under review contains all required components.
 - FY21: 69.7% (n = 393)
 - FY22: 76.3% (n = 393)
 - FY23 Q1-Q3: 43.9% (n = 271)
 - **25.8 point decline**

Alerts by FY

Alert Type	FY21 (576)	FY22 (608)	FY23 Q1-Q3 (377)
Abuse/Neglect/Exploitation	0.2%	0%	0.4%
Background Screening	30.7%	31.9%	39.0% 
Clearinghouse Roster	28.8%	16.8% 	15.4% 
Driver's License/Insurance	5.0%	4.3%	4.2%
Health & Safety	0.0%	1.2%	1.9% 
Medication Admin/Training	33.5%	37.3%	18.5% 
Medication Storage*	NA	6.1%	14.9% 
Rights	0.3%	2.1%	5.0% 
Vehicle Insurance	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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