

Florida Quality Council Qlarant Data Presentation

October 2023

Qlarant 

Florida Statewide Quality Assurance Program

Best People. Best Solutions. Best Results.™

Presentation Outline

Person Centered Review (PCR)

- FY23 Snapshot
- My Life Interview
 - Outcomes and Supports by Life Area
 - A Closer look at Outcomes
 - Stability over Time
- Health Summary
 - Preventative Care
 - Medical Peer Reviews
- WSC/CDC+ Record Reviews

Provider Discovery Review (PDR)

- FY23 Snapshot
 - Staff Q&T (WSCs/Service Providers)
 - Background Screenings
 - Service Specific Record Reviews
 - Observations
 - Alerts

FY23 Snapshot

July 2022 - June 2023

Region	Waiver Participants	CDC+ Participants
Northwest	94	14
Northeast	233	37
Central	249	53
Suncoast	315	34
Southeast	321	39
Southern	196	23
Total	1,408	200

MLI Outcomes

Waiver:
85.9%

CDC+:
89.9%

MLI Supports

Waiver:
96.7%

CDC+:
96.7%

Record Reviews

WSC:
89.1%

CDC+ C:
93.0%

CDC+ R:
93.7%

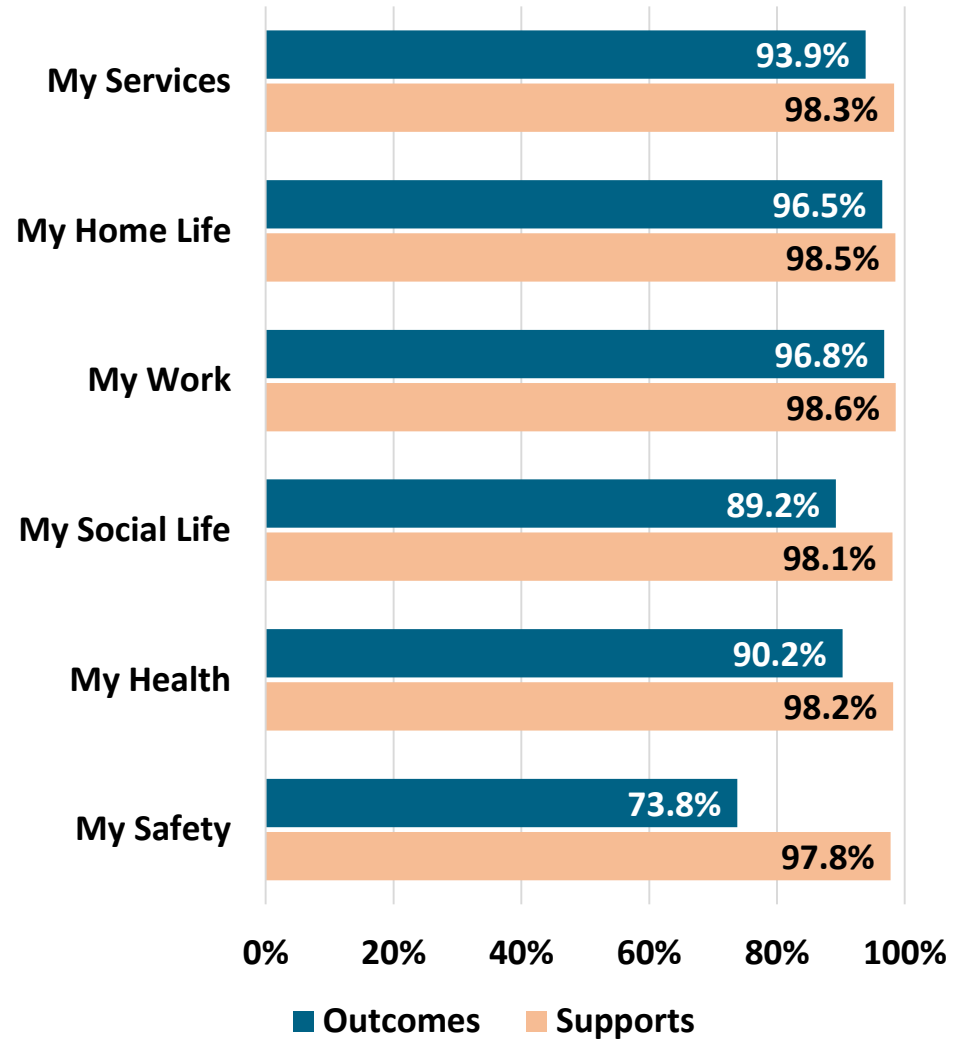
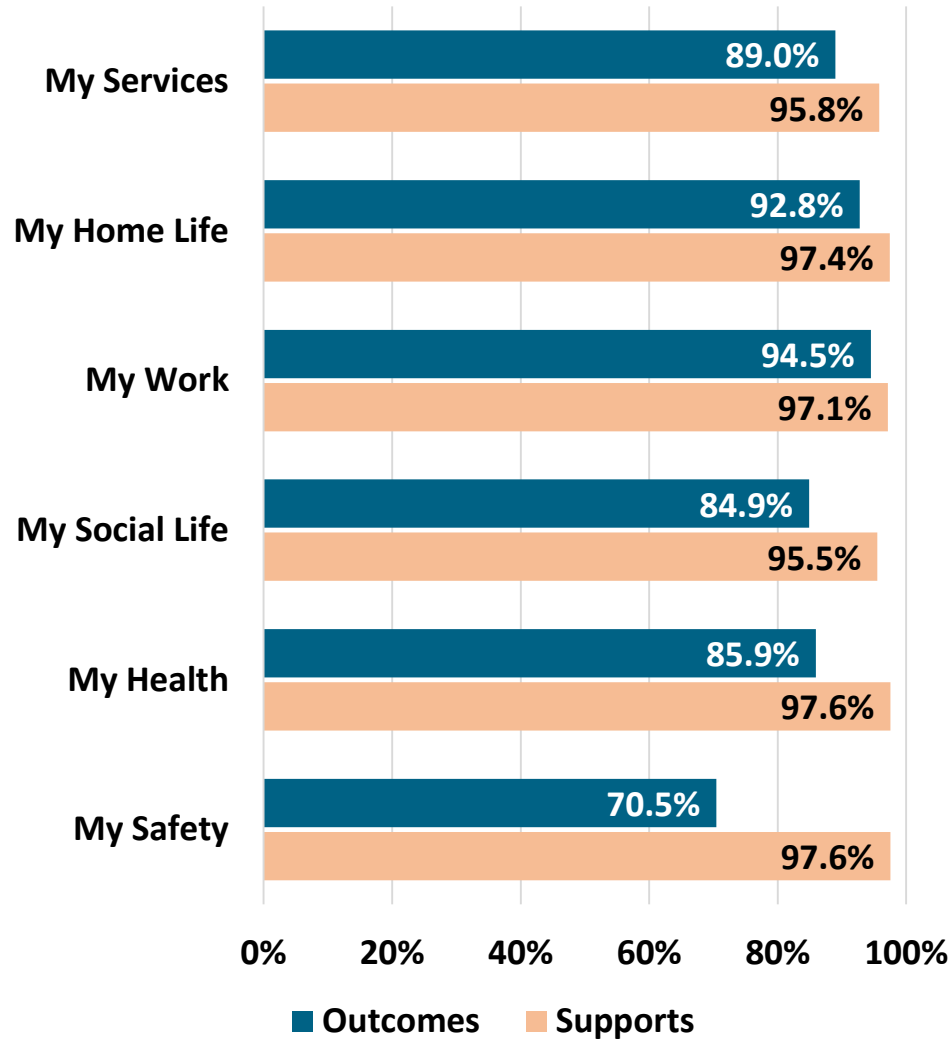
My Life Interview (MLI)



FY23 My Life Interview Scores by Life Area

Waiver (N = 1,408)

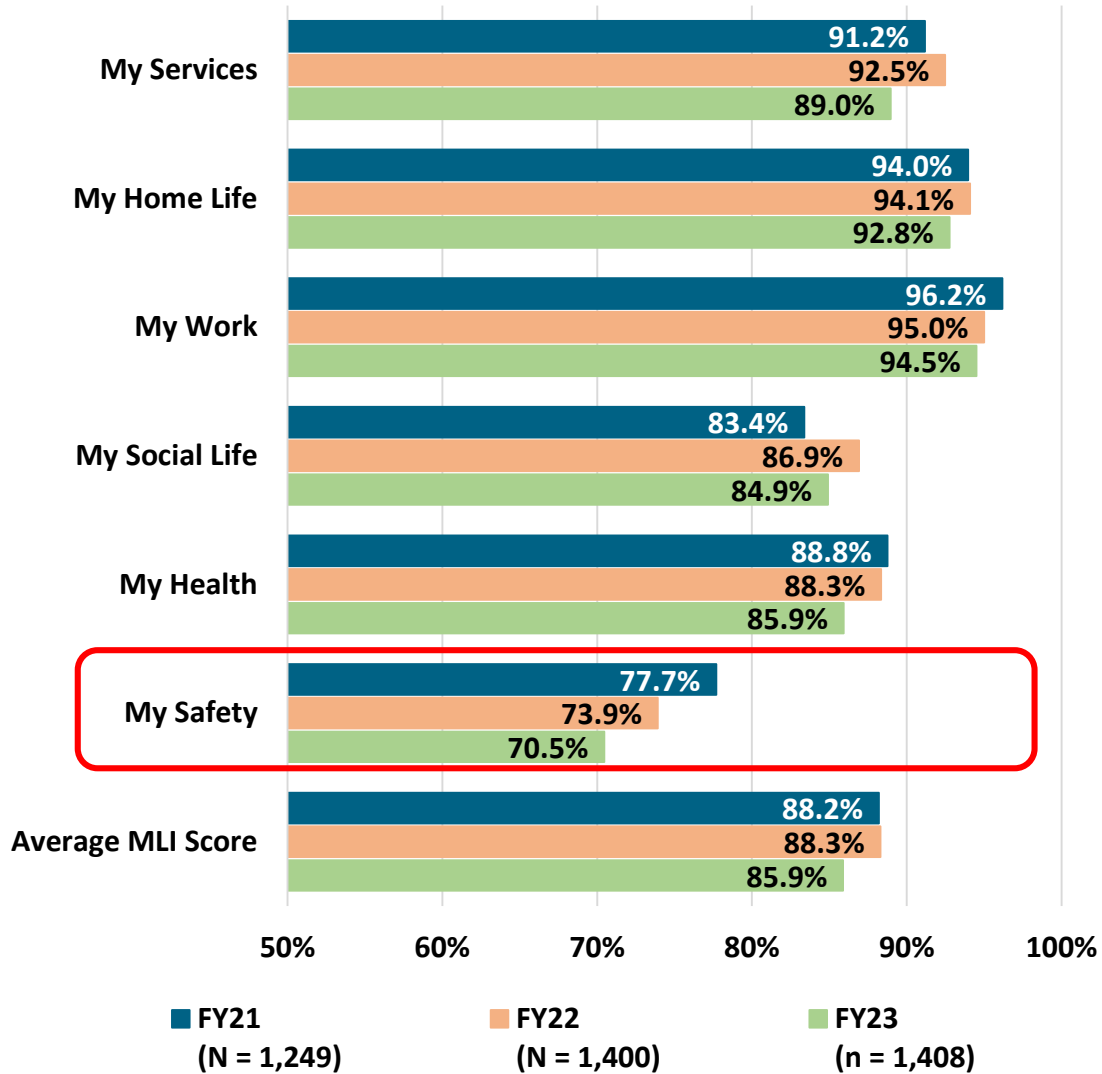
CDC+ (N = 200)



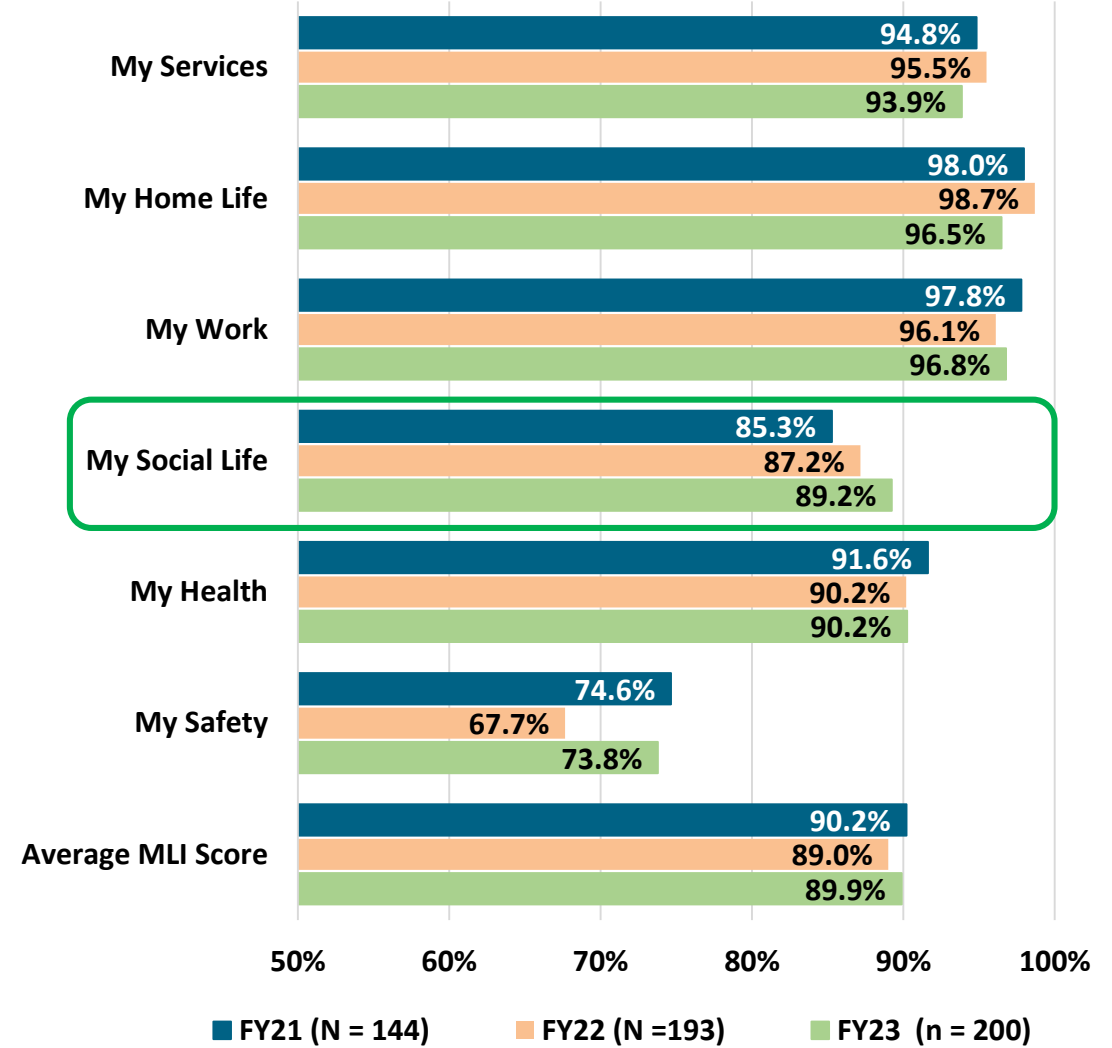
MLI Outcomes by Life Area and FY: FY21 - FY23

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

Waiver



CDC+



FY23 Lowest Scoring Outcomes

I understand my medications.

Waiver: 47.4%

CDC+: 69.1%

I am not aware of...

potential side effects of my medications.

81.0% of Not Mets
(533/658)

the medications I take.

73.4% of Not Mets
(483/658)

why my medications are prescribed.

60.3% of Not Mets
(397/658)

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

Waiver: 58.6%

CDC+: 62.7%

I do not understand...

what exploitation means.

72.2% of Not Mets
(436/604)

what neglect means.

67.5% of Not Mets
(408/604)

all the different types of abuse.

67.1% of Not Mets
(405/604)

I know what to do if ANE occurs.

Waiver: 68.9%

CDC+: 68.4%

I do not know...

what the Abuse Hotline is.

71.7% of Not Mets
(330/460)

where to find the Abuse Hotline number.

67.4% of Not Mets
(310/460)

what to do/who to go to if ANE occurs.

43.3% of Not Mets
(199/460)

My safety needs are addressed.

Waiver: 71.2%

CDC+: 76.7%

I do not know...

how or when to call 911.

71.8% of Not Mets
(318/443)

how to keep myself safe when out in my community.

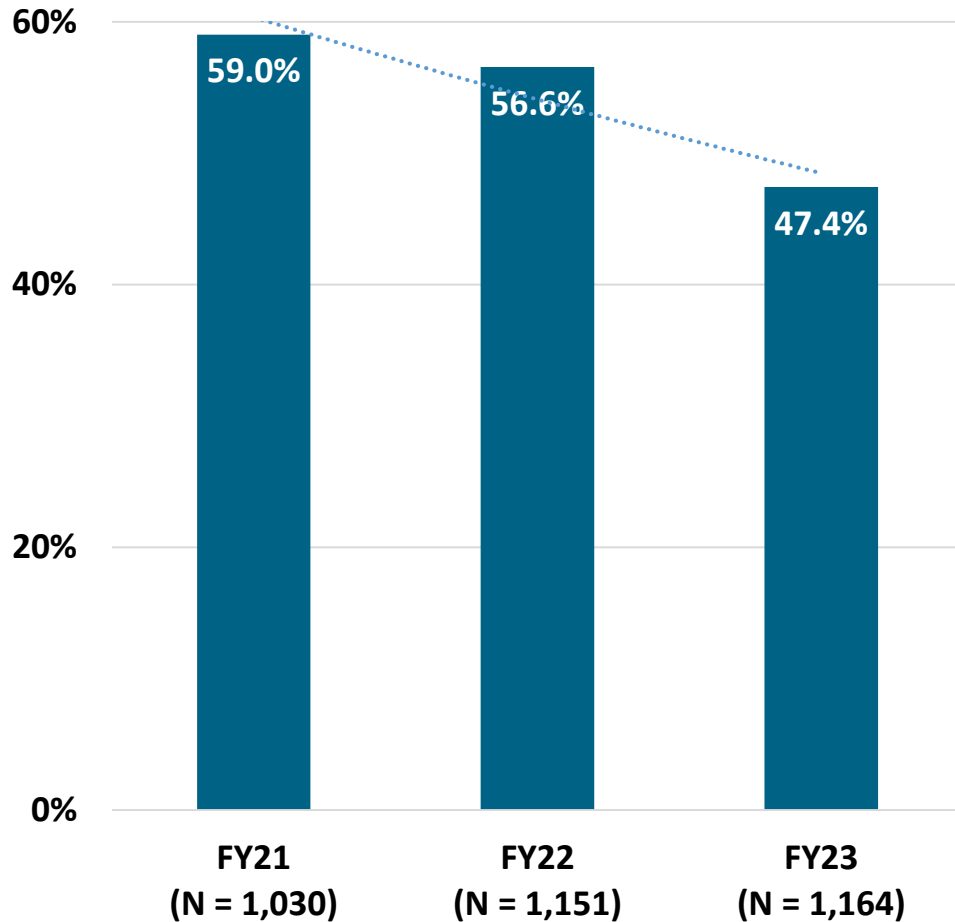
52.6% of Not Mets
(223/443)

what to do in the event of a fire.

48.5% of Not Mets
(215/443)

Understanding Medications: Waiver Participants

Outcome: "I understand my medications"

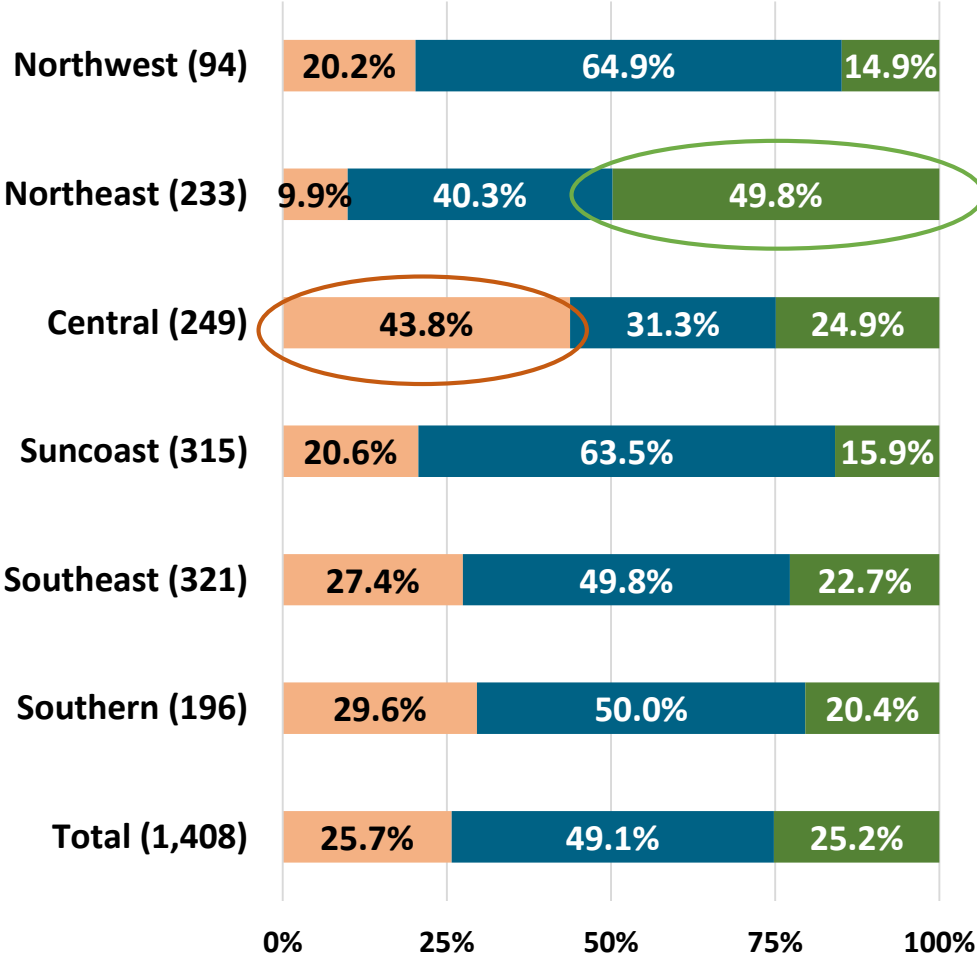


FY23 Waiver Scores by Region

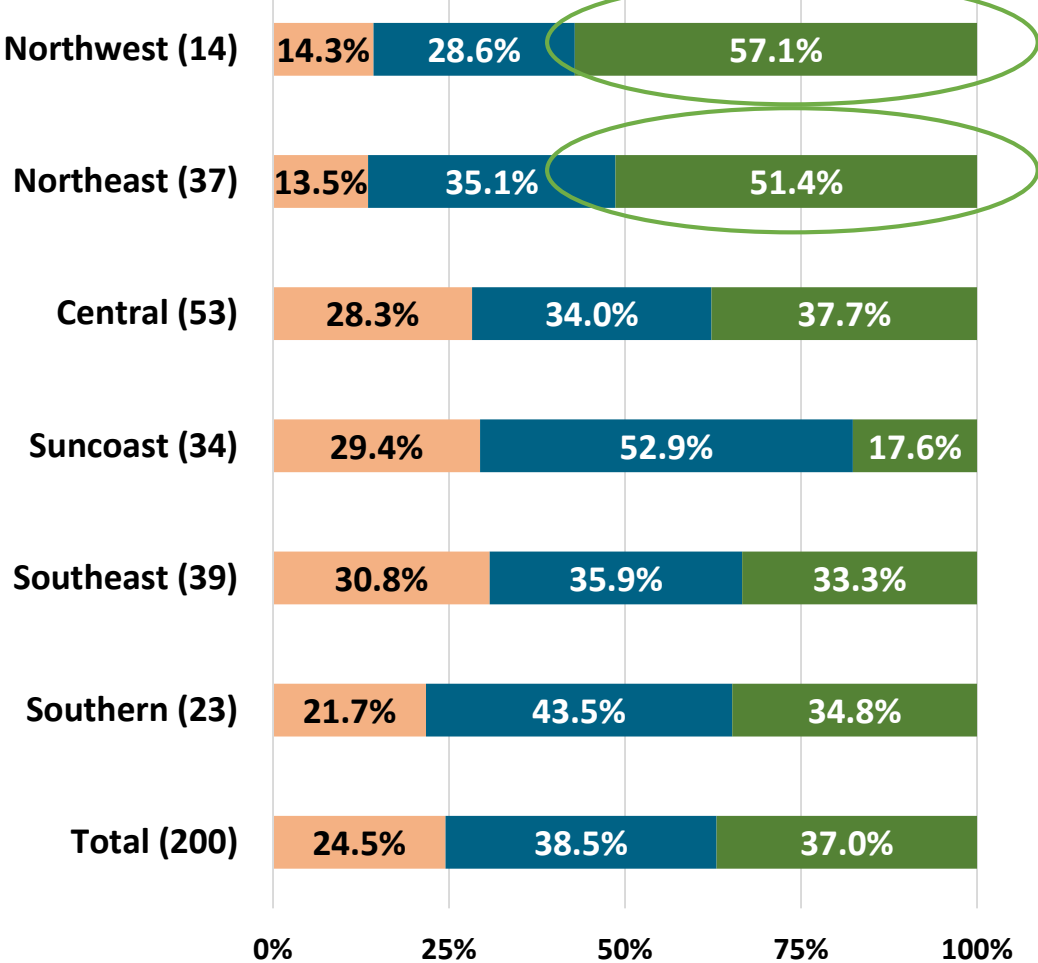
Region	Waiver
Northwest (71)	74.6%
Northeast (190)	76.8%
Central (223)	42.6%
Suncoast (264)	32.2%
Southeast (261)	49.8%
Southern (155)	27.7%
Total (1,164)	47.4%

FY23 Outcomes by Region and Quartile

Waiver



CDC+

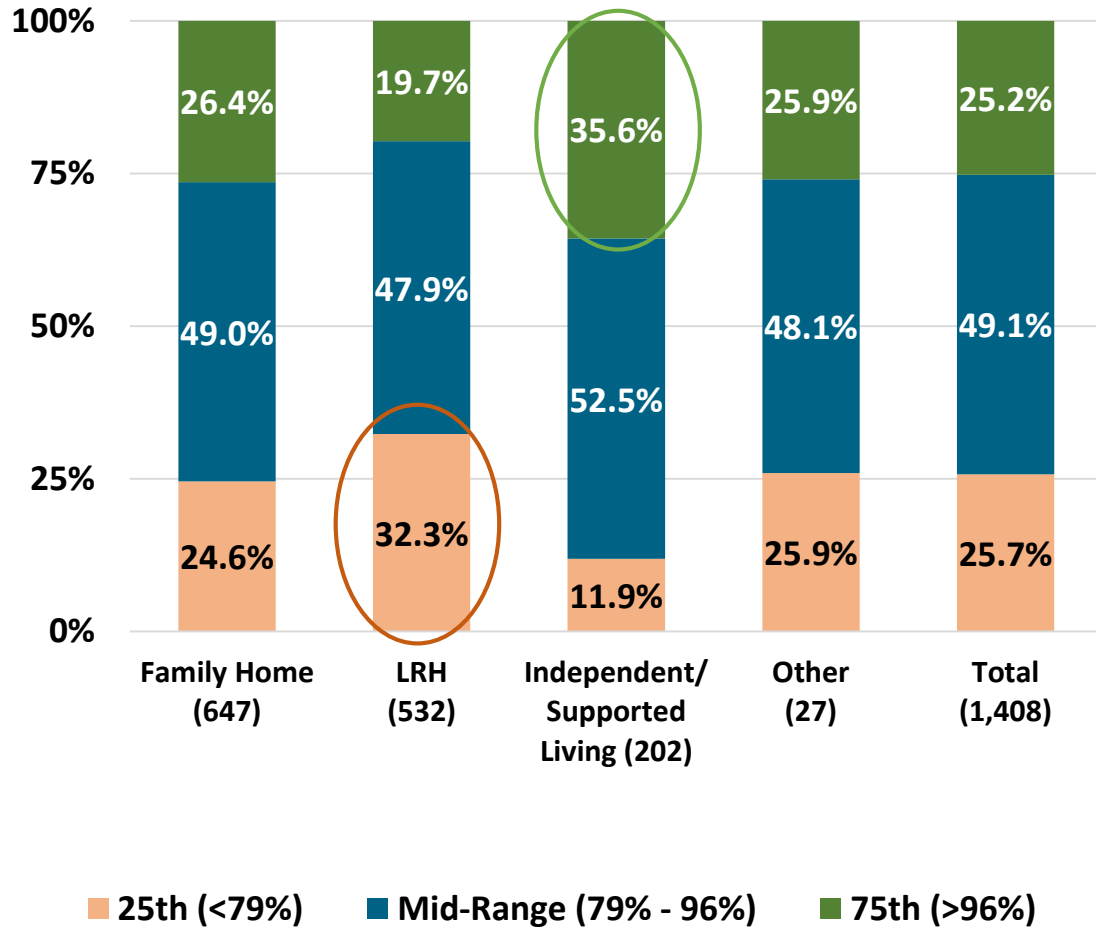


25th (<79%) Mid-Range (79% - 96%) 75th (>96%)

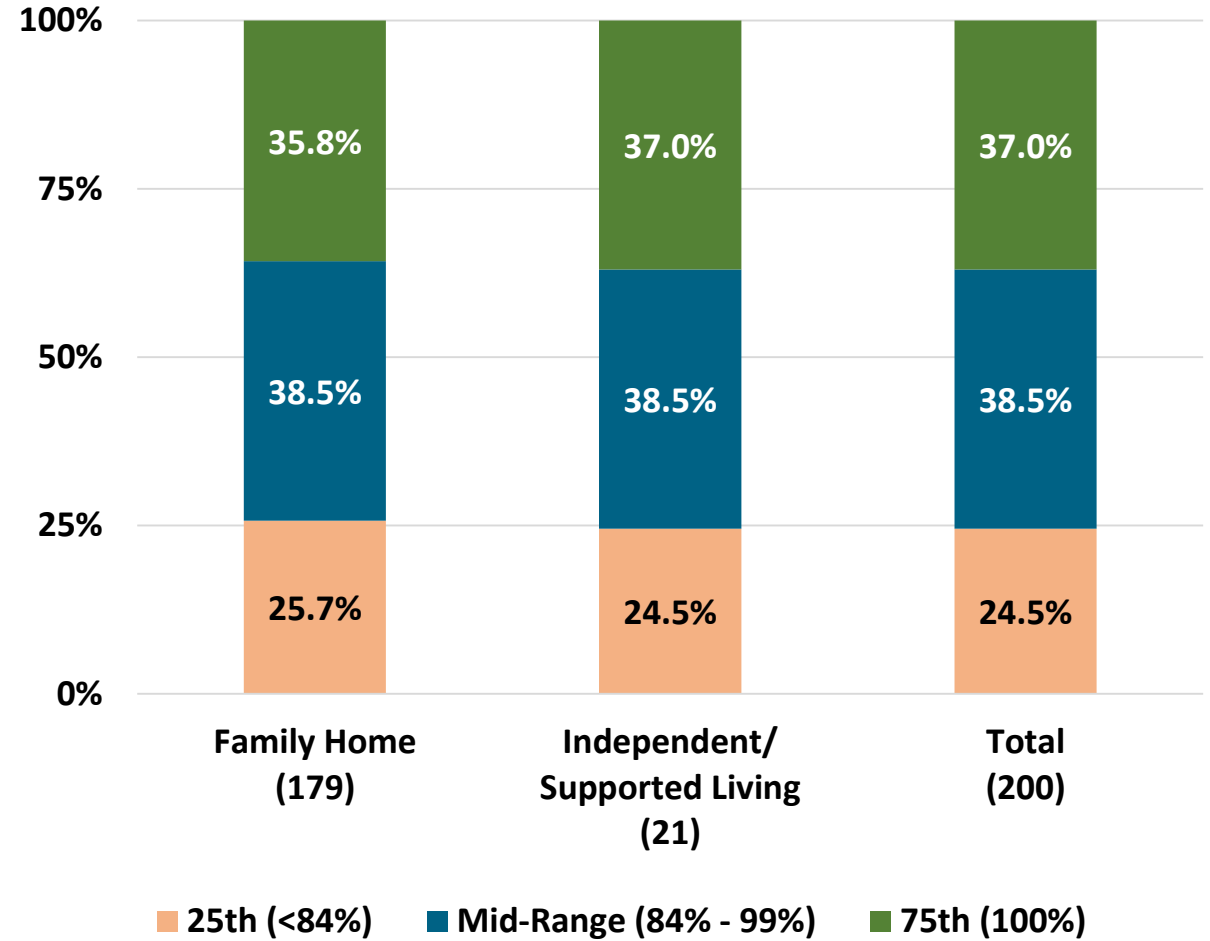
25th (<84%) Mid-Range (84% - 99%) 75th (100%)

FY23 Outcomes by Residential Setting and Quartile

Waiver (N = 1,408)

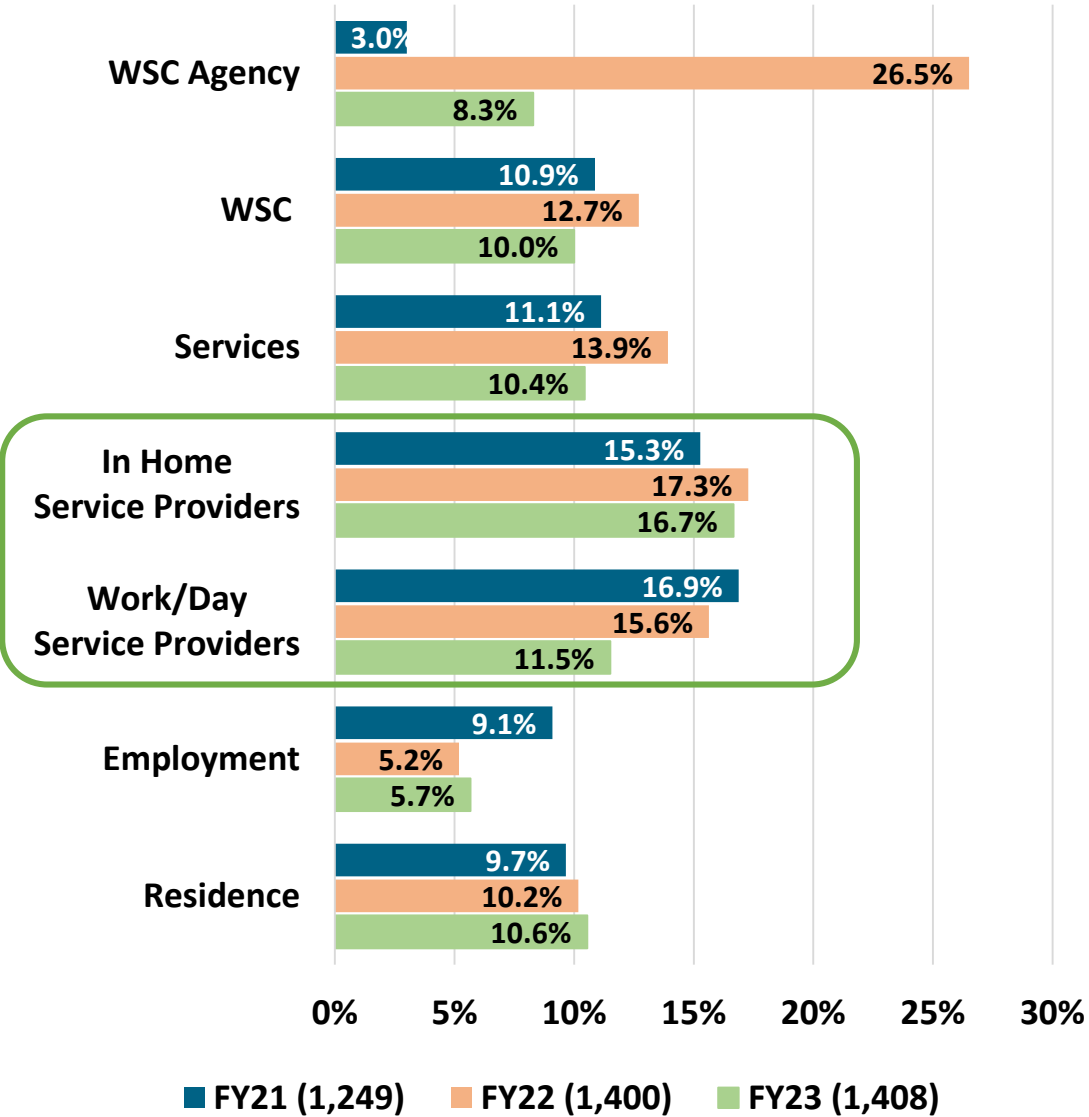


CDC+ (N = 200)

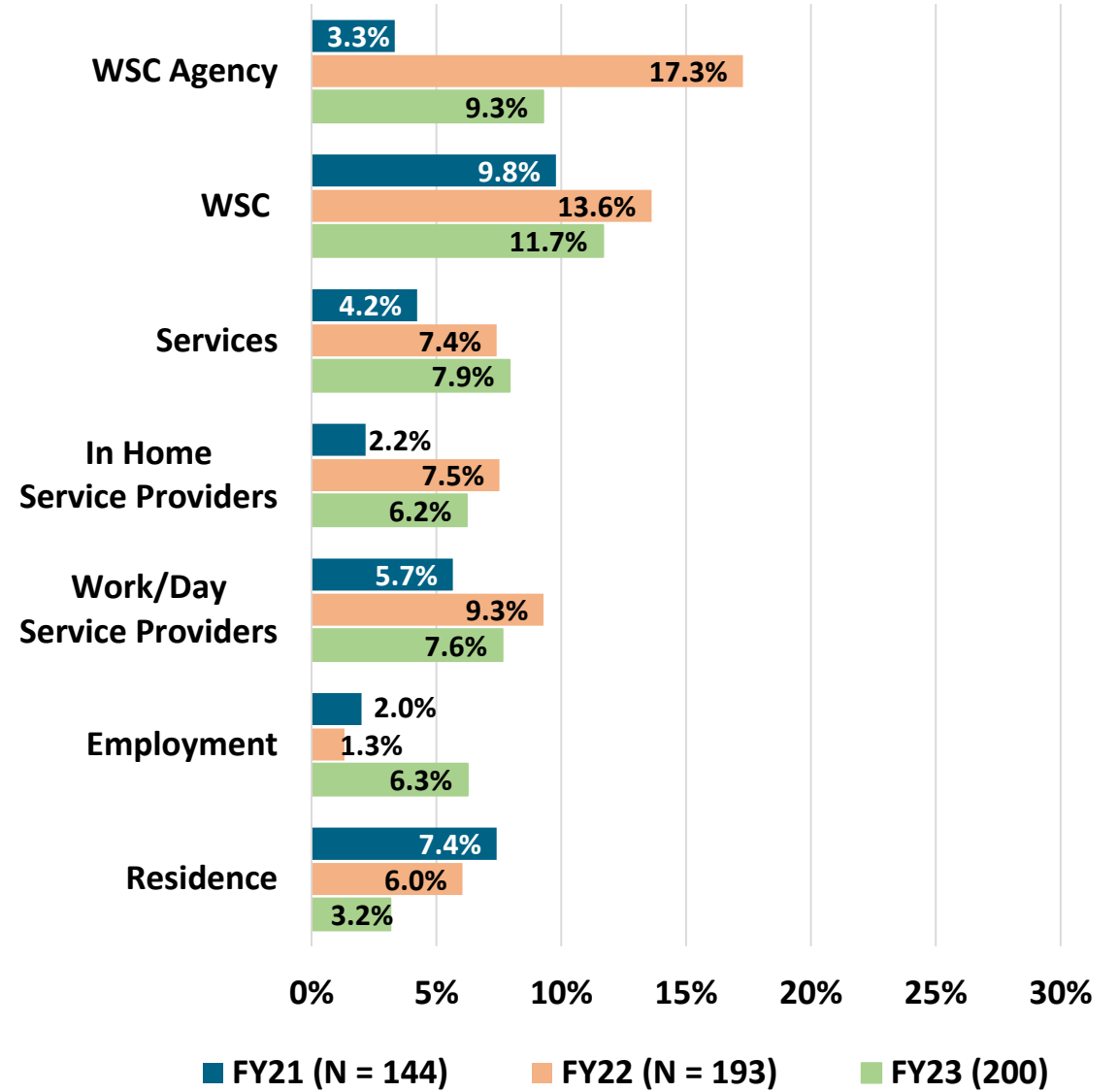


Stability: Percent with 1 or more changes in past year

Waiver



CDC+



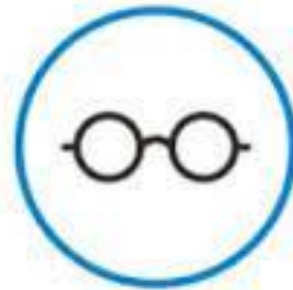
Stability: Top Reason(s) for Change in Service Providers (Waiver Participants only)

Source of Change	Reason for Change	Waiver	
		n	%
In Home service providers (n = 202)	Change in service providers in my home was made by my paid supports.	91	45.0%
	Change in service providers in my home was made by my choice.	49	24.3%
	Change in service providers in my home was made by my natural supports.	43	21.3%
	My service providers were no longer rendering services.	32	15.8%
Work/Day service providers (n = 128)	Change in work/day activity service providers was made by my choice.	50	39.1%
	Change in work/day activity service providers was made by my paid supports	44	34.4%
	Change in work/day activity service providers was made by my natural supports.	33	25.8%
	My service providers were no longer rendering services.	8	6.3%
	I moved to an area where my service provider did not render services.	3	2.3%

Preventative Health Care



dental



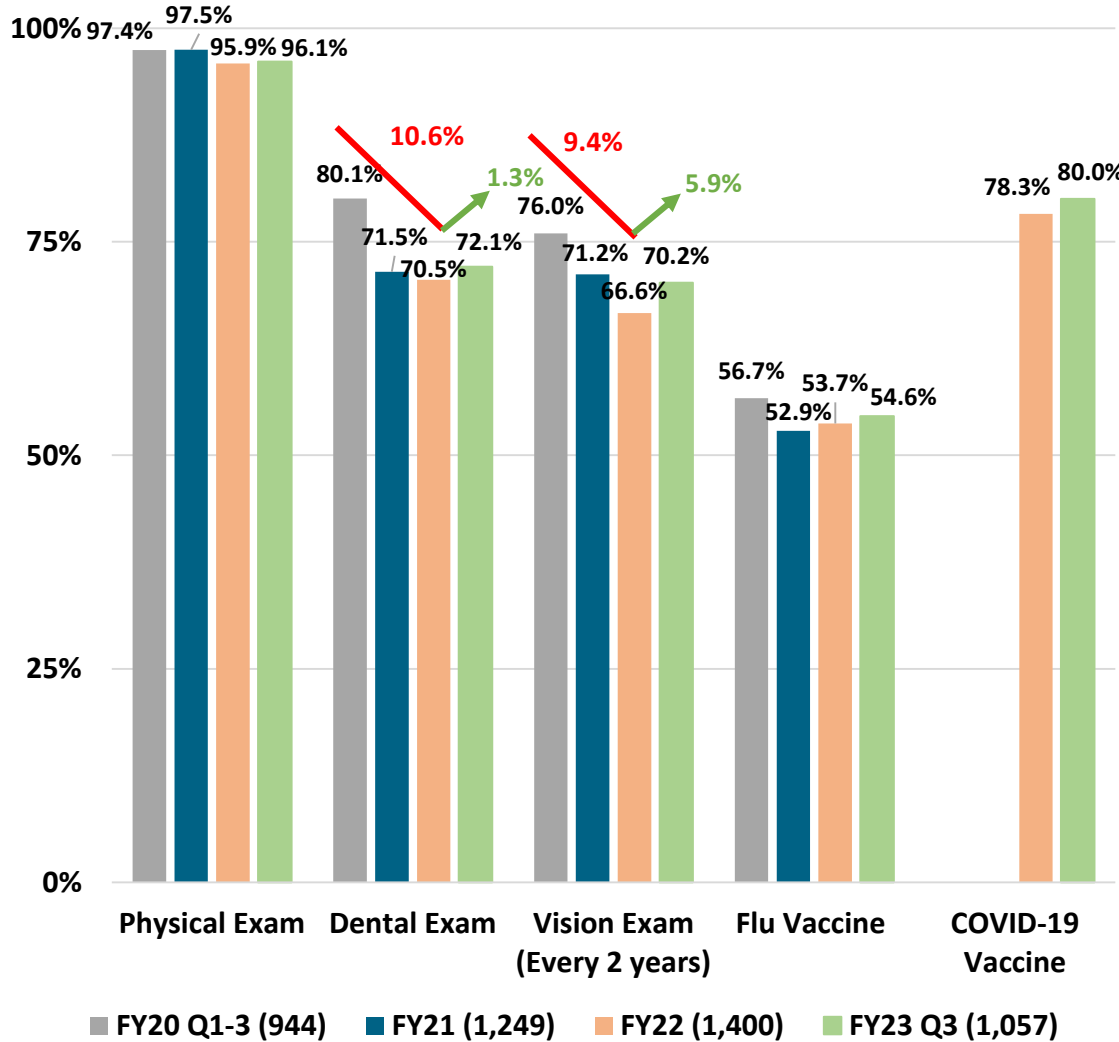
vision



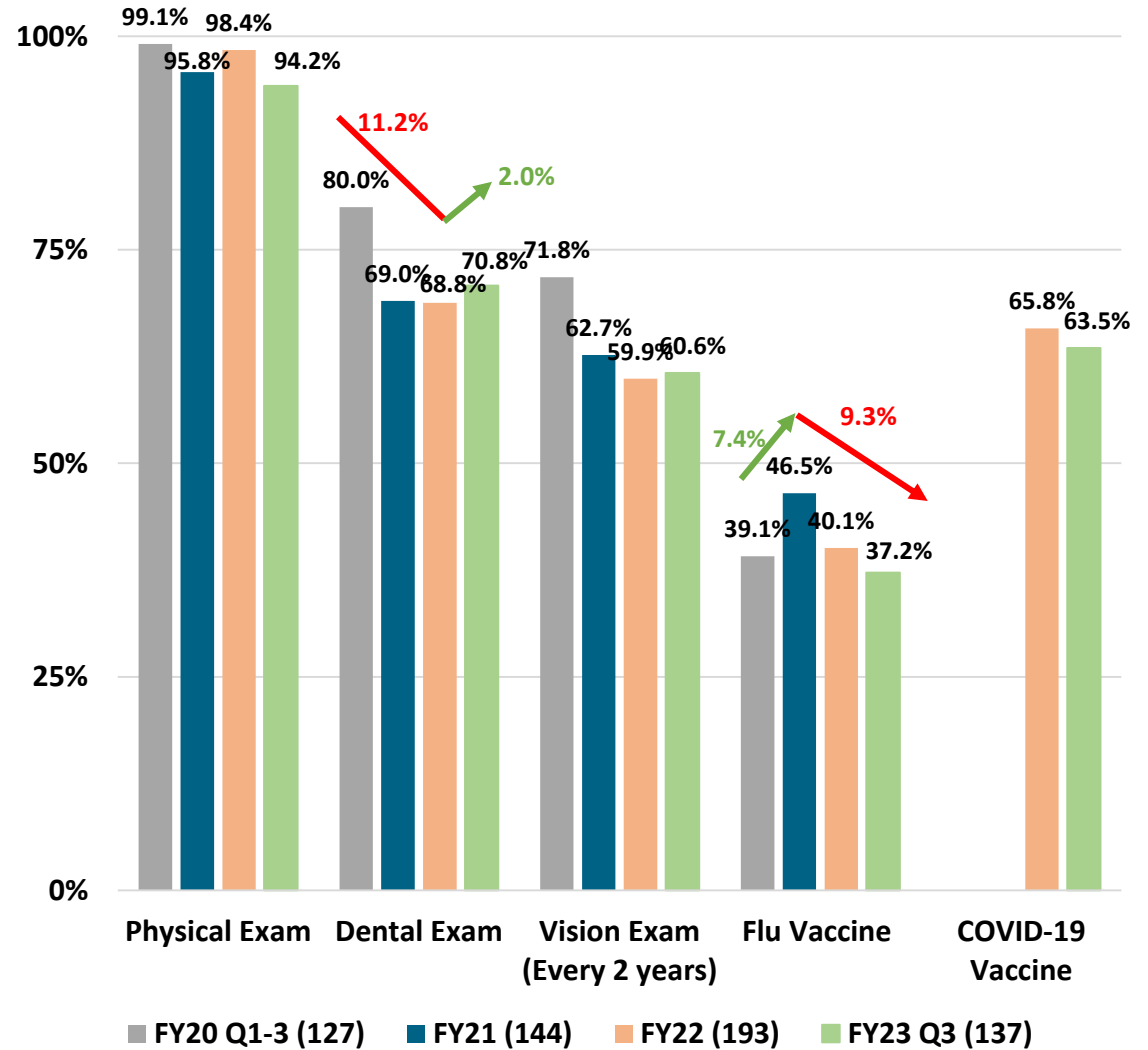
life

Percent of people who received preventative care by FY

Waiver



CDC+



PCRs Resulting in a Level 2 Medical Peer Review (MPR)

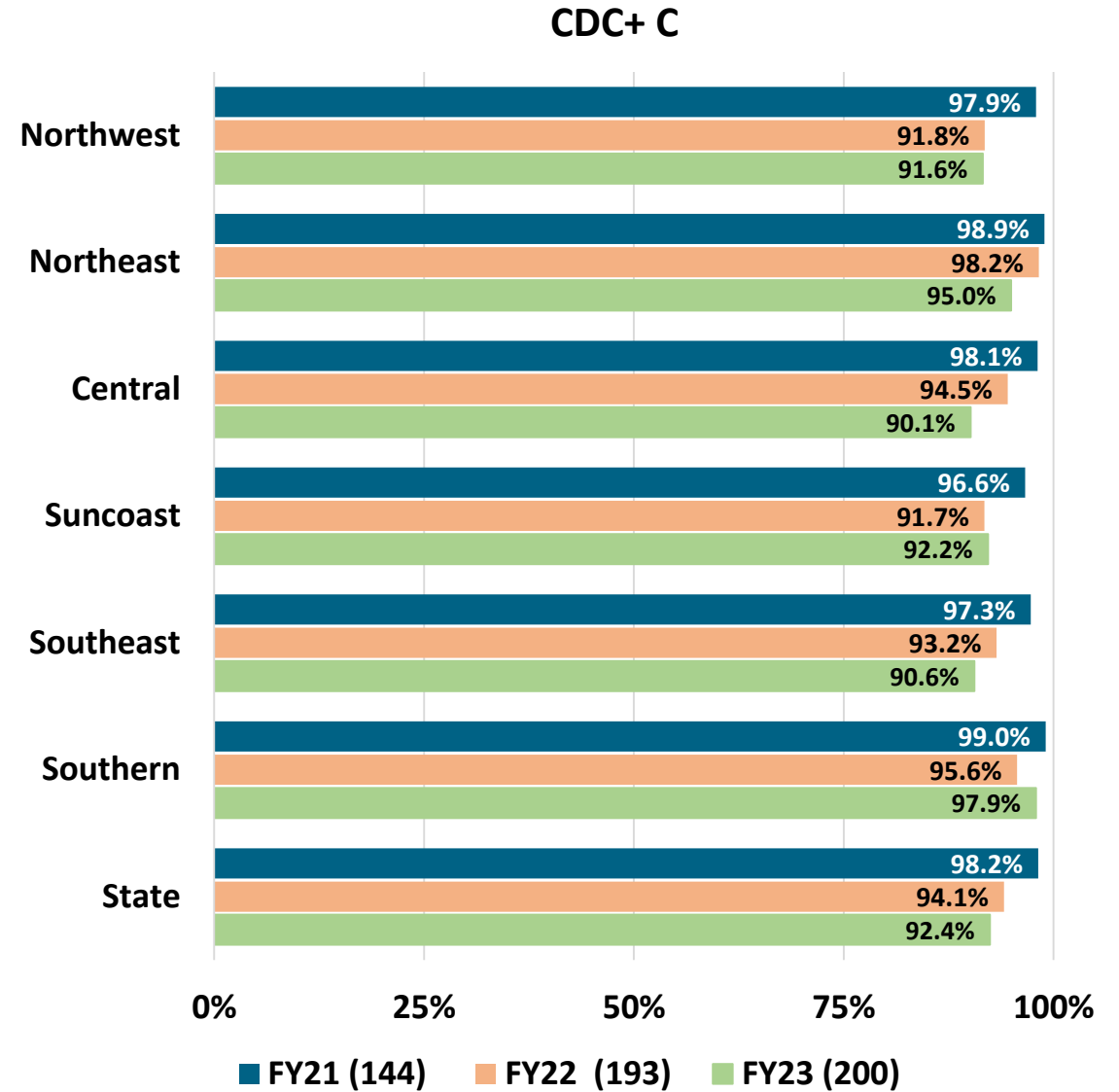
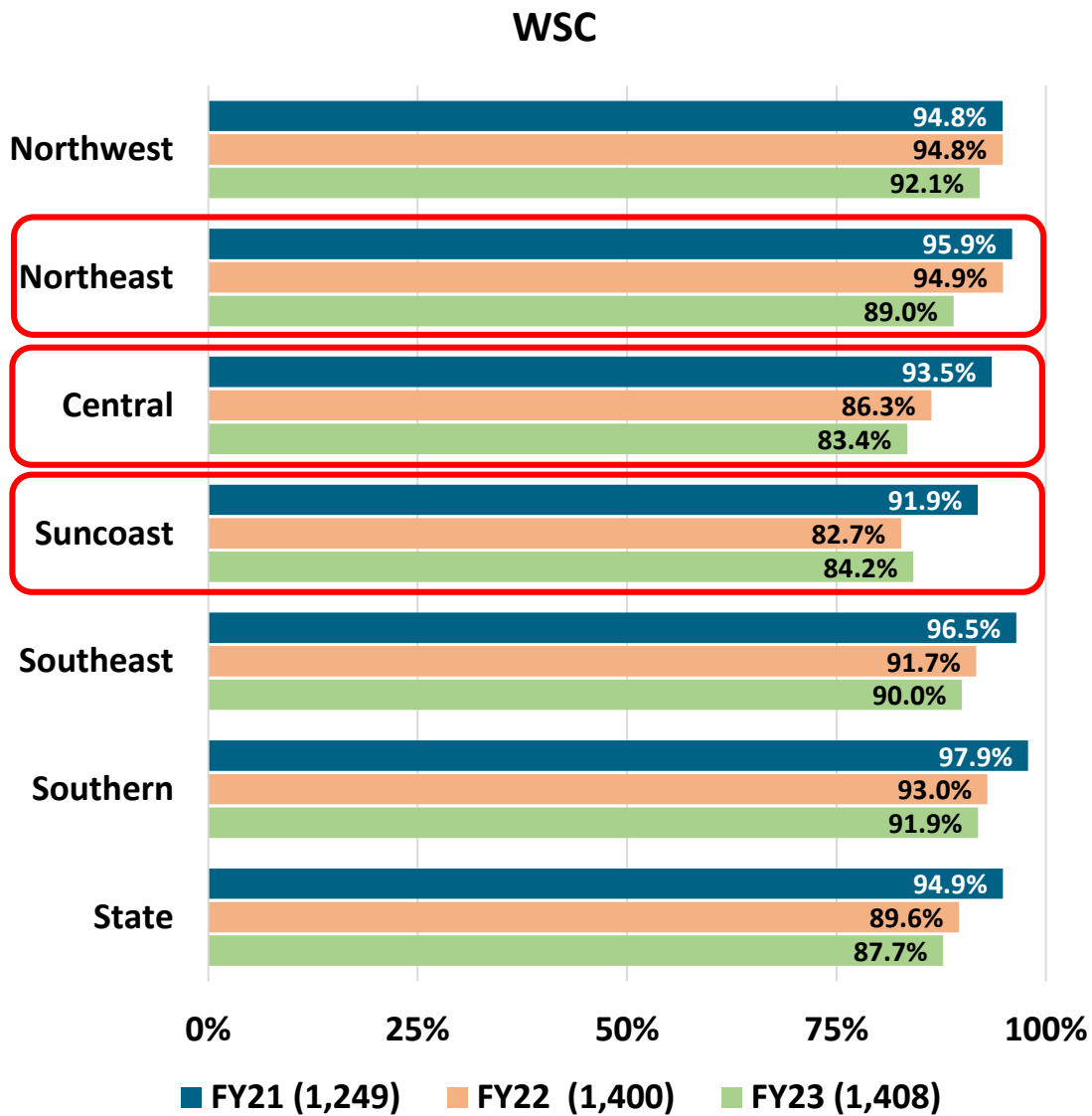
281 Level 2
MPRs

Level 2 Review Triggers	N	%
2 or more Baker Acts in last 12 months	8	2.8%
2 or more falls in the last 12 months	70	24.9%
2 or more hospitalizations in last 12 months	25	8.9%
3 or more Emergency Room visits in last 12 months	11	3.9%
4 or more medications for chronic conditions	30	10.7%
Choking Episodes	66	23.5%
Concurrent use of Anti-Epileptic/psycho therapeutic medications	12	4.3%
No medical care/preventative treatment in last 12 months	8	2.8%
Non-psych physician prescribing psychotropic medication	45	16.0%
Skin breakdown	37	13.2%
Unplanned weight gain of 10 or more lbs.	32	11.4%
Unplanned weight loss of 10 or more lbs.	29	10.3%
Other	4	1.4%

WSC/CDC+ Consultant Record Reviews



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



Low Scoring Record Review Indicators: WSCs FY21 → FY22 → FY23

29.1

- The Support Plan reflects support and services necessary to **address assessed risks**.
 - 97.5% (1,188) → 78.2% (1,323) → 68.4% (1,375)

18.9

- **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) → 77.2% (1,406)

18.5

- Person receiving services is **given a choice of waiver services or institutional care** at least annually.
 - 96.5% (1,249) → 80.6% (1,396) → 78.0% (1,406)

18.3

- **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) → 78.2% (1,402)

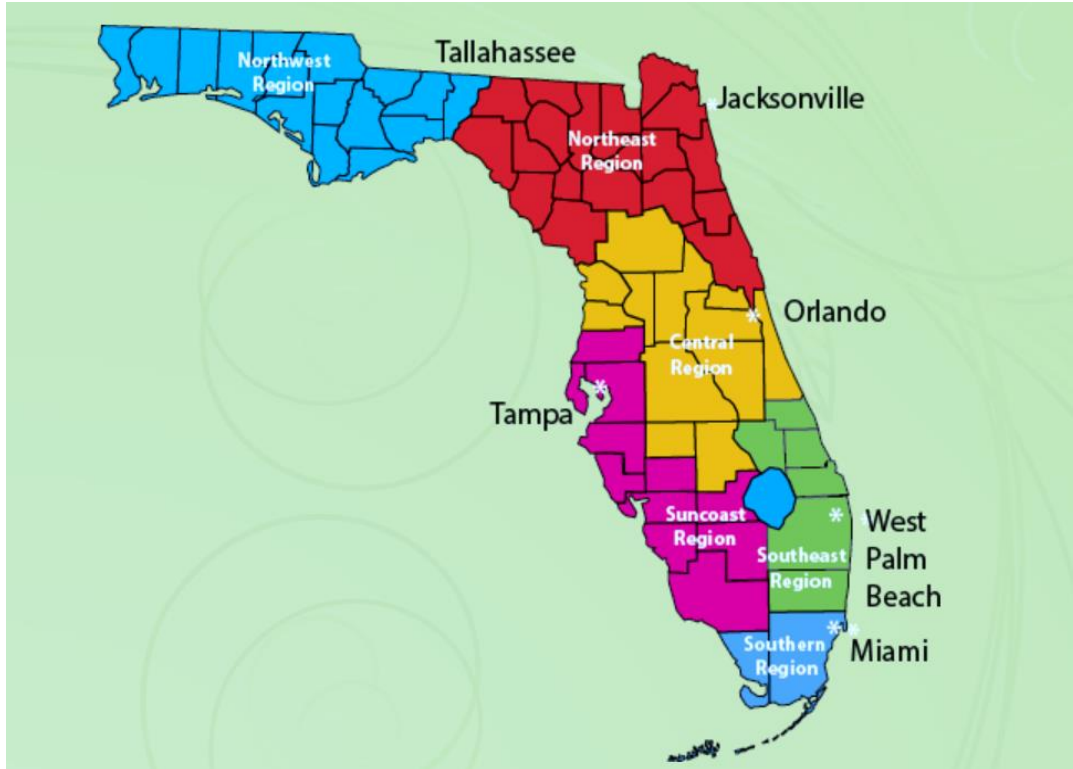
13.0

- **Level of care** is completed accurately using **the correct instrument/form**.
 - 86.7% (1,207) → 75.6% (1,388) → 73.7% (1,402)

Provider Discovery Reviews:



FY23 (July 2022– June 2023)



Region	# of PDRs	
	Service Providers	Qualified Organizations
Northwest	94	12
Northeast	241	28
Central	296	36
Suncoast	406	37
Southeast	293	54
Southern	234	36
State	1,564	203

Service Provider PDRs by Region

July 2022 – June 2023

Region (n)	GAR		Staff Q&T (4,190)	SSRR (5,376)	OBS (1,053)	
	Agencies (N = 1,402)	Solo (N = 162)			LRH (N = 1,203)	ADT (N = 160)
Northwest (94)	99.5%	88.5%	93.1%	93.5%	99.0%	99.0%
Northeast (241)	96.2%	90.5%	93.2%	89.9%	99.4%	99.8%
Central (296)	96.2%	78.6%	90.8%	89.2%	98.1%	99.6%
Suncoast (406)	96.5%	87.5%	91.6%	89.2%	98.4%	99.6%
Southeast (293)	97.8%	95.8%	93.1%	92.3%	99.1%	98.7%
Southern (234)	96.7%	100.0%	94.2%	94.7%	99.2%	99.0%
State (1,564)	96.8%	87.9%	92.4%	90.9%	98.7%	99.4%

QO PDRs by Region

July 2022 – June 2023

Region (n)	GAR (203)	Q&T (734)
Northwest (12)	100.0%	95.5%
Northeast (28)	99.5%	94.3%
Central (36)	99.2%	93.2%
Suncoast (37)	95.0%	95.1%
Southeast (54)	98.7%	97.6%
Southern (36)	97.6%	96.2%
State (203)	98.1%	95.5%

Provider Discovery Review Trends

FY21: July 2020 – June 2021

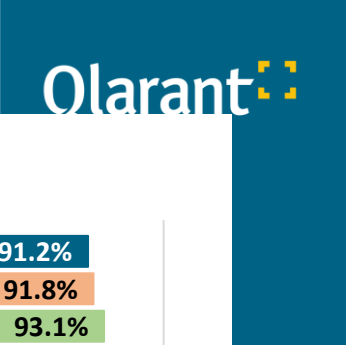
FY22: July 2021 – June 2022

FY23: July 2022 – June 2023

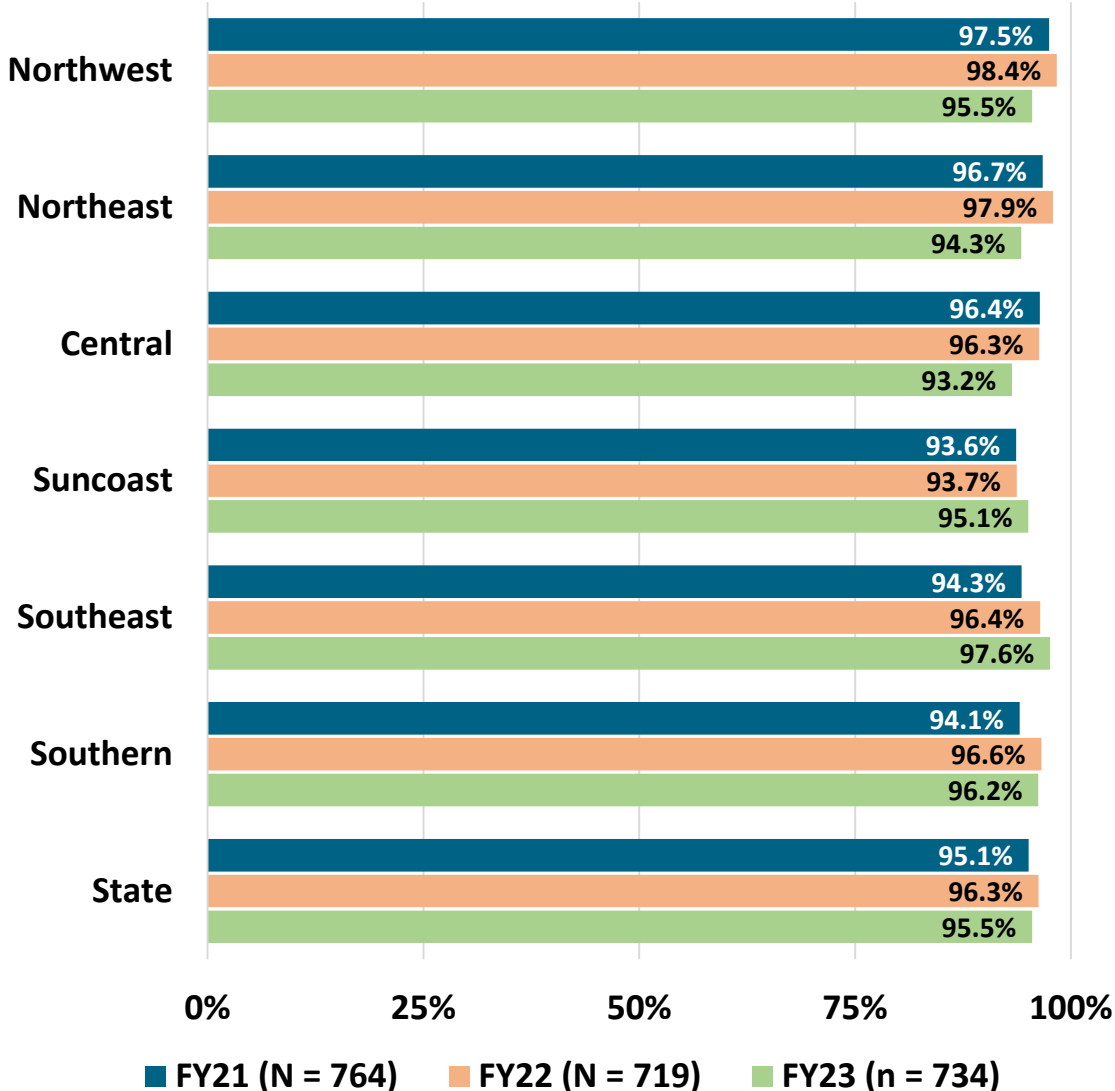
Staff Qualifications and Training



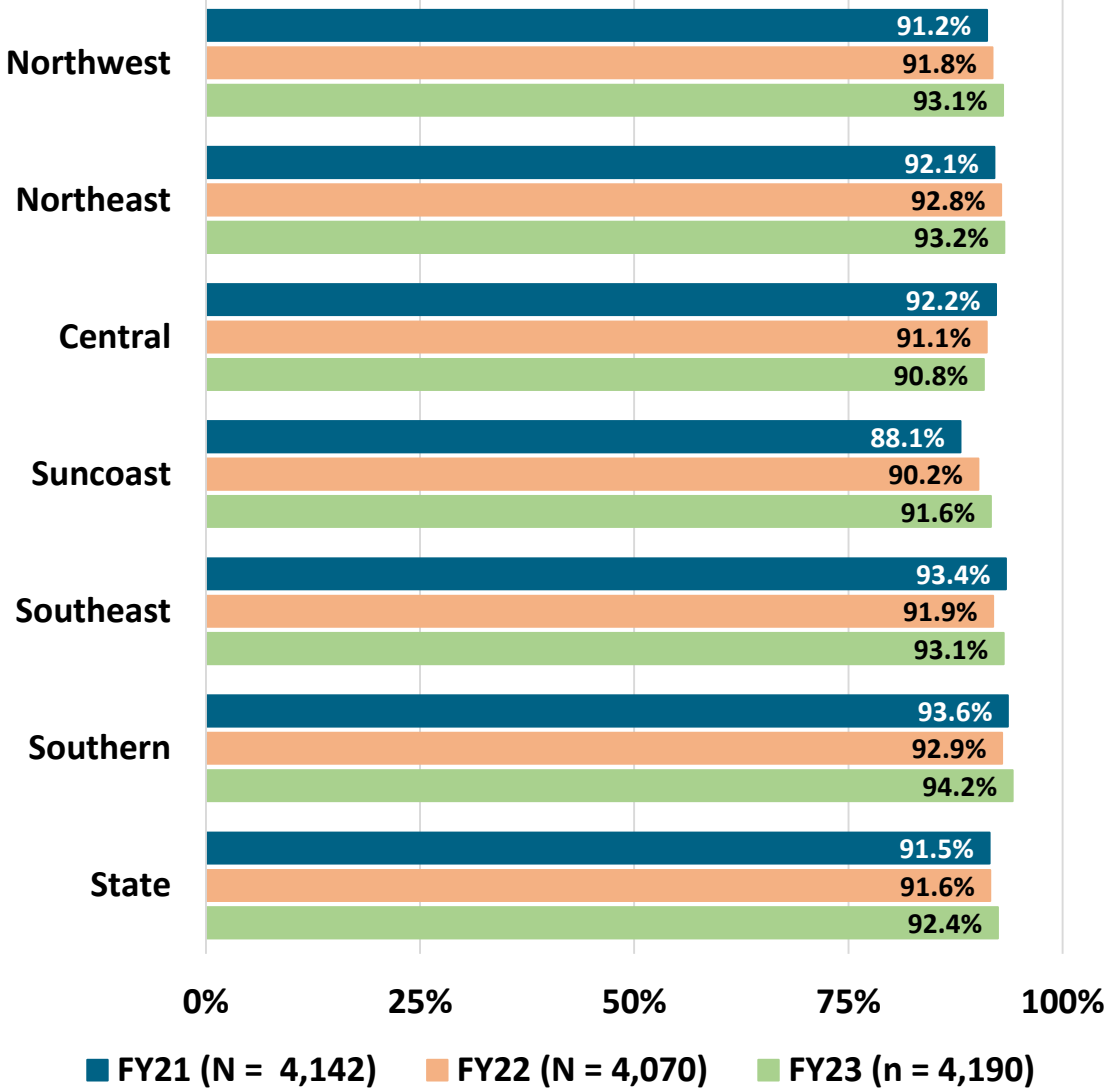
Qualifications and Training Scores by Region and FY



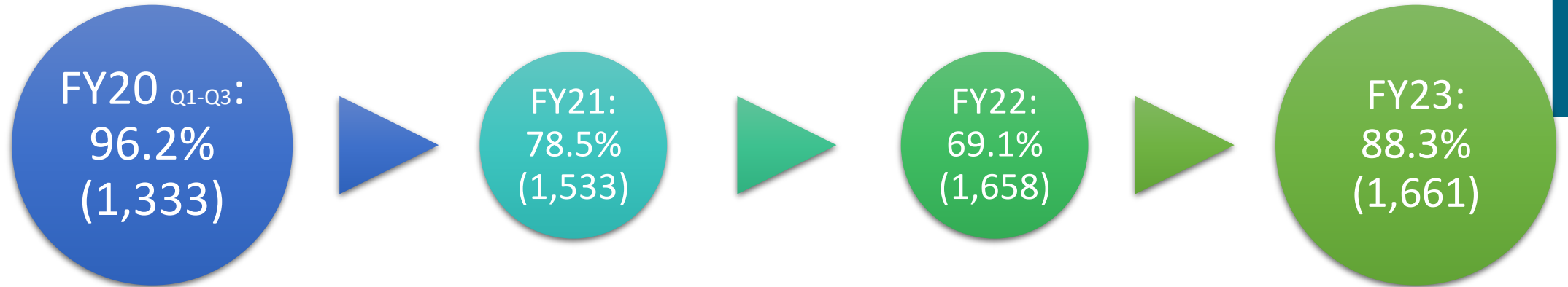
WSC/CDC+ C



Service Providers



Basic Medication Administration Validation



In FY23, 195 Basic Medication Administration Validation Certificates were deemed out of compliance. Of these...

- Just over **42.1%** did not have the Established Primary Route circled,
- Nearly **16.9%** were either missing or had an incorrect Validation Effective Date,
- And **13.8%** were either missing or had an incorrect Validation Expiration Date.

Provider Compliance: 100% of Staff meet Requirement

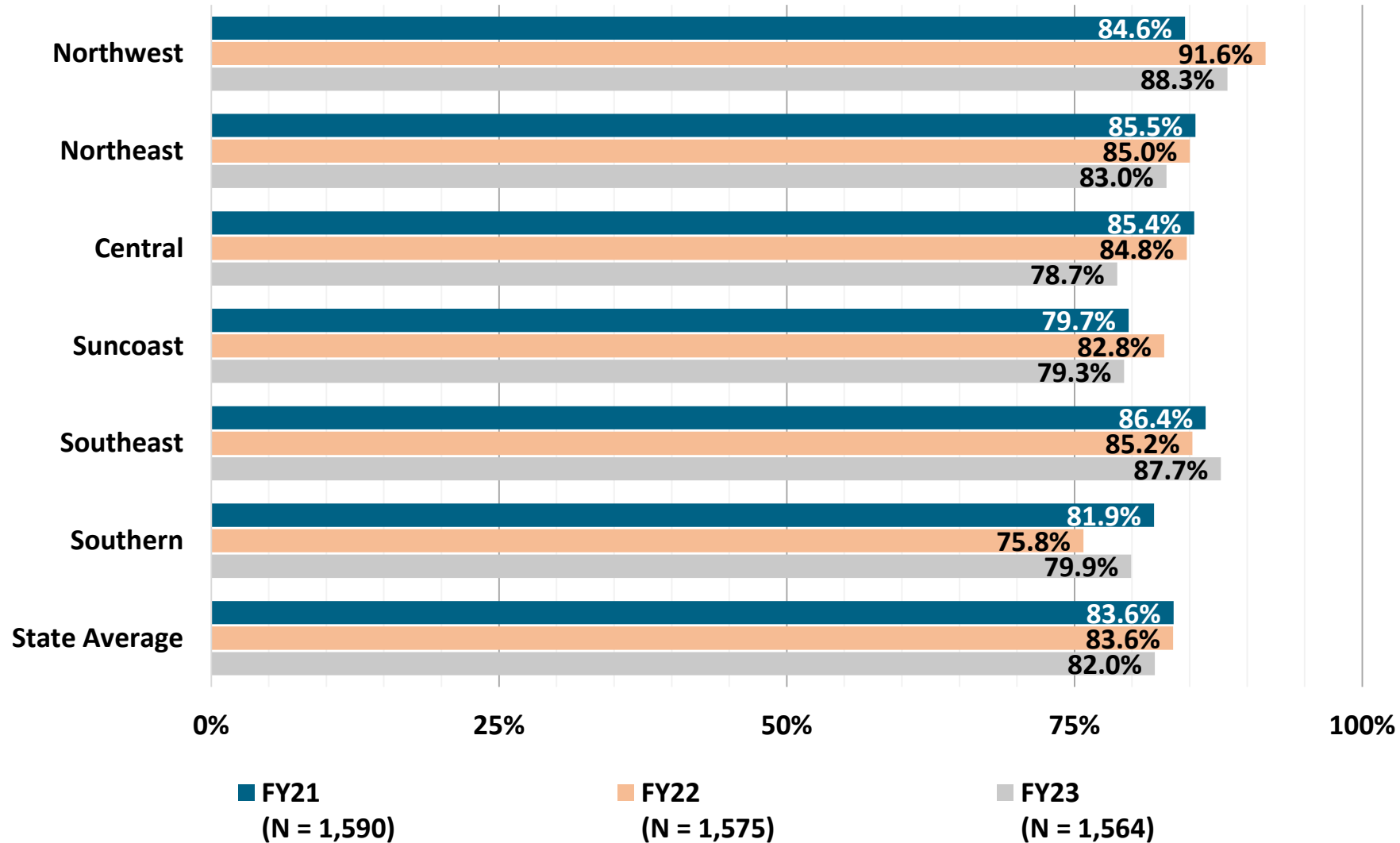
Fewer than 85% of **Service Providers** were in compliance with the following requirements:

- Completing required hours of annual in-service training (LSD1, LSD2, LSD 3, Personal Supports, Supported Living Coaching, and Residential Habilitation - Standard)
- Completing/maintaining training in HIV/AIDS/Infection Control.
- HIPAA training requirements.
- Maintaining Basic Medication Administration Validation.
- Complying with all aspects of required Level II Background Screening.

Fewer than 85% of **QOs** were in compliance with the following requirements:

- Completing/maintaining training in HIV/AIDS/Infection Control.
- HIPAA Training requirements.
- First Aid Training requirements.

Service Provider Background Screening Compliance by FY



Every Region except Northwest and Southeast were less than 85% compliant in FY23

414 Staff across 282 providers did not meet all Level II Background Screening Requirements.

Provider did not present a current, complete, signed and dated APD Attestation of Good Moral Character.

- 43.2% (179) of Not Mets

Provider did not present a current Local Law/Criminal Records Check. (A)

- 39.4% (163) of Not Mets

Provider did not present evidence of current APD General FDLE/FBI clearance from the Clearinghouse. (A)

- 34.3% (142) Not Mets

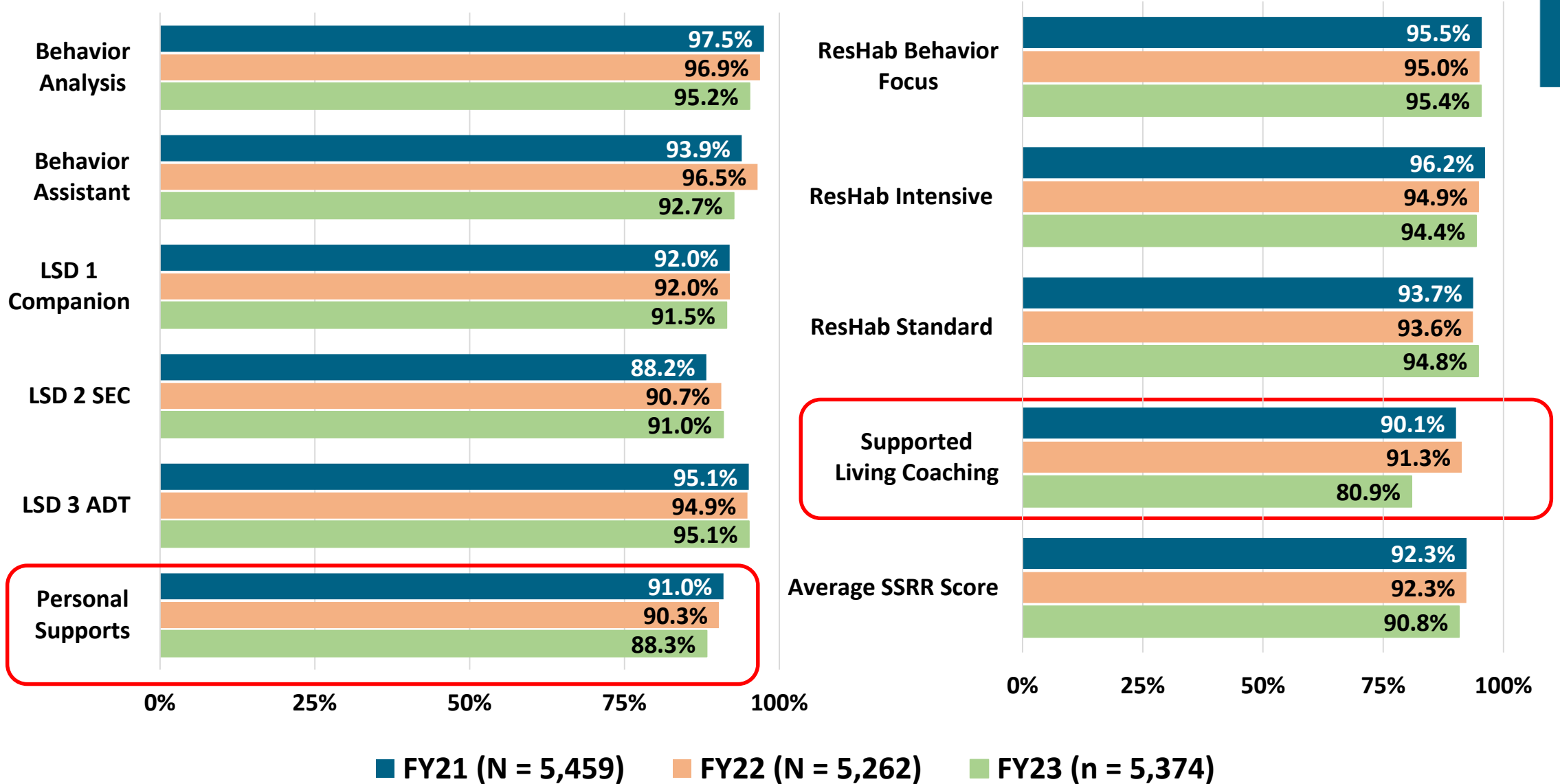
The affiant's initials were not next to one or more acknowledgement statements on the current APD Attestation of Good Moral Character presented.

- 32.1% (133) of Not Mets

Service Specific Record Reviews



Weighted SSRR Scores by Service and FY



Lowest Scoring Indicator for Lowest Scoring Services

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: 37.9% (n = 390)
- 31.7 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: 57.7% (n = 246)
- 28.3 point decline

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: 51.2% (n=1,472)
- 26.6 point decline

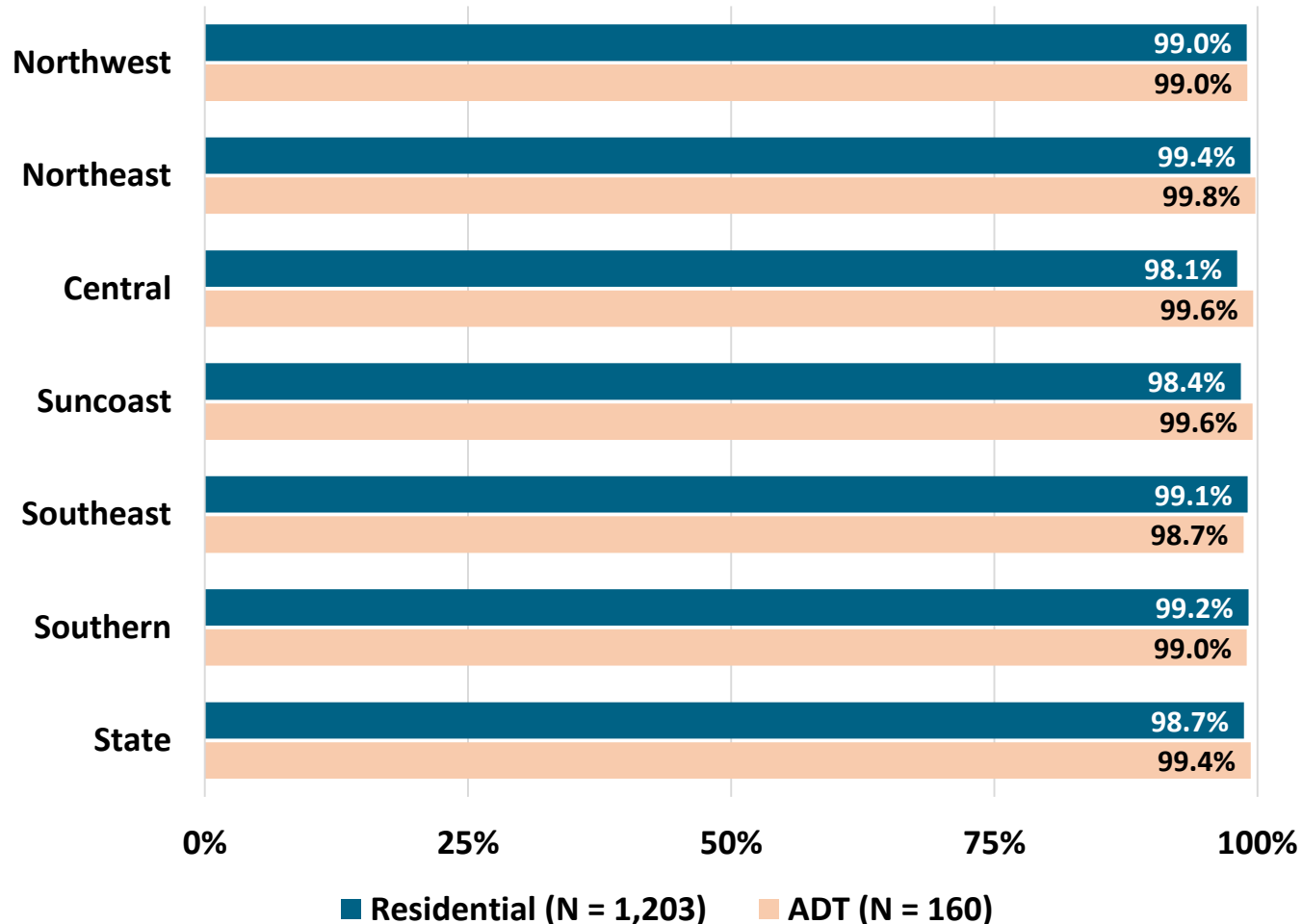
Supported Living Coaching:

- 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: 44.3% (n = 345)
- 25.4 point decline

















Observations: LRH and ADTs by Region

Region (n)	LRH (1,203)	ADT (160)
Northwest	74	12
Northeast	151	24
Central	232	24
Suncoast	341	54
Southeast	225	19
Southern	108	27
State	1,203	160

Average Observation Score by Region: FY23



Alerts by FY

Alert Type	FY21 (576)	FY22 (608)	FY23 (533)
Abuse/Neglect/Exploitation	0.2%	0.0% 	1.1% 
Background Screening	30.7%	31.9% 	39.2% 
Clearinghouse Roster	28.8%	16.8% 	22.0% 
Driver's License/Insurance	5.0%	4.3% 	3.8% 
Health & Safety	0.0%	1.2% 	1.8% 
Medication Admin/Training	33.5%	37.3% 	15.0% 
Medication Storage*	NA	6.1%	12.9%
Rights	0.3%	2.1% 	4.5% 
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); therefore Medication Storage alerts were NA in FY21 and comparisons between FY22 and FY23 should be made with caution.

Thank you!

Questions? Comments?

Contact:

Katherine Glasgow (glasgowk@qlarant.com)

Shubhangi Vasudeo (vasudeos@qlarant.com)