

SUNCOAST REGION QUALITY  
STEERING COMMITTEE

Meeting Minutes  
February 11, 2008

**Attendance:** Jennifer Stone (Provider), Carl Littlefield (APD), Rebecca Vasey (Consumer of Service), Debra Morgan, (Provider/Support for Ms. Vasey), Marcia DiGrazia (AQL), Beth Kelzer (WSC), Tom Nurse (Parent), Deborah Davis (Transition), Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Dierdra Walker (Provider).

**Guest:** **Harold Gross** (APD), Glorie Singleton (APD), Brenda Porter (APD) Christie Gentry (Delmarva representative).

**Not in Attendance:** Karlton Ballard (Transition),), Marcus Hall (Provider), David Brown (Consumer of Services), Stephanie Engley (Medicaid), David Hawthorne (Provider), Cliff Capron (Consumer of Services), and Don Mailler, (Provider/Support for Mr. Capron), Patty Rendon (WSC), Betty Beauchaine (FCC).

Meeting began @ 10.00 AM at the DD Center.

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The Minutes approval pending quorum.

**Laurie Harlow – complaint protocol.**

Laurie could not attend because she was sick. Jen Stone reviewed the protocol per conversation with Laurie. Marcia DiGrazia introduced the “complaint form” and explained how any staff can take a complaint. Anyone in the agency could possible receive the possible complaint. It would go to the point person, Dave LePere, then once it is determined it is a complaint, it is assigned to a worker who may need to access more information from another unit (residential, Medical, behavioral or waiver units).

Carl stated that the whole protocol was for all of APD to follow. Then we discussed the process map regarding the inclusion of APD staff outside of the QI unit. It was noted that other units would assist in gathering information after contacting the unit supervisor for their assistance to determine priority of workload. I believe this step should be included in step #7 of the protocol as part of the information gathering process.

Beth Kelzer stated that the comment on Medicaid Fraud wasn't in the protocol. Carl stated that possibly on # 4 of "purpose" it could state that those concerned with fraudulent providers should also contact APD at “needs to have contact”,

The screening form is not referred to in the protocol noting that any APD staff may receive calls that could be viewed as a complaint and should use the screening form and forward to the QI Director or designee.

#4 of protocol - Didn't we say we had 48 hours to log in complaints (weekends)?

Glorie Singleton went over the process map.

Rebecca suggested that we put both processes on the web site: grievance and complaint to better understand the differences

### Iris Project – To Improve communication for Health and Safety

Glorie Singleton will contact the FCC to look into working with the Steering committee on this project. Pauline Lipps was going to get with East side to get ok. Tom suggested that we ask for a voluntary 5.00 donation by consumers. Carl stated that we should have the 1<sup>st</sup> year entirely fund by FCC or a Grant. Once up and running it will be easier to promote to local and statewide disaster programs/community programs and get possible community support. Carl wants to meet with Pauline and Jen and Tom and Beverly to discuss project.

### Delmarva & Recoupment policy

Carl participated in a workgroup last week regarding Delmarva. They talked about the scoring system. Most Administrators preferred a graded system using A – F. Carl would like the Steering committee involved in looking at provider who consistently scored “F” or non-emerging. The Administrators prefer to have definitions more clear cut. They need to know what a QIP was. The Administrator thought a Plan of Corrective Action was more definitive.

Marcia reviewed the components of a Delmarva CORE and DESK report. She also described the Access program APD uses to track Delmarva reports and the possible data that it could generate.

Carl – Tom wants to know about the PCA for children about state plans – Medicaid is it a problem with reimbursement at different rates? How many families would be affected by the shift of children using PCA using Medicaid? Children are in Medicaid until 22.

### Carl's Update

- CDC the state is assuming the fiduciary role. Tom as a family is celebrating this. Carl believes in this approach.

- Gov. Budget came out, no more than 10 people coming off the crisis list each month.
- Assessment purpose is validation of spending. And what or what would be the cost of the people on the wait list.
- The Council and Program Design will be using a grant to work with WSC to build community. Tom wants his company to be part of the training calendar. Where does the public /private forum to share.

### Other issues

Tom will send the study that was discuss to Jen to use for Directory to look at.

Joanne gave presentation on guardianship organization in Hillsborough County. The fees are Low. APD will put on our web site by Glorie Singleton.

The Steering committee decided to continue meeting every other month with the FCC in Tampa. There will be a break so everyone can get their lunch.

The minutes were approved since we finally had a quorum.

Next Area Steering Committee scheduled for March 26, 2008. Conference room 608 at 1313 N. Tampa Street has been reserved from 10am until 1pm

Next agenda items: WSC Liaisons roles supporting WSC's, updates on complaint protocol, and general process map on recoupment.