

SUNCOAST REGION QUALITY
STEERING COMMITTEE

Meeting Minutes
October 25, 2007

Attendance: Carl Littlefield (APD), Betty Beauchaine (FCC), Jennifer Stone (Provider), Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Patty Rendon (WSC), Marcia DiGrazia (AQL), Dierdra Walker (Provider),

Guest: Chris Kulaga, (Delmarva), Laurie Harlow, (APD - QA/QI)

Not in Attendance: Karlton Ballard (Transition), Deborah Davis (Transition), Marcus Hall (Provider), David Brown (Consumer of Services), Cliff Capron, (Consumer of Services), and Don Mailler, Rebecca Vasey (Consumer of Service), Stephanie Lang (Medicaid), (Provider/Support for Mr. Capron), Beth Kelzer (WSC), David Hawthorne (Provider), Richard LeBell, (FND), Tom Nurse, Family member.

Meeting began @ 9:00 AM at the DD Center.

The minutes from the **August and September** meetings were tabled. A quorum is needed for approval.

IQC Meeting:

Marcy gave an overview of IQC that took place on September 26 & 27 in Jacksonville. The major topics discussed were the annual report from Delmarva, Manage Care, Florida Alliance for Direct Services Professionals (sent members the power point), the role of the IQC, election of a new chairperson and updates on APD.

QA/QI UPDATE:

Laurie summarized the last year's activities while forming the QA data base. It now includes; IR reporting, complaints, behavior analysis, and residential placement. Because it is such a large system it has had challenges and hasn't met full potential. To overcome some of the barriers we have administrative support staff.

Present- We are doing the data entry well. We can track. Now we want to do analysis of this information to do a quality improvement effort. Carl noted that we don't need automatic alert, we know about it before anyone tells us from the outside. There was a discussion regarding the need for indicators that would get APD's attention in order to request Delmarva to complete a review.

Recommendation:

There should be a criteria developed by the QA/QI unit to be used to initiate a review by an appropriate source such as Delmarva, or an APD unit.

The Delmarva reports indicate that providers may need more classroom type training on how to build person-centered systems. "Systems" is a term not understood by providers. The QI unit is developing a curriculum to be used in the future for provider needing assistance in that area. Carl stated that the QA should be systematic in its approach and be proactive rather than punitive.

The member would like to review the draft complaint protocol at the next meeting. Marcy will send it out prior to the meeting so everyone will have time to review before the meeting. They would also like a copy of the recoupment policy. Marcy will have copy made by the next meeting.

APD UPDATE:

CMS Has approved Legislature- 12/1/07 Statewide revenue estimate additional 100 mil deficits going back to legislature to adjust the budget. SunCoast has reorganized and narrowed the scope of Laurie's job to recoupment working with the QI unit.

Strategic planning meetings occurred across the state. One was located in Tampa. Provider from Gulf Coast Center, SunCoast, Dist. 14 and Dist. 8

General Questions:

Joanna – Question on CDC +, Carl asked her to call Denise Oetinger or Michael Rao.

The meeting was adjourned at 11:45.

The next meeting will be on November 15, 2007. This is a date change. Location is 1313 N. Tampa Street. Suite 517. from 9 – 12 noon.