

INTERAGENCY QUALITY COUNCIL
JUNE 21-22, 2006
Tampa, Florida

Members Present:

Beverley DeStories, Conney Dahn, Pamela Wainwright, Becky Maguire, Linda Mabile, Ed DeBardeleben, Kim Barger, Susan Robertson, Charm Thometz, Lafashia Jackson, William Frets, Pam Kyllonen, Bob Wessesls

Advisory Members Present: Steve Dunaway, Ed Rousseau, Margaret Buono, Laurie Harlow, Martha Martinez, Jane Johnson, Pam Hinterlong

Members Absent: Idelio Valdes, Scott Barrish, Marsha Vollmar,

Guests: Bob Foley, Carol McDuff, Beth Townsend, Charmaine Pillay, Anne Buechner, Tammi Odom, Said Sanchez, Pam Romack, Carla Barges, Patty Conell, Sandra Bass, Danny Bass, Barbara Cook, Michelle Farmer, PJ McKay, Paula Paquette, Robin Mosemo

Welcome and Introductions

Beverley DeStories

Beverley began the meeting by passing out the minutes from the last meeting and asked for corrections. Beverly asked for corrections to the minutes and members provided several. A motion to accept the minutes as revised passed with corrections.

Beverley asked for additions or changes to the agenda. Eileen O'Brien asked to be included in the APD Update. Linda Mabile asked that the APD Update also include an update from Becky Maguire on an update to the Licensure Rule. Linda also mentioned that on day 2, PK Jameson, from APD, is to join the meeting to provide an update on legislative impact on APD.

Beverley proceeded with introductions. She then asked that the group look over the membership list and make corrections. A sign up sheet was passed around for sign-in.

Delmarva Updates

Bob Foley

Bob provided an update of general information, the year 5 production levels to date, a data review and an update of desk reviews. He noted the departure of staff from Delmarva. Carol McDuff noted that in August Delmarva will provide a week training to their staff (8/15-19). Among 26 agenda items will be a focus on choice sensitivity and technical/interpersonal expertise. There will also be time for open sessions for brainstorming important innovations and will be seeking and providing "cutting edge" to continue to push for best possible quality for the APD service system.

Charmaine Pillay noted that Delmarva has provided 39 training sessions across the state in this contract year and have a 40th planned before the end of June. She noted that Delmarva is continuing to broaden the training and education offerings, seeking to reach all stakeholders including people receiving services and family members in addition to service providers. She noted that they have provided several sessions at state, national and international conferences both providing and seeking information. A request made of Delmarva is to update “My Personal Compass” to focus on families.

Bob noted that 2 studies have been completed (Organizational Practices, Barriers Analysis) with 3 additional (Longitudinal Study of 150 people included in Person Centered Review, Supports that Best Predict Outcomes, and Case Load impact on WSCs) These will be reported on at the next meeting.

The Public Reporting Website is being updated to be more user friendly (e.g., easier language and format). He noted that the Support Plan Stakeholder Group has also continued to meet and the new support planning process is being piloted and revised according. Linda Mabile pointed out that comments are being received by Lorena Fulcher, at APD, for continued revision and that the process is near completion for statewide rollout.

Bob provided an update of the production components of Delmarva’s review process. (See Notes in Handout) He pointed out that the WiSCC reviews are too many to complete in a contract year so now that process takes approximately 16 months to complete the cycle.

In a review of data components, Bob pointed out that the APD service system is beginning to see an increase of 5.5 percentage points compared to last year. This change was from 48% to 53.5% (an 11.5 increase). Similarly there has been an increase in the outcomes people are attaining. Both Bob and Linda Mabile noted this is THE critical measure we are focusing upon. Bob noted that Sue Kelly is studying to determine what particular elements seem to be driving up the outcomes and supports. Linda provided background that in the first few years of the Delmarva reviews that compliance percentage scores were rising while outcomes and supports for individuals were falling. Bob Wessels asked whether we are roughly at the same place now that we were 5 years ago given the changes in outcomes data. Bob and Linda answered no, that there has been a great deal of change in the infrastructure of the state system that is far more focused on supporting the achievement of outcomes and that efforts are showing that these efforts are reinforcing each other. Linda noted that 5 years ago there was no QI system and the efforts of the IQC is one of the ways in which we are getting stronger and no longer losing ground.

Another data review item is the need to identify potential factors that are reinforcing positive change. Some of the factors include the Area Quality Leadership/Steering Committee efforts, Core and WiSCC efforts, and Technical Assistance. An outcome that appears to have the greatest impact from the CORE tool has been identified through Sue Kelly’s analysis as item #10, “The individual is developing desired social roles that are of

value to the individual.” This means that when this element is met there is a higher percentage of overall outcomes being achieved in their lives. It was noted that this is generally a difficult item to achieve. Anne Buechner reinforced that from the perspective of CQL that the development of social roles in people’s lives is a key factor in higher levels of achievement of overall outcomes.

A review of the Desk Review process was presented by Bob noting that the process is simply looking at compliance through a paper work review. There is a portion of the review that contacts people receiving services and family members, but generally is fairly minimal. He noted that the scores have floated year-to-year from around 73-78%, and finding the same results, typically noting problems in the areas of Background Screening as well as Training incomplete for provider staff. Bob noted that initiatives are being implemented by APD to correct these issues. Charm Thometz noted that the background screening is of significant concern and suggested that families be informed that this is an issue they should require in their hiring process. Linda Mabile stated that she would be providing an update on what APD is doing to correct these results. Beverley DeStories suggested that greater consequences need to be enforced and that civil rights of individuals receiving services are being violated. Linda pointed out that new procedures deal with such consequences and that recently providers have been decertified as a result of the new process being enforced. She also asked that if and when people are aware that peoples’ rights are being violated that the Area Offices be notified. Eileen O’Brien voiced the concern that many providers not in compliance with background screening. She reinforced that there needs to be accountability in ensuring provider staff compliance in this area on several levels. Bob noted that Delmarva will be looking for suggestions later on how to improve the Desk Review process such that it will generate better overall compliance and quality.

The last item Bob presented was an accolade to a provider, Pyramid. He noted that the organization is showing high rates of achievement in their reviews consistently throughout the state.

AOL Presentation (Suncoast Region)

Marcia DiGrazia

Marcia DiGrazia presented an overview of the Suncoast Region Quality Improvement activities. Marcia noted that their Steering Committee began from ‘the basics,’ not knowing what all would be needed as techniques to produce good progress. She noted that the membership of their Steering Committee has been well represented across stakeholders, including guests and individuals receiving services. In understanding ‘the basics’ the group had a hard time understanding the data, what it says and how to analyze it. She noted that they have gotten great assistance from Delmarva through training and conference calls. The group recommended to they learn how to interpret data and use it. These efforts have been successful, including a computer program to use in this process. APD local program staff came and provided assistance to the steering committee.

Marcia noted that one of the lowest outcomes in the Suncoast Region was in the area of Rights. In further analysis they determined that this seemed to be due to a lack of

education and exposure to principles of self-determination. The Steering Committee is planning to recommend several ways in which this could be improved. Concerns include how Support Coordinators are trained, how communications are carried out and accessible. A participant noted that Support Coordinators seem to have too large a case load, too much paperwork and therefore not enough time to spend with people they serve. Marcia noted that their Steering Committee tends to be in agreement. Beverly DeStories noted that there are frequent conflicts between training requirements and time needed to provide services. Marcia noted that their committee is looking at both training and timeliness of services. Another issue their committee is addressing is that of employment and improving outcomes in this area. Brenda Clark, the Suncoast Employment Liaison, is going to be meeting with their steering committee tomorrow to help educate the group on employment related issues. A comment from a participant noted that there is a huge time spent in waiting for supports to get employment. Marcia noted that she has moved from the training unit to full-time AQL activities. She pointed out that part of her job is to work with providers seeking improvement, with providers at varying levels of embracing the idea of quality improvement. Some come independently in their own desire to change while others are referred due to the perceived need by others for quality improvement.

Finally, Marcia presented a discussion of the Quality Symposium held last week and the presentation the AQLs did re: Rights. She noted that looking at basic human rights is not a disability issue, but a fundamental condition that applies to all human beings. A participant raised the issue that she should have the right to basic equipment she needs but that the 3-Bid Rule seems in conflict with this right. She and others pointed out that there is inconsistency in the 3-bids a person may get, particularly with customization of wheelchairs. Marcia pointed out that all people should expect that services are delivered without an attitude and lack of specific equipment often is the difference between being able to participate in their community, have a job, make medical appointments, etc. The local Steering Committee is recommending the development of greater communication and education to accessing such services and that there are several parts of the service system working together effectively to have a coherent system that is effective. Eileen O'Brien underscored her thanks that the Steering Committee is listening to people who have disabilities. Marcia noted that people with disabilities and families are an integral part of ongoing activities and workgroups.

APD Discussion on Desk Reviews

Linda Mabile

Linda led a discussion of the current Desk Review process used by Delmarva. She described discussions held between APD, AHCA and Delmarva recognizing the short comings of the Desk Review process and that all parties are open to making changes that would create greater opportunity for quality improvement among the group of providers who have quality assurance reviews only through this method. The IQC participants generated the following suggestions and questions:

- 1) Is it possible to make it more person friendly? Phone contacts are frequently not completed during the desk review process.

- 2) "Exempt" licensed people, i.e., OT, PT, ST, etc., or put them on an every 2-3 year cycle. Discussion also seemed to indicate the behavioral folks would not fall into this exemption. Discussion was more for having an onsite for behavioral.
- 3) Anyone with a score of 80% or better would get a waived year.
- 4) Should we only conduct desk reviews every other year for all eligible providers?
- 5) Is the Notification Letter and other info DF is mailing to desk review providers self-explanatory?
- 6) Should Area offices boost their provider orientation efforts to include a better overview of Desk Reviews?
- 7) Can the Areas provide a liaison for desk reviewed providers to support them and answer questions?
- 8) Could on-sites be generated based on complaints received pertaining to desk reviewed providers?
- 9) Should Companions be given an onsite?
- 10) How can we get Desk Review best practices out to everyone? Desk Reviewed providers typically do not attend Area meetings and training.

AHCA Updates

Pamela Kyllonen & Pamela Wainwright

Pamela Kyllonen stated that a contract amendment is being draft between AHCA and Delmarva Foundation to add \$575,614 to the contract. The increase in funds will be devoted to Personal Outcome Measures training for CORE consultants, Organizational Practices training for all Delmarva staff, and to provide QA and QI for FSL Waiver providers. Pam asked to any ideas for QA/QI issues for upcoming Legislative Budget Requests for the 2007 legislative session for 2007-08 funding. Pam talked about handbook changes being in process for the DD Waiver and the FSL Waiver. The FSL Waiver handbook is in final draft and the DD Waiver handbook should be in final draft by the end of the calendar year. Pam gave the members an update on the Durable Medical Equipment RFP for incontinent supplies. Pam said that RFP was stopped and all submittals rejected. IQC members should continue to monitor the Florida Administrative Weekly for issue that are advertised that may be of interest to the IQC. Pam also announced that Karen Huber has left the Agency for Health Care Administration and has taken a position with the Department of Elder Affairs as their Director of the Consumer Directed Care Plus Program.

APD Updates

Linda Mabile, Lorena Fulcher, Becky Maguire

An update was presented on enrollment efforts to date. Over 6,000 individuals were enrolled during the fiscal year. Individuals were enrolled onto both the FSL or the DD waiver based on the priority criteria established by the legislature. Other updates included the One time spending (IFSs) project and provider fairs that had been held around the state.

Linda reviewed the Quality Management Policy and asked that any recommendations or changes be sent to her. The policy is routing in the Central APD office for final approval. A review of the new background procedures being implemented at the Area office level

