

## **Developmental Disabilities Quality Management**

### **THE QUALITY MANAGEMENT UNIT**

The Central Developmental Disabilities Program Office supports quality assurance and quality improvement initiatives through the Quality Management unit located in Tallahassee, Florida. The unit provides policy and oversight for statewide quality assurance and quality improvement initiatives, as well as, technical assistance on regulatory questions, questions relating to recoupment issues, quality assurance interpretations and issues, and quality improvement plans and activities.

Statewide quality assurance monitoring and consultation for the Florida Home and Community Based Services (HCBS) and Supported Living waivers is provided by the Delmarva Foundation under contract with the Agency for Health Care Administration (AHCA). The Quality Management unit coordinates with AHCA on statewide quality assurance system development and contract implementation. The unit also provides staff functions and supports for the Interagency Quality Council (IQC).

For additional information on the Quality Management Unit or the quality assurance and improvement system, you may contact Linda Mabile, Steve Dunaway, or Ed Rousseau at the Developmental Disabilities Program Office (850) 488-4877, (Suncom (850) 278-4877) with any questions or concerns.

### **CONSUMER PARTICIPATION IN QUALITY ASSURANCE**

**The Road Map**, a tool to assist individuals with developmental disabilities and families to learn about the quality assurance process implemented by Delmarva, can be reached through this link: [www.dfmc-florida.org/docs/consumer\\_Road\\_Map\\_Rt1\\_020403.pdf](http://www.dfmc-florida.org/docs/consumer_Road_Map_Rt1_020403.pdf).

**My Personal Compass** assists individuals with developmental disabilities and families to evaluate the **quality** of services that YOU are receiving from providers. This can be found at: [www.dfmc-florida.org/docs/PersonalCompass.pdf](http://www.dfmc-florida.org/docs/PersonalCompass.pdf).

### **ABOUT DELMARVA**

On September 18, 2001, the Agency for Health Care Administration (AHCA) entered into a contract with the Delmarva Foundation for the implementation of a Statewide Quality Assurance Program for the Developmental Services Home and Community Based Services (DS HCBS) Waiver. This contract represents the culmination of a two-year work effort by AHCA and the Department of Children & Families (DCF) staff to establish a consistent and uniform statewide quality assurance program for persons with developmental disabilities.

The Delmarva Foundation is a non-profit Peer Review Organization (PRO), with over 28 years of experience in providing quality assurance services for states and the Federal government. They are accredited by the National Committee for Quality Assurance as a Certified HEDIS® Compliance Audit organization. Delmarva is also ISO (International Organization for Standardization) 9002 Registered, a certification awarded to organizations with documented quality management systems.

Over the course of this four-year contract, the Delmarva Foundation and its team will accomplish work in the following major areas:

- Provider reviews: Delmarva will conduct reviews with individuals with developmental disabilities and providers of waiver services to assess the efficiency and quality of services and supports and evaluate provider performance in delivering services and supports to assist consumers in achieving personal goals. Delmarva began using a new review methodology designed to be more person centered and out-come oriented in August 2004. The new tools and review procedures can be accessed on the Delmarva website.
- Consumer/family/provider education: At least ten orientation/training sessions are held annually around the state to provide information concerning the statewide quality assurance program. Delmarva has also developed a Consumer Resource Toolkit, The Road Map and My Personal Compass, which can be accessed from the links above.
- Delmarva is responsible for facilitating interaction and project results with and between agency and department staff, area and DCF District Developmental Disabilities offices staff, other stakeholder groups as well as the Interagency Quality Council (IQC) that was formed by the Legislature to oversee the project. IQC meetings are open to the public and consumers, family members, providers and other stakeholders are invited to attend the quarterly meetings.

Delmarva has two offices in Florida and has three regional managers to cover North, Central and South Florida areas. The contract manager, Marcia F. Hill, is located in the Tallahassee office. The Certified Developmental Disabilities Review Nurse is located in their Tampa office. Other staff members include a customer service representative, information technology and support staff. Trained reviewers are located throughout the state to conduct interviews with selected local waiver consumers and their families and to perform site and desk reviews of the local waiver services providers.

You may wish to go directly to the Delmarva website at <http://www.dfmc-florida.org> for additional information. The customer services representative for Delmarva, who is available to answer questions and to provide information, can be reached at Delmarva's toll-free number, 1-866-254-2075.