

Reinventing Quality Conference

Using Data to Improve Outcomes

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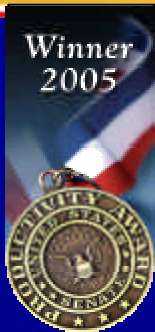


Delmarva Foundation
Improving Health in the Communities We Serve



Who is Delmarva Foundation?

- ✦ Not-for-Profit National Organization
- ✦ Mission: Improve Health and Personal Outcomes
- ✦ Quality Improvement Organization (QIO)
- ✦ Utilization Review
- ✦ External Quality Review (Managed Care Organizations)
- ✦ Health Integrity-Medicare Prescription Plan (Part D)
Fraud and Abuse
- ✦ Florida Statewide Quality Assurance Program



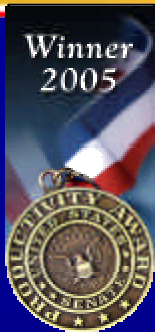
Florida Statewide Quality Assurance Program (FSQAP)

- ✦ Initially a QA program + Person Centered Reviews
- ✦ Onsite Provider Reviews (5500)
- ✦ Desk Reviews (6000)
- ✦ Utilize Personal Outcome Measures Process (10,000)
- ✦ TA, Studies, Educational Activities, Websites, etc.
- ✦ After Two Years Shifted to QA/QI-Results Focus
- ✦ Developed WiSCC and CORE Processes
- ✦ Continue to Evolve Processes to Meet Florida Needs



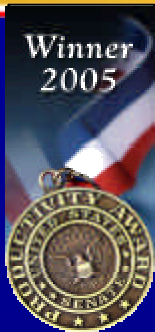
Data, Data, and More Data

- ✦ Provider Performance Data
 - ✦ Personal Outcome Measures Data
 - ✦ Element Level Data
 - ✦ Statewide Data
 - ✦ Local/Area Data
 - ✦ Medicaid Claims Data
 - ✦ Barriers Data
- ...Analysis, Analysis, and more Analysis



Support Plan Stakeholder Group

- ✦ Driven by Statewide Barriers Data
- ✦ Problem: Conflict between Person Driven Focus and Prior Service Authorization
- ✦ Process: Bring stakeholders together to better define the problem, and define not only a solution but also a platform for implementation. (Collaboration)
- ✦ Solution: Part A and Part B; Automation; Training
- ✦ Status: Ongoing Pilot; Statewide Roll-out



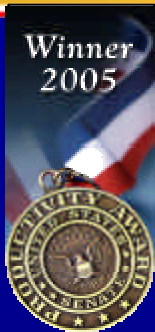
Local Steering Committees

- ✦ Focus on Local Issues and Local Solutions
- ✦ Comprised of Local Stakeholders
- ✦ Area Quality Leaders
- ✦ Funded Via a Real Choice Grant
- ✦ CQL Coordination and Training
- ✦ Training on Data Comprehension and Utilization
(Monthly Data Disks)



Local Steering Committee Efforts

- ✦ 12 Month Campaign to Promote Rights
 - ✦ Assist providers to teach about rights in an understandable and meaningful way.
- ✦ Focused Provider Training Initiatives
 - ✦ Pre-service, Ongoing
- ✦ Recruitment of Dental Providers
- ✦ Safety Awareness Initiatives
 - ✦ Newsletter, Training, Law Enforcement
- ✦ Staff Recognition (Impact Turnover)



Other

- ✦ Abuse, Neglect, and Exploitation
 - ✦ Interagency Quality Council, Study
- ✦ Provider Quality Initiatives
 - ✦ People First Language, Choices, Shift to SL
- ✦ State Disenrollment of Providers
- ✦ Web-based Training Initiatives
- ✦ Modifications to the Quality Management System



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