



statewide quality assurance program



Delmarva Foundation — Florida

Building An Independent Quality Management System

The Florida Statewide Quality Assurance Program

Reinventing Quality Conference
July 30, 2003





Quality Assurance – Year 2003

- ✦ **Background on Florida's Approach**
- ✦ **Overview of the Florida Statewide Quality Assurance Program**
- ✦ **Emerging results and initiatives**
- ✦ **Looking Ahead**



The Sunshine State – Year 2003

- Population
- Cultural Diversity
- Politics





Population

- **Over 16 million residents**
- **4th most populous state**
- **3rd fastest growing state**



A Diverse Culture

- ☀ **Active Adult Communities replacing oranges groves**
- ☀ **Growing vibrant International Community**
- ☀ **Corporate Offices moving South**
- ☀ **Large military bases**



Politics

- **Governor Jeb Bush**
 - **High Profile Administration**
 - **Has Made Supports and Services for People with Developmental Disabilities a High Priority**
 - **Has Supported Significant Funding Increases**
 - **Supports a Family Focused Environment**
- **Lawsuits Have Also Driven State's Actions**



An Independent Approach to Quality Assurance in Florida

- ✦ Funds appropriated to the Agency for Health Care Administration (Medicaid) to contract with a PRO, or Pro-like entity.
- ✦ Delmarva Foundation awarded 4 year contract in September 2001



Who is the Delmarva Foundation ?

- **A Quality Improvement Organization (QIO) (formerly known as a Peer Review Organization or PRO).**
- **Project Management Team with almost 100 years of experience in Florida in the field of developmental disabilities.**



Project Partners ?

- ✦ **The Council on Quality and Leadership**
- ✦ **Joint Commission on Accreditation of Healthcare Organizations (JCAHO)**
- ✦ **MEDSTAT Group**
- ✦ **Interagency Quality Council (IQC)**
- ✦ **State Agencies (Medicaid and DD)**
- ✦ **Consumers. Families and Providers**



What Are We Doing?

- ✦ **Provider Performance Reviews**
- ✦ **Person Centered Reviews**
- ✦ **Training and Education**



Provider Performance Review

- ✦ **Review of Compliance with DD Home and Community Based Services (HCBS) Waiver Assurances**
- ✦ **Uniform and consistent monitoring protocols**
- ✦ **Statewide Implementation**



Provider Performance Reviews

- ✦ **On site review of Adult Day Training, Non-Residential Support Services, Residential Habilitation Support Coordination, Supported Employment, Supported Living**
- ✦ **Desk review of other Med Waiver services**
- ✦ **Includes Quality Improvement Plans and follow up reviews.**



Provider Performance Reviews

- **Independent baseline reviews of providers –some who have never been reviewed in 10 years.**
- **Completion of about 4500 PPR reviews as of June 30, 2003.**



Provider Performance Reviews

- **Average Year One Baseline Score for Services reviewed on site was about 86%**
- **Average Year One Baseline Score for Services Reviewed through Desk Review about 78%**



Provider Performance Review

**New Standards & Protocols implemented
in March 2003.**

- **Raises the Bar**
- **Based new Rule Requirements**
- **Greater emphasis on person-centered approach**
- **Standard and elements for Projected Service Outcomes for major services**
- **Weighted Scoring of Elements**



Person Centered Reviews

- **Systems review at the person level through Face to Face interviews.**
- **Valid sample at the district and state level. Over 2600 interview a year**
- **Consumers randomly selected. May chose not to participate**
- **Reviews Quality of Life, Services and Supports through Personal Outcome Measures interview, Central Record Review, Medical Peer Review, Claims Review and Data Analysis**



Person Centered Reviews

Personal Outcome Measures is valid and reliable tool developed by The Council on Quality that evaluates if personal outcomes and supports are present in 25 different areas



Personal Outcome Measures

- Reviewers participate in two weeks of training on the POM's that includes individual coaching modeling, and reliability
- On going monitoring of 5% of reviews by The Council staff
- Annual reliability conducted for all reviewers



Person Centered Reviews

- Over 4000 Reviews as of June 30 by reliable reviewers
- Data analysis focused primarily on POM results
 - 13 or more Outcomes Met and 13 or more Supports Present
 - Individual POM item
 - Foundational outcomes met
- Analysis done by district, by age group, and by living situation.



Person Centered Review Results

Cumulative data through 3/31/03

13 or more Outcomes Met
51.68%

13 or more Supports Present
60.66%



Person Centered Review Results

Cumulative data through 3/31/03

Outcomes/Supports Most Frequently Met

	Outcomes	Supports
Free from abuse and neglect	86%	86%
Connected to natural supports	74%	83%
Satisfied with personal life	72%	77%
Safe	70%	72%
Has privacy	70%	73%



Person Centered Reviews Results

Cumulative data through 3/31/03

Outcome/Supports Most Often Not Met

	Outcomes	Supports
Perform different social roles	24%	29%
Choose services	29%	39%
Choose where they work	30%	40%
Live in integrated environments	33%	41%
Have friends	36%	44%



Person-centered reviews Results

- ❖ **Children and Youth highest % of Outcomes Met; Young Adults transitioning from school the fewest % Outcomes Met**
- ❖ **People living in paid group settings had significantly less % Outcomes Met**
- ❖ **Significant variation in outcomes met (34% to 74%) by geographic or district level compared to state average of 51.7%**



Person-centered reviews

- **Each report has a section containing recommendations based on POM findings, review of support plan, central record, claims data and other information gathered during review process**
- **Recommendations recorded in text fields, but coded to categories**



Summary of Recommendations by Category

Category	% of reviews with recommendation in category
Health/Safety/Behavioral	68%
Community involvement or participation	24%
Goal Achievement	27%
Relationships/Social Roles`	29%
Residential	18%
Rights	42%
Satisfaction with supports/services	17%
Vocational	23%
Other - General	30%

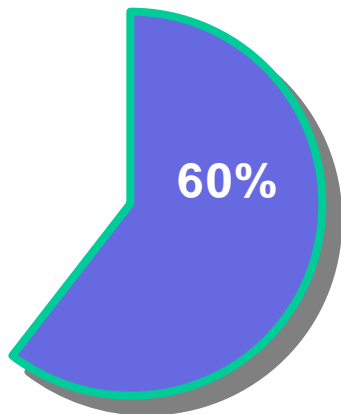


Psychotherapeutic Drug Usage Study

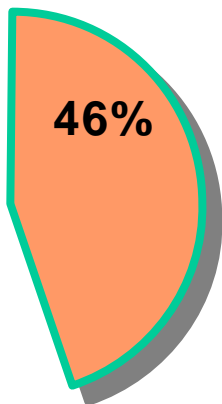
- **Recently completed in cooperation with Medstat.**
- **Medicaid Psychotherapeutic Prescriptions in 2002 (Anti-seizure, anti-psychotic, sedative, anti-depressant, and stimulant drugs)**
- **About half (52 percent) of the 24,000 Florida DD waiver participants received at least one psychotherapeutic drug**



Psychotherapeutic Drugs Received



- **Anti-seizure medications most commonly prescribed**
 - 60% of consumers receiving psychotherapeutics had at least one prescription for an anti-seizure medication filled
 - High prevalence of use not unexpected given that they are used both for seizures and for several behavioral disorders



- **Anti-psychotics – 2nd most common form of drug received**
 - 46% of those receiving psychotherapeutics had a prescription for anti-psychotics
 - Across the entire waiver population, 27 percent received an anti-psychotic prescription



Multiple Medication Profiles

- **1.7 %** - Filled prescription for 2 different sedatives within the same month
- **3%** Filled prescriptions for two different anti-psychotics within the same month
- **3.2%** Filled prescription for Phenobarbital and another anti-seizure medication within the same month
- **1.7%** Filled prescription for Mellaril – more than 25 milligrams





Training and Education

- Targeted training throughout the state for consumers, families, and providers
- Bi-lingual Customer Service Representative
- Dedicated project website
www.dfmc-florida.org



Consumer and Family Information

- ❖ **Consumer Road Map**
- ❖ **My Personal Compass**



Remodeling To Fit the Redesign

- ✦ **Develop new review process for Waiver Support Coordinators that blends compliance review and POM based Person-centered Review**
- ✦ **Provide targeted training and technical assistance for providers.**
- ✦ **Expand evaluation to examine trends and patterns**
- ✦ **Support quality improvement initiatives especially in area of health care.**
- ✦ **Be responsive to State's redesign efforts**