



statewide quality assurance program



Delmarva Foundation — Florida

Building An Integrated Quality Management System

The Florida Statewide Quality Assurance Program

**NASDDDS Annual Meeting
November 14, 2003**





An Integrated Approach to Quality 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**



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, technical assistance and follow up reviews.**



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**
- **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.**
- ➔ **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



Person Centered Reviews

- ➔ **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 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

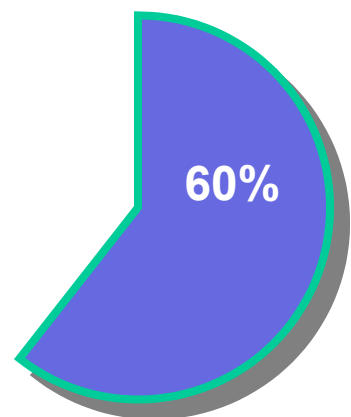
| Category | % of reviews with recommendation in category |
|---|---|
| Health / Safety / Behavioral | 68% |
| Community involvement or participation | 24% |
| Goal Achievement | 27% |
| Relationships / Social Roles` | 29% |
| Residential | 18% |
| Rights | 42% |
| Satisfaction with supports/services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



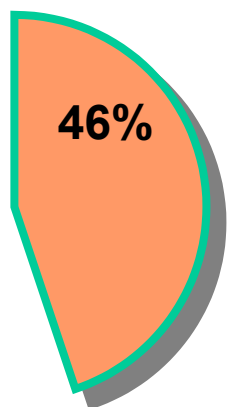
Psychotherapeutic Drug Usage Study

- **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**



Drug Usage Study Follow Up Activities

- **Train pharmacists to perform medication reviews.**
- **Quarterly reporting to districts on clients receiving inappropriate drug combinations.**



Training and Education

- ➔ **Targeted training throughout the state for consumers, families, and providers**
- ➔ **Dedicated project website, including consumer and family information**
www.dfmc-florida.org



Improving Our Own Processes

- ✦ **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**



For More Information

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