

Attachment 2
Internal Quality Assurance Quarterly Report
January - March 2006

New Staff

Christine Kulaga was hired as a CORE consultant. She was trained on the CORE procedures by Charmaine Pillay and Anna Quintyne.

Kristina Salvaggio, who was hired as a CORE QIC during the second quarter, has left Delmarva. Susan DeBeaugrine, a long time employee, left the organization March 31.

Claudia Kassack has returned on a part-time basis to conduct Desk Reviews and CORE consults.

Internal Training

Sue Kelly attended a WiSCC and two POM interviews with Susan DeBeaugrine and will be observing a CORE process in the near future. Lori Reid will also be observing a WiSCC and CORE prior to the end of June, and will attend an advanced FMMIS training, if possible.

On February 22, Carol Cook, the Delmarva Ethics manager, conducted ethics training for the entire Florida staff.

IT Initiatives

IT continues to support several initiatives within the Florida project. IT developed the new Barriers and Strengths drop down menus for the revised CORE application. The Easton IT group continues to participate in the weekly managers meetings that address on going needs and issues for the WiSCC and CORE processes.

WiSCC

Bi-weekly conference calls continue with Delmarva managers and all WiSCC consultants. Minutes of these meetings are provided to all Delmarva managers and consultants. Each week new concerns/issues are discussed as well as best practices observed in the field. The consultants are also given information on overall productivity and the status of Delmarva corporation (dashboards) as a whole.

The Nurse Reviewer is available for all WiSCC consults. In the event an issue or question relating to the health or welfare of an individual surfaces, the Nurse Reviewer is contacted via conference call and may even join the consult in person if possible.

Delmarva Managers monitor WiSCC consults on a regular basis. Managers provide assistance and feedback in order to continue to build reliability among the consultants and to enhance development of a consultative approach to the process. Consultants will continue to be monitored if, in the managers' opinion, additional feedback is needed to ensure consistent application of the tools. Any issues identified during the POM

interview or WiSCC process are discussed during the bi-weekly conference calls with Delmarva Managers and Consultants.

POM Monitoring and Annual Reliability

The Council on Quality and Leadership (CQL) continues to provide on site monitoring of 5% of all POMs conducted annually. CQL representatives accompany consultants on interviews and observe the administration of the POM as well as the overall WiSCC process. Monitoring is designed to ensure reliability in conducting the POM interviews is maintained as well as to provide on going technical assistance as needed. All consultants who were monitored this quarter passed on reliability.

CORE

Biweekly conference calls with Delmarva Managers and Consultants were continued this quarter, with a focus on any issues, problems or concerns generated from the new consultation process. These meetings follow the same general format as described above for the WiSCC QICs. Minutes of these meetings are provided to all relevant staff.

Delmarva Managers and other staff such as the Nurse Reviewer and Customer Service Specialist have monitored CORE consults during the third quarter of contract Year Five. Managers provide assistance and feedback in order to continue to build reliability among the consultants and to enhance development of a consultative approach to the process. Consultants will continue to be monitored if, in the managers' opinion, additional feedback is needed to ensure consistent application of the CORE procedures. The Nurse Reviewer is also available for all CORE consults. In the event an issue or question relating to the health or welfare of an individual surfaces, the Nurse Reviewer is contacted via conference call and may even join the consult in person if possible.

Annual Gold Standard Reviews

100% of the CORE, WiSCC and POM results are reviewed by the Regional Managers. Regional Manager review and approval of all reports continues to ensure accuracy and consistency in the identification and development of recommendations, as well as the consistency of application for all elements. The process of report review and approval includes individual follow up and consultation with the consultant.

During the 3rd quarter, a scenario was distributed to the QICs prior to the bi-weekly CORE and WiSCC conference calls. These were reviewed and "scored" by the consultants prior to the meeting. Consultants were not only asked to submit determinations for the scenario but also to make suggestions for Technical Assistance. Results on both were 100 percent in agreement with the determination and suggestions for technical assistance were also very similar. Results and suggestions were discussed on the CORE and WiSCC conference calls.

Consumer and Family Feedback

Distribution of the revised AHCA Recipient Survey began in January. These are distributed to individuals who receive a POM or individuals who are interviewed for the CORE consult. AHCA has not yet obtained a software program to provide input and

analysis of the survey results, but this should be completed before June 30. Results from the recipient survey provide feedback for consultants on the interview process and are part of our overall Delmarva dashboards, monitoring corporate performance.

Provider Feedback Surveys

In an ongoing effort to improve communication with providers, Delmarva has taken the initiative to increase the feedback we receive from providers after they have either an onsite or follow up CORE or WiSCC consult. While a feedback survey has always been available for providers, the response rate from these surveys has traditionally been very low. During the first quarter of Year Five, Delmarva staff revised this survey and they are now distributed with a self-addressed, stamped envelope in an effort to encourage providers to send in their feedback. The survey is also available online, or can be faxed to the Tallahassee office. To date, the response rate has averaged over 35 percent, with more providers sending surveys in by mail than completing the on line survey.

As of the end of March, 121 responses had been received since December 2005, for a total of 263 this fiscal year. The majority of the responses (65%) are from agency versus solo providers and more were from providers who received a CORE consultation (64%). Only 10 percent of the responses were based upon a follow up consultation, with the rest subsequent to an onsite consultation. Area 11 and 13 had the highest number of responses. The results of the survey questions are very positive. Most providers scored questions as Strongly Agree or Somewhat Agree, 90 to 97 percent, which is an increase from the last quarterly report. The highest rating (97%) was for the question related to the consultant's professional interaction during the consultation. The lowest rating (90%) was related to the consultant adequately addressing barriers, challenges and/or needs of the organization.

Medical Peer Review

The Medical Director completes a quality assurance review on a random selection of five percent of individuals who received a Personal Outcome Interview. The Medical Director reviews the claims data, summary comments of the consultants and the decisions of the nurse reviewer. During the third quarter of Year Five he reviewed 21 records. His results were 100 percent in accord with the decisions of the nurse reviewer.

Evaluation of Provider/consumer education

Nine formal education/training sessions were provided during the third quarter. These are described in the body of the report as well as in Attachment 6 of this Appendix. We continue to provide participants with feedback surveys and encourage them to complete the surveys before leaving. The average score (range is 0 to 4) from the feedback surveys this quarter was 3.48.

Timeliness and Submission of Deliverables

Delmarva and its program partner (CQL) are continuing to develop internal management systems to ensure that required timelines for conducting reviews and consults are being met and that data are being gathered in a format that can be analyzed in an aggregate form. Bob Foley and the Delmarva managers are working closely with each consultant

in an effort to complete all reviews targeted for Year Five. Updates to “target v completed” are discussed weekly on the manager’s call and biweekly on the CORE and WiSCC conference calls.

Sampling Reports for Billing

Processes were initiated (discussed in previous reports) to ensure that no consults or reviews are billed in error. These include searching the Health elements in the POM interviews to ensure all seven have been completed and randomly checking five percent of review before billing to be certain they are posted on the web page as an actual review. No errors were found during this quarter.

Improved Phone System

Delmarva has successfully connected the Tampa and Tallahassee offices to one phone system. This provides one 800 number for customers who can be immediately forwarded to either office or to consultants in the field. This simplifies the ability of consumers or providers to contact either office or consultants, as needed, improving communication with stakeholders.