

**Florida Statewide Quality Assurance Program  
Provider Performance Reviews**

An Analysis of Desk Review Results  
September 2001 – May 2004

**Appendix A**

Source of Materials Used for the Desk Review Process.

Developmental Disabilities District offices:

- Access to provider enrollment files (for review of qualifications)
- Complaints and incident reports relating to the provider
- List of mandatory district training sessions
- Any other pertinent information.

The Delmarva Foundation:

- Claims data from FMMIS specific to the provider

Solo (individual) providers:

- Copies of records, logs, progress notes, remittance vouchers and other documentation required for reimbursement and monitoring for three (3) consumers, per service, who have been identified by Delmarva Foundation.
- Copies of service authorizations.
- Copies of provider training records (per service-specific requirements)
- Copies of proof of education, experience, and licenses.
- Copies of proof of attendance at mandatory district meetings/training.
- When applicable to the service, copies of maintenance logs for vehicles, copies of current drivers license, insurance policy, and vehicle registration.

Agency or group providers:

- Copies of records, logs, progress notes, remittance vouchers and other documentation required for reimbursement and monitoring for three (3) consumers, per service, who have been identified by Delmarva Foundation. Providers of a single service, serving more than thirty (30) consumers, will supply information for five (5) consumers who have been identified by Delmarva Foundation.
- Copies of service authorizations.
- Copies of qualifications and training information for three (3) staff members per service. Staff member selection criteria are: (1) Recently hired employee, (2) Long-term employee, and (3) Supervisor. At least one of these employees should work with a consumer selected for this review. Qualifications and training information should include:

1. Employment application, resume, licenses/registrations or certifications as applicable, or other documentation that demonstrates the employee meets the qualifications outlined in the Service Directory,
  2. Proof of Level II background screening for those staff having direct service contact with DS waiver consumers.
  3. Staff Training records
  4. Proof of attendance at mandatory district meetings/training
  5. If agency or group staff provides transportation services, copies of employee's current driver's license, vehicle registration(s), and proof of insurance.
- When applicable to the service, maintenance logs for vehicles will also be required.
  - Core Assurance tool elements #1, #15, #21, #22, #50, and #63 regarding policies on rights, choice, abuse reporting, abuse education, grievance procedure, and health and safety respectively.
  - Results of the last Self-Assessment performed, to include information gathered from consumer satisfaction surveys and any quality improvement plan or corrective action measures that have been made as a result of the self-assessment, referring to Core Assurance tool elements #74, #77, and #79.