

**INTERAGENCY QUALITY COUNCIL MINUTES**  
**Tallahassee, Florida**  
**January 22, 2002**

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**Attendance:**

IQC Members Present: Scott Barrish (Self-advocates), Beverly DeStories Lou Piotrowski, Pamela Wainwright, Sandra Keethler (Family Members), Carol Burch, Bob Maryanski, Kathryn Stephens (AHCA), Orlando Garcia, Denise Arnold, Linda Mabile (DCF), Laura Pasquale, and C.J Patel.(MSPT)

Advisory Members Present: Kim Barger, Kelli Holsendolph, Sandi Smith, Lynne Daw, Deborah Linton, Janice Phillips, Charm Thometz, Michael Freeman, Steve Dunaway, Mark Barry, Susan McCulloch, Janice Phillips, Laura Alteratz, Sylvia Peacock, and Mark Barry and Bill Marvin.

Delmarva Foundation: Tom Schaefer - CEO, Marcia Hill, Carol McDuff, Susan Debeaugrine, Dr. David Wood, Bob Foley, Said Sanchez, Linda Tupper, Carmel Wooten, Ann Buechner (Council), Linda Murphy Knoll (JCAHO), and Mary Cesare Murphy (JCAHO).

Other Guests: See attached list.

Absent: Idelio Valdes Jr., Tracey Rackensperger (IQC), Dave Robinson, Art Brown, Amparo Perales, and Pat Wear (Advisory).

*IQC and Advisory members list attached*

1. Welcome and Introductions

Laura Pasquale, Chair, opened the meeting by welcoming members and guests. She announced several changes to the member roster of the IQC and Advisory Groups. They currently are as follows: C.J. Patel replaced John Porter, Susan McCulloch replaced JoEllen Dempsey, Margaret Buono's resignation left a vacancy for a district member.

2. Approval of the Minutes

The minutes of the last meeting were reviewed and approved as written.

3. Review of Agenda

The agenda was reviewed and no additions or changes were made.

4. Delmarva Presentation

Marsha Hill presented the group with the following implementation update:

- Regional office in Tallahassee is staffed and operational.
- Three regional managers were hired for the North, Central and South Regions (Susan Debeaugrine, Bob Foley and Carol McDuff).

- Medical Director (Dr. David Woods) and Nurse Reviewer (Linda Tupper) are implementing Medical Peer Reviews.
- The IT Manager (Carmel Wooten) and IT Network Administrator are working with Delmarva and Joint Commission to implement project system design, applications, and the generation of required reports.
- Customer Service representative (Said Sanchez) will provide information and respond to Providers and consumers.
- 12 person centered reviewers hired and trained.
- 15 provider performance reviewers hired and training.
- 5 consumer/provider orientation meetings conducted throughout Florida. Approximately 225 consumers and 620 providers attended.
- Person centered reviews initiated in early November 2001 with 286 consumers interviews performed by 12/30/01.
- Site reviews initiated in mid November of core services with 267 Providers reviews completed by 12/30/01.
- Continuing development and implementation activities include approval of reports, distributing reports, finalizing schedules and procedures, implementing Medical Peer Reviews, develop consumer tool kit, conduct additional trainings and Poly-Pharmacy study.

#### Person Centered Review Tool

Marianne Ferlazzo provided an overview of information collection, laptop application and report formats. Handouts were provided.

#### Provider Performance Tool

Patricia Cowling and Marion Olivier-Ruelas demonstrated an overview of laptop application, report samples and a report on site reviews.

#### Medical Peer Review

David Wood, M.D. discussed the interfacing of the person centered and medical peer reviews.

Consumers and providers may contact Delmarva @ their toll-free 1-866-254-2015 or visit their website @ [www.dfmc-florida.org](http://www.dfmc-florida.org).

#### 5. Roles and Responsibilities

Steve Dunaway provided the group with handouts about the activities between Delmarva, Districts and the Suncoast Region. Roles and responsibilities began with districts/region individually meeting with Delmarva following the October meeting in Orlando. Since that time, subsequent conference calls facilitated by the DD Program Central office staff has occurred. The handout provided a side-by-side comparison of roles and responsibilities in the areas of person centered reviews, provider performance reviews, safeguards, fraud, appeals/grievances, and continuous quality improvement. Suggestions for changes were requested to be sent to Steve.

#### 6. CHAMPS

According to Michael Freeman, the CHAMP Operating Procedure, flyer, and response form continue to undergo changes and are undergoing final departmental and legal reviews. Pride Printing Company has unofficially been selected to do the printing once

final signatures are received. Since the last meeting, the central office received permission to hire and the authority to spend the contract budget received from the DD Council. The first orientation and education video teleconference was held on 12/15/01 for districts/region and other key stakeholders and the second VTC is scheduled for 01/30/02. Sylvia Peacock was hired to be the CHAMPS liaison on 12/27/01. Sylvia Peacock provided the group with handouts of newly developed drafts of the tracking system setup data system; which included an intake, following up forms, and instructions.

***The IQC broke for the day and joined a larger stakeholder meeting to obtain an update on the state of Developmental Disabilities Program, to ask questions and share comments about the system.***

#### 7. Prior Service Authorization

According to Susan Dickerson, the 2001 legislation appropriated approximately 2.9 million to the Department waiver for the development and implementation of a Prior Service Authorization system. The contract was awarded to Maximus on July 1, 2001 to conduct a minimum of 4000 reviews and a maximum of 5000. Maximus will review those cost plans in excess of \$74, 000, all other reviews will continue to be performed by the district. A public hearing was held on 10/01/01 and reviews were initiated on 11/01/01. When a service is denied, there are 10 days to appeal the decision. However, services continue throughout the appeals process. Several members stated that most parents and consumers were unaware of the procedures and it was suggested that a flow chart and instructions be sent to families explaining the process, thus, eliminating further confusion. There were discussions about the review criteria for ADT rates being too low for some districts and may need to be looked at. Also, Providers inability to process bills because they were not receiving authorizations for temporary, short term approvals from districts (may want to set up at 60 or 90 day time periods), there is a need directions/criteria on what exactly needed to be sent to Maximus, services need to be submitted based on what is needed rather than what is perceived as limits and copies of the PSA sent to IQC members.

#### Revenue Estimating

Susan Dickerson and Shelly Brantley briefly discussed Medicaid Estimating conference and whether it would be beneficial to Developmental Disabilities. However, this discussion and decision would have to be made by the Legislature.

#### 8. DD Waiver (expanding consumers roles)

Shelly Brantley discussed the need to improve provider and consumer input to AHCA. There are a wealth of groups that could provide the needed input, like the DD Council, Family Care Council and the Interagency Quality Council. To facilitate communication between key stakeholders it was suggested to make Delmarva's website interactive for comments and information; in addition, identify other websites. Workgroups will be formed and if possible will schedule their meeting to follow the Interagency Quality Council quarterly meetings. IQC members felt that this was outside the purview of the IQC and its formal meetings. It was suggested, however, that IQC and Advisory members should feel free to participate in the AHCA workgroup if desired. IQC Members interested in volunteering are to contact Shelly Brantley. Her contacting information is as follows: [brantlem@fdhc.state.fl.us](mailto:brantlem@fdhc.state.fl.us) or (850) 487-2958.

#### 9. Next Meeting

The next scheduled meeting will be held in Tampa on April 9<sup>th</sup> and 10<sup>th</sup>. It was suggested that the meeting schedule be reexamined during next meeting to see if it would be advisable to align the meeting with Delmarva's reports. This discussion will be added to the agenda.

Guests Present:

Martha Creel AHAC  
Shelly Brantley AHCA  
Karen Alday Henderson, AHAC  
David Vaughn  
Patricia Cowling  
Marion Oliver  
Joellen Dempsey  
Dean Parker  
Louis Parker

**INTERAGENCY QUALITY COUNCIL AND ADVISORY GROUP MEMBER LIST**

Revised 2/21/02

Interagency Quality Council Member List

<p>Beverley DeStories FCC District 5 2816 Edenwood Street Clearwater, FL 33759-2625 WK: 727-523-1130 HM: 727-797-1549 Beverley@fndfl.org</p>	<p>Vacant District/Region</p>	<p>Lou Piotrowski FCC 9427 NW 59<sup>th</sup> Lane Gainesville, FL 32653 PH: 352-336-0019 FAX: 352-381-0035 <a href="mailto:Loumail@worldnet.att.net">Loumail@worldnet.att.net</a></p>
<p>Laura Pasquale Chair MSPT 1317 Winewood Blvd. Building 1 Room 306E Tallahassee, FL 32399-0700 WK: 850-922-4544 FAX: 850-414-0809 laura_pasquale@dcf.state.fl.us</p>	<p>Kathryn Stephens AHCA 2727 Mahan Drive Mail Stop #2308 Tallahassee, FL 32308-5403 PH: 850-921-4464 <a href="mailto:stephenk@fdhc.state.fl.us">stephenk@fdhc.state.fl.us</a></p>	<p>Denise Arnold PDDS 1317 Winewood Blvd. BLDG. 3 Room 315 Tallahassee, FL 32399-0700 PH: 850-488-4877 FAX: 850-922-6456 TDD: 850-921-1304 <a href="mailto:denise_arnold@dcf.state.fl.us">denise_arnold@dcf.state.fl.us</a></p>
<p>C.J. Patel MSPT 1317 Winewood Blvd. Building 1, room 306G Tallahassee, FL 32399-0700 PH: 850-487-1171 Chandrakant_patel@dcf.state.fl.us</p>	<p>Carol Burch AHCA 2727 Mahan Drive Mail Stop #20 Room 2323D Tallahassee, FL 32308-5403 PH: 850-922-7329 <a href="mailto:burchc@fdhc.state.fl.us">burchc@fdhc.state.fl.us</a></p>	<p>Orlando Garcia DPODS D11 401 NW 2<sup>nd</sup> Avenue, Suite N812 Miami, FL 33128 PH: 305-377-5029 <a href="mailto:orlando_garcia@dcf.state.fl.us">orlando_garcia@dcf.state.fl.us</a></p>
<p>Idelio Valdes Jr. Consumer of Services 10247 SW 24<sup>th</sup> st Apt. D-476 Miami, FL 33165 PH: 305-480-9739</p>	<p>Bob Maryanski AHCA 2727 Mahan Drive Mail Stop #20 Room 2324 Tallahassee, FL 32308-5403 PH: 850-487-2617 <a href="mailto:maryanskib@fdhc.state.fl.us">maryanskib@fdhc.state.fl.us</a></p>	<p>Linda Mabile PDDS 1317 Winewood Blvd. BLDG. 3 Room 315 Tallahassee, FL 32399-0700 PH: 850-488-4877 FAX: 850-922-6456 TDD: 850-921-1304</p>

<p>Pamela Wainwright                  FCC                  3580 S. Oakdale Terrace                  Inverness, FL 34452                  PH: 352-726-5519                  wainwright1@mindspring.com</p>	<p>Sandra Keethler                  Parent/Guardian                  5201 Debi Road                  Panama City, 32404                  PH: 850-763-2267  <a href="mailto:SDKGIZMO@aol.com">SDKGIZMO@aol.com</a></p>	<p><a href="mailto:linda_mabile@dcf.state.fl.us">linda_mabile@dcf.state.fl.us</a>                   Tracey Rackensperger                  988 Stonewood Lane                  Maitland, FL32751                  PH: 407-830-4055  <a href="mailto:Tdoggog@aol.com">Tdoggog@aol.com</a></p>
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<p>Scott Barrish                  4200 Fletcher Ave                  Tampa, FL. 33613                  PH:813-349-3846  <a href="mailto:Scott7759@aol.com">Scott7759@aol.com</a></p>	<p>Vacant                  Consumer                  e-mail address</p>	<p>Martha Creel                  AHCA                  2727 Mahan Drive, Fort Knox,                  building 3, room 2324                  Tallahassee, Fl. 32308-5403                  PH: 850 487-3028  <a href="mailto:Creelm@fdhc.state.fl.us">Creelm@fdhc.state.fl.us</a></p>
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**Advisory Group Member List**

<p>Steve Dunaway                  PDDS                  1317 Winewood Blvd.                  BLDG. 3 Room 315                  Tallahassee, FL 32399-0700                  PH: 850-488-4877                  FAX: 850-922-6456                  TDD: 850-921-1304  <a href="mailto:steve_dunaway@dcf.state.fl.us">steve_dunaway@dcf.state.fl.us</a></p>	<p>Dave Robinson                  DPODS D1                  160 Government Center                  Pensacola, FL 32505                  PH: 850-595-8344  <a href="mailto:dave_robinson@dcf.state.fl.us">dave_robinson@dcf.state.fl.us</a></p>	<p><b>Vacant                  Susan's unit</b></p>
<p>Susan McCulloch                  SAC                  704 East 120<sup>th</sup> street                  Tampa, Fl. 33612                  PH: 813 971-5112  <a href="mailto:Mqhsheep@aol.com">Mqhsheep@aol.com</a></p>	<p>Art Brown                  FARF                  2475 Apalachee Parkway                  Tallahassee, FL 32301                  PH: 850-877-4816  <a href="mailto:abrown@floridaarf.org">abrown@floridaarf.org</a></p>	<p>Mark Barry                  The Arc Nature Coast                  5283 Neff Lake Road                  Brooksville, FL 34601                  PH: 352-544-2322 x104  <a href="mailto:mbarry@thearc-naturecoast.org">mbarry@thearc-naturecoast.org</a></p>
<p>Pat Wear                  The Advocacy Center                  2671 Executive Center Circle                  West                  Tallahassee, FL 32301-5024                  PH: 850-488-9071  <a href="mailto:p.wear@advocacycenter.org">p.wear@advocacycenter.org</a></p>	<p>Debra Linton                  ARC/Florida                  411 East College                  Tallahassee, FL 32301                  PH: 850-921-0460                  FAX: 850-921-0418  <a href="mailto:arcfl@supernet.net">arcfl@supernet.net</a></p>	<p>Michael Freeman                  PDDS                  1317 Winewood Blvd.                  BLDG. 3 Room 315                  Tallahassee, FL 32399-0700                  PH: 850-488-4877 x118                  FAX: 850-922-6456                  TDD: 850-921-1304  <a href="mailto:michael_freeman@dcf.state.fl.us">michael_freeman@dcf.state.fl.us</a></p>

<p>Bill Marvin SHRAC 1317 Winewood Blvd. Bldg. 1 Room 401 Tallahassee, FL 32399-0700 PH:850-488-6173 <a href="mailto:marvin_william@dcf.state.fl.us">marvin_william@dcf.state.fl.us</a></p>	<p>Lynn Daw DPODS 2639 N. Monroe Street.Suite 100-A Tallahassee, FL 32399-2949 PH: 8500487-1992 <a href="mailto:lynne_daw@dcf.state.fl.us">lynne_daw@dcf.state.fl.us</a></p>	<p>Sandi Smith DD Council 124 Marriott Drive Tallahassee, FL 32301 PH: 850-488-4180 <a href="mailto:Sandis.fddc@nettally.com">Sandis.fddc@nettally.com</a></p>
<p>Janice Phillips FASC 2354 Christopher Place Tallahassee, FL 32308 PH: 850-877-4393 <a href="mailto:HMSSC@aol.com">HMSSC@aol.com</a></p>	<p>Vacant ARC Provider Address City, State Zip PH: e-mail address</p>	
<p>Laura B. Altaratz Sunrise Community, Inc. 9040 Sunset Drive Miami, FL. 33173 PH: 305-275-3334 FAX: 305-273-3071 Pager: 888-211-0158 <a href="mailto:laltaratz@sunrisegroup.org">laltaratz@sunrisegroup.org</a></p>	<p>Kelli Holsendolph Florida ARF 2475 Apalachee parkway Suite 205 Tallahassee, Florida 32301 <a href="mailto:Kholsendolph@floridaarf.org">Kholsendolph@floridaarf.org</a></p>	<p>Charm Thometz FCC/Parent/Guardian 10913 Carrollwood Drive Tampa, FL 33618 PH: 813-932-2207 <a href="mailto:Charmt@tampabay.rr.com">Charmt@tampabay.rr.com</a></p>
<p>Kim Barger Parent/Guardian 5047 Brandeis Circle South Sarasota, FL 34243 PH: 941-355-0628 (h) 941-708-9303 (w) <a href="mailto:kibarger@bargertech.com">kibarger@bargertech.com</a></p>	<p>Amparo Perales Parent/Guardian 714 Marion Oaks Lane Ocala, FL 34473 PH: 352-622-3134 <a href="mailto:Aperales@signaturebrands.com">Aperales@signaturebrands.com</a></p>	