

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Area Agency on Aging of Western Michigan

Fiscal Year: 2021

AAAWM	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus 1: Level of Care Determination	4.00	AAAWM substantially meets assurances.
Focus 2: Freedom of Choice	4.00	AAAWM substantially meets assurances.
Focus 3: Release of Information	4.00	AAAWM substantially meets assurances.
Focus 4: Status	4.00	AAAWM substantially meets assurances.
Focus 5: Pre-Planning	4.00	AAAWM substantially meets assurances.
Focus 6: Assessment	4.00	AAAWM substantially meets assurances.
Focus 7: Medication Record	3.34	AAAWM substantially meets assurances.
Focus 8: Person-Centered Service Planning	4.00	AAAWM substantially meets assurances.
Focus 9: MI Choice Services	4.00	AAAWM substantially meets assurances.
Focus 10: Linking and Coordinating	4.00	AAAWM substantially meets assurances.
Focus 11: Follow-Up and Monitoring	4.00	AAAWM substantially meets assurances.
Focus 12: Service Provider	4.00	AAAWM substantially meets assurances.
Focus 13: Contingency Plan	4.00	AAAWM substantially meets assurances.
Focus 14: Critical Incidents	2.02	AAAWM does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus 15: Adverse Benefit Determination	4.00	AAAWM substantially meets assurances.
Focus 16: Complaints and Grievances	4.00	AAAWM substantially meets assurances.
Focus 17: Home and Community Based Services	4.00	AAAWM substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.86	AAAWM substantially meets assurances.

Rating Scale For Clinical Quality Assurance Review Compliance Level:

SUBSTANTIAL COMPLIANCE:	3.26 or higher
SOME COMPLIANCE, NEEDS IMPROVEMENT:	2.51 to 3.25
NOT FULL OR SUBSTANTIAL COMPLIANCE:	1.76 to 2.50
COMPLIANCE NOT DEMONSTRATED:	1.00 to 1.75