

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Milestone Senior Services

Fiscal Year: 2021

Milestone Senior Services	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination	4.00	Milestone Senior Services substantially meets assurances.
Focus II: Freedom of Choice	1.00	Milestone Senior Services does not demonstrate the assurance.
Focus III: Release of Information	1.00	Milestone Senior Services does not demonstrate the assurance.
Focus IV: Status	3.00	Milestone Senior Services demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus V: Pre-Planning	4.00	Milestone Senior Services substantially meets assurances.
Focus VI: Assessment	3.33	Milestone Senior Services substantially meets assurances.
Focus VII: Medication Record	4.00	Milestone Senior Services substantially meets assurances.
Focus VIII: Person-Centered Service Planning	4.00	Milestone Senior Services substantially meets assurances.
Focus IX: MI Choice Services	4.00	Milestone Senior Services substantially meets assurances.
Focus X: Linking and Coordinating	4.00	Milestone Senior Services substantially meets assurances.
Focus XI: Follow-Up and Monitoring	2.00	Milestone Senior Services does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus XII: Service Provider	1.00	Milestone Senior Services does not demonstrate the assurance.
Focus XIII: Contingency Plan	4.00	Milestone Senior Services substantially meets assurances.
Focus XIV: Critical Incidents	2.00	Milestone Senior Services does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus XV: Adverse Benefit Determination	1.00	Milestone Senior Services does not demonstrate the assurance.
Focus XVI: Complaints and Grievances	4.00	Milestone Senior Services substantially meets assurances.
Focus XVII: Home and Community Based Services	4.00	Milestone Senior Services substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.59	Milestone Senior Services 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