

# MI Choice Clinical Quality Assurance Review

**Final** Agency Compliance Determination

Valley Area Agency on Aging

Fiscal Year: 2021

Valley Area Agency on Aging	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus II: Freedom of Choice	2.00	Valley Area Agency on Aging does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus III: Release of Information	3.00	Valley Area Agency on Aging demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus IV: Status	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus V: Pre-Planning	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus VI: Assessment	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus VII: Medication Record	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus VIII: Person-Centered Service Planning	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus IX: MI Choice Services	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus X: Linking and Coordinating	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XI: Follow-Up and Monitoring	3.35	Valley Area Agency on Aging substantially meets assurances.
Focus XII: Service Provider	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XIII: Contingency Plan	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XIV: Critical Incidents	2.71	Valley Area Agency on Aging demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus XV: Adverse Benefit Determination	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XVI: Complaints and Grievances	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XVII: Home and Community Based Services	4.00	Valley Area Agency on Aging substantially meets assurances.
<b>OVERALL CQAR COMPLIANCE LEVEL:</b>	<b>3.89</b>	<b>Valley Area Agency on Aging substantially meets assurances.</b>

**Rating Scale For Clinical Quality Assurance Review Compliance Level:**

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