

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Milestone Senior Services, Inc.

Fiscal Year: 2022

Milestone Senior Services	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus 1: Level of Care Determination	4.00	Milestone Senior Services substantially meets assurances.
Focus 2: Freedom of Choice	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 3: Release of Information	4.00	Milestone Senior Services substantially meets assurances.
Focus 4: Status	3.00	Milestone Senior Services demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus 5: Pre-Planning	4.00	Milestone Senior Services substantially meets assurances.
Focus 6: Assessment	4.00	Milestone Senior Services substantially meets assurances.
Focus 7: Medication Record	4.00	Milestone Senior Services substantially meets assurances.
Focus 8: Person-Centered Service Planning	4.00	Milestone Senior Services substantially meets assurances.
Focus 9: MI Choice Services	4.00	Milestone Senior Services substantially meets assurances.
Focus 10: Linking and Coordinating	4.00	Milestone Senior Services substantially meets assurances.
Focus 11: Follow-Up and Monitoring	4.00	Milestone Senior Services substantially meets assurances.
Focus 12: Service Provider	1.00	Milestone Senior Services does not demonstrate the assurance.
Focus 13: Contingency Plan	2.67	Milestone Senior Services demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus 14: 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 15: Adverse Benefit Determination	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 16: Complaints and Grievances	4.00	Milestone Senior Services substantially meets assurances.
Focus 17: Home and Community Based Services	4.00	Milestone Senior Services substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.74	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