

# MI Choice Clinical Quality Assurance Review

**Final** Agency Compliance Determination

Region IV Area Agency on Aging

Fiscal Year: 2019

Region IV Area Agency on Aging	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination (I.B.2.a)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus II: Freedom of Choice (I.B.2.b)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus III: Release of Information (V.F.2.a)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus IV: Status (I.B.2.e)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus V: Pre-Planning	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus VI: Assessment	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus VII: Medication Record (IV.E.2.a)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus VIII: Person-Centered Service Planning	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus IX: MI Choice Services	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus X: Linking and Coordinating (II.B.2.a)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus XI: Follow-Up and Monitoring	2.69	Region IV Area Agency on Aging demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus XII: Service Provider (II.B.2.e)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus XIII: Contingency Plan (IV.F.2.a)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d)	2.04	Region IV Area Agency on Aging does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus XV: Adverse Benefit Determination (V.D.2.a)	4.00	Region IV Area Agency on Aging substantially meets assurances.
Focus XVI: Complaints and Grievances (V.E.2.b)	N/A	This Focus Area was Non-Applicable to the Review Year.
Focus I: Communication	4.00	Region IV Area Agency on Aging substantially meets assurances.
<b>OVERALL CQAR COMPLIANCE LEVEL:</b>	<b>3.88</b>	<b>Region IV 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