

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Area Agency on Aging of Northwest Michigan

Fiscal Year: 2020

Area Agency on Aging of Northwest Michigan	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination (I.B.2.a)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus II: Freedom of Choice (I.B.2.b)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus III: Release of Information (V.F.2.a)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus IV: Status (I.B.2.e)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus V: Pre-Planning	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus VI: Assessment	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus VII: Medication Record (IV.E.2.a)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus VIII: Person-Centered Service Planning	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus IX: MI Choice Services	3.33	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus X: Linking and Coordinating (II.B.2.a)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus XI: Follow-Up and Monitoring	2.00	Area Agency on Aging of Northwest Michigan does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus XII: Service Provider (II.B.2.e)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus XIII: Contingency Plan (IV.F.2.a)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus XV: Adverse Benefit Determination (V.D.2.a)	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus XVI: Complaints and Grievances (V.E.2.b)	3.00	Area Agency on Aging of Northwest Michigan demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus I: Communication	4.00	Area Agency on Aging of Northwest Michigan substantially meets assurances.
Focus XVII: Home and Community Based Services	4.00	WAIVER AGENT Home Health Care, Inc. substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.91	Area Agency on Aging of Northwest Michigan 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