

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Valley Area Agency on Aging

Fiscal Year: 2020

Valley Area Agency on Aging	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination (I.B.2.a)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus II: Freedom of Choice (I.B.2.b)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus III: Release of Information (V.F.2.a)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus IV: Status (I.B.2.e)	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 (IV.E.2.a)	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 (II.B.2.a)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XI: Follow-Up and Monitoring	3.33	Valley Area Agency on Aging substantially meets assurances.
Focus XII: Service Provider (II.B.2.e)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XIII: Contingency Plan (IV.F.2.a)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d)	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 XV: Adverse Benefit Determination (V.D.2.a)	4.00	Valley Area Agency on Aging substantially meets assurances.
Focus XVI: Complaints and Grievances (V.E.2.b)	1.00	Valley Area Agency on Aging does not demonstrate the assurance
Focus I: Communication	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.
OVERALL CQAR COMPLIANCE LEVEL:	3.88	Valley Area Agency on Aging 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