

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Region 3B Area Agency on Aging

Fiscal Year: 2019

Region 3B Area Agency on Aging	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination (I.B.2.a)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus II: Freedom of Choice (I.B.2.b)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus III: Release of Information (V.F.2.a)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus IV: Status (I.B.2.e)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus V: Pre-Planning	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus VI: Assessment	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus VII: Medication Record (IV.E.2.a)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus VIII: Person-Centered Service Planning	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus IX: MI Choice Services	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus X: Linking and Coordinating (II.B.2.a)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus XI: Follow-Up and Monitoring	2.00	Region 3B Area Agency on Aging 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	Region 3B Area Agency on Aging substantially meets assurances.
Focus XIII: Contingency Plan (IV.F.2.a)	4.00	Region 3B Area Agency on Aging substantially meets assurances.
Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d)	2.00	Region 3B 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 3B 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 3B Area Agency on Aging substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.85	Region 3B 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