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Agency for Health Care Administration Receives 2013 National Best Practices Awards for Enhanced Care Coordination Program and Quality Indicator Survey Manual

-Florida recognized for raising the bar regarding children's care coordination and survey activity-

Tallahassee, Fla. – The Agency for Health Care Administration (Agency) received two Best Practices awards at the recent annual Association of Health Facility Survey Agencies (AHFSA) conference in Denver, Colorado. The Agency was recognized for its Enhanced Care Coordination program, which was designed to ensure the care needs of medically complex children are being strategically met and align with the parents' wishes, and for its Quality Indicator Survey (QIS) checklist manual, which has become a valuable tool for survey staff and increases efficiency.

"I was honored to accept these best practice awards on behalf of my team for again raising the national bar," said Secretary Liz Dudek. "Florida is already a leader in so many arenas and this recognition shows we continue to innovate, which makes continual increases in efficiency and quality possible for those we serve and support."

The Agency developed the Enhanced Care Coordination program to support the ongoing and ever-changing needs of medically complex children who may receive services in the community or in skilled nursing facilities. Each nurse care coordinator is local to the child or their family's residence, if the child is living apart from their family, and has a maximum caseload of 15 children. The nurse care coordinators attend staffing meetings, conduct at least monthly visits to the skilled nursing facilities where some children receive services, maintain contact with the parent or legal guardian and care providers, support care and develop transition plans, aid in educating parents about their choices, and link parents with providers. The goal of Enhanced Care Coordination is to provide parents of medically complex children with a skilled and knowledgeable pilot to help them navigate the process of making the best care decisions appropriate to their child in the least institutional setting appropriate to meet their child's needs, and to implement those decisions with the various state and private regulatory agencies and service providers.

In mid-2013, the Enhanced Care Coordination program was expanded from the initial population of children who are receiving their care in a skilled nursing facility to now also include all children who receive private duty nursing services in the community, further emphasizing the State's commitment to help prevent institutionalization for medically complex children, where appropriate. Medically complex children residing in the community receive enhanced care coordination from nurse care coordinators with a maximum caseload of 40 children.

The Agency was also recognized for creating a bound resource Quality Indicator Survey (QIS) checklist manual for health care facility surveyors so they are able to follow state and federal guidelines listed on the checklist while conducting a survey. The QIS is a two-staged process used by surveyors to thoroughly review specific health care facility requirements and allows surveyors to objectively investigate regulatory issues that may be identified during a survey.



Florida is one of the first states to adopt the QIS process created by the Centers for Medicare and Medicaid Services. Due to Florida's size and number of staff, the State was asked to implement the QIS process state-wide in order to provide feedback to CMS regarding how it impacts a large state and Florida's experience has been instrumental in impacting how CMS continues to implement QIS in other states. In addition, Florida has been sought out by other states that are implementing QIS to provide insight and share lessons learned.

For more information about the QIS checklist, visit <http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/QIS-Resources-Guides.html>.

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 45,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).

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