
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

123 Pediatric Home Health Care

November 7, 2017

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

QA&I Summary

Per ODP's requirement, 123 Pediatric Home Health Care (PHHC) completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 16, 2017. This Self-Assessment was reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on November 2, 2017. During the entrance discussion, the AE reviewed what would occur during the on-site review. Noted was that the AE was no longer required to review the provider's billing compared to progress notes. The AE informed the provider that ODP is making plans to do the audit. The provider arranged for the individual interview to occur at the home of the individual on November 6, 2017 at 3pm. The provider sample was one (1) individual. PHHC is currently only serving one waiver recipient. The associated staff training records reviewed included four (4) files.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, 123 Pediatric made available all required records. The process went smoothly as the provider was able to retrieve all additional information or clarification needed as identified by the AE.

Findings:

Highlights and Provider Strengths:

- The AE noticed in many daily staff progress notes detailed descriptions of the ways they provided service and support to the individual. The notes demonstrated the positive approaches philosophy.
- The interview with the individual went very well. He was able to express that he liked the staff provided by 123 Pediatric. His mother additionally participated in the interview and voiced her satisfaction with the 'caregivers' for her son. She was very pleased with the way they are always accountable with their assigned shifts.

Areas for Corrective Action:

- Question #10: The provider implements a policy/procedure to screen employees and contractors. The provider was unable to show documentation that screening took place prior to hire and monthly thereafter for SAM, Medichex and LEIE.

Appendices

- 123 Pediatric Home Health QA&I Tool
- 123 Pediatric Home Health CAP
- 123 Pediatric AE- MCI Review (when CAP is approved)