
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

A Helping Hand Home Care Agency & Registry, LLC

December 22, 2017

Table of Contents

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, *A Helping Hand Home Care Agency & Registry* completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 8, 2017. The Self-Assessment was reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on December 19, 2017. During the entrance discussion, the AE reviewed for the provider the typical process of the On-Site since the provider is new with no current authorizations. The current On-Site review is simplified due to no current authorizations, but the AE provided information and guidance about what to expect in the future regarding billing

oversight, Quality Management review and Incident Reporting, etc. There was no sample, no staff training records or individual interview.

Data Analysis and Performance Evaluation

The provider had a policy and procedure manual that was available for review. All required policies were complete and met requirements. The annual training plan also met all requirements.

- There were NO FINDINGS during this On-Site review.

Appendices

- A Helping Hand Home Care Agency & Registry – ODP Quality Assessment and Improvement (QA&I) Tool
- A Helping Hand Home Care Agency & Registry - Corrective Action Plan (CAP) QA&I Tool < **No Findings**
- A Helping Hand Home Care Agency & Registry – QA&I MCI Review