
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Accessabilities, Inc.

12/5/2017

Introduction

This comprehensive report for Accessabilities, Inc. is a compilation of the official findings from Westmoreland County's desk review, onsite review, and interviews completed during the Quality Assessment and Improvement Process. ODP's quality focus areas for this cycle include Employment, Communication, and Quality Improvement.

QA&I Summary

On August 15, 2017, Westmoreland County notified Accessabilities, Inc. that their organization was selected to participate in the Quality Assessment and Improvement Review through the ODP QA&I Process. Accessabilities submitted their supporting documents (Quality Management Plan, Restrictive Intervention Policy, and Annual Training Plan) to Westmoreland County on August 31, 2017 and completed their self-assessment on September 27, 2017. Westmoreland County sent Accessabilities their two-week notification letter of the individuals selected for review on November 16, 2017 and completed the desk review for the individuals in the sample. Westmoreland County and Accessabilities scheduled the onsite review for November 30, 2017 at 9:00am.

During the entrance discussion, the QA&I team discussed with Accessabilities the new QA&I process as a whole, explained what to expect during the onsite review, what documentation would need to be available for review, and logistics of individual interviews. Accessabilities introduced their personnel and directed Westmoreland County on who would be available to locate information requested for each area of review. Accessabilities detailed their mission, which is to provide services that empower people to achieve greater independence and enhanced quality of life. Westmoreland County and Accessabilities also discussed Provider Qualification and that theirs will be due in the Spring of 2018 as well.

During the exit discussion, Westmoreland County reviewed findings and discussed timeframes of corrective action plans and remediation response. Also discussed were recommendations for Accessabilities' Quality Management Plan. Westmoreland County also highlighted areas of promising practices, in particular, the organization's approach to individualized supports to meet each person's needs based on their skills and interests. Accessabilities also provides a thorough orientation for staff to give an overview of ODP principles, values, requirements, and documentation. They also provide detailed back-up plans to ensure supports are received and individuals are cared for in the event that staff has an unplanned call-off.

Westmoreland County reviewed five waiver records. One individual was interviewed while onsite and three via phone along with their corresponding staff members. Staff training documentation was reviewed as well. The services reviewed included Companion, In-Home and Community Supports, and Respite.

Accessabilities, Inc. was able to provide requested documentation and provided organized files for review so that Westmoreland County was able to locate information with ease. Accessabilities, Inc. also kindly noted all suggestions for improvement.

Data Analysis and Performance Evaluation

Accessabilities, Inc. promoted the focus areas of the Office of Developmental Programs, including communication, quality improvement, and employment. The organization facilitated individuals' communication needs by ensuring staff are trained on the communication needs and abilities of each individual in their care. The organization focused on quality improvement through participating in ODP's QA&I process by following any recommendations for improvement and having quality goals within their QM plan to work on continually improving their services. Though this organization is not an employment provider, they promoted employment by being a supportive team member to their individuals for any goals they are working toward overall and assisting in any way they can through their services.

Westmoreland County did not discover any issues that could be corrected while onsite or during desk review; however, one area was remediated prior to onsite. Onsite results were compared to Accessabilities' self-assessment. During the self-assessment, the organization determined they did not comply with all staff being trained on a participant's Individual Support Plan prior to working with the individual, or at least were not able to verify this due to lack of documentation. This was remediated prior to Westmoreland County's onsite review and Accessabilities was able to produce documentation that staff were trained on the individuals in the sample, and their plan moving forward to ensure ISP training occurs timely including their revised training verification form.

Westmoreland County did issue a Corrective Action Plan for Accessabilities Inc. for items requiring remediation within 30 days. One area of correction included a provider representative not attending an annual ISP development meeting for an individual in the sample, and Westmoreland County suggested the Corrective Action Plan include developing a policy or system to ensure a representative is in attendance for all annual ISP meetings. The second area of correction included progress notes having contradictory data for one individual related to progress being made toward goals, and for this remediation, Westmoreland County suggested retraining staff on how to document progress, as it was not a systematic issue but rather a documentation issue for this particular individual.

Westmoreland County reviewed Accessabilities' Quality Management Plan while onsite. The organization's QM Plan reflects the mission and vision of the Office of Developmental Programs as well as ODP's focus areas. The organization showed documentation of data collection, quarterly reviews, QM team meetings, and updated action plans. Their QM plan was revised and updated in June 2017 for the period of July 2017-June 2018, which was an updated version from the plan sent to Westmoreland County during the self-assessment phase. Westmoreland County did review with the organization ODP's QM

Priority Areas from the Quality Management Strategy Bulletin issued June 20, 2017. While the provider did have their goals aligned with ODP's priority areas, Westmoreland County did suggest expending upon this when revising the QM plan in the future or looking for new goals in the future, specifically to include increasing participation in the community, as this is a goal many of their individuals are already working on so data collection would already be happening.

Appendices

The MCI Review Spreadsheet and Corrective Action Plan are attached to include specific data for each QA&I question.