
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

(Agape Care)

October 20, 2017

Introduction

The purpose of this report is to convey the overall results of the onsite QA&I review of Agape Care which took place on September 14, 2017 and September 29, 2017. This report will cover overall evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. While Agape Care does not provide employment services, the supports they do provide focus on community participation and communication. Individuals served by Agape have opportunities for socialization through companion services and in-home and community support services.

QA&I Summary

Agape Care submitted their self-assessment results on July 12, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. Reviewing daily documentation was a bit challenging because historical documentation was kept in a general binder rather than individual files. Discussion focused on the QA&I process and timelines, as well as remediation actions for areas of non-compliance. Five records were reviewed; two individuals with consolidated waiver, two with P/FDS waiver, and one individual utilizing base funds. The provider's documentation met the standard requirements. One interview was conducted at the individual's home. The individual expressed great satisfaction with the services he receives from Agape Care. Without Agape's services, this individual would have very limited access to his greater community.

Data Analysis and Performance Evaluation

Agape Care is a qualified provider of the following unlicensed services: in-home and community supports, companion services, and home-based respite. The statewide focus areas of employment and communication are difficult to incorporate given the services they provide. Agape does not provide employment services and does not currently serve anyone with a specialized communication plan. The provider does focus on quality improvement.

Agape Care's quality management plan focuses on complying with regulations while providing individuals with the supports they need to sustain and improve their quality of life. The provider continues to ensure staff participation in ISP meetings and compliance with all training requirements. Agape Care offers assistance to individuals to help them live as independently as possible. Part of the provider's QM plan is to review grievances. During this review period one grievance was filed. An incident report was completed and the situation was addressed with all parties involved.

Agape Care excels at service delivery documentation; most daily notes are detailed and the provider utilizes ODP's monthly progress note template. The provider was reminded that the outcome statement on the monthly note should be identical to the ISP.

Agape's self-assessment aligned with the findings during the onsite visit with the exception of questions 39, 44, and 45. The provider indicated that they did not finalize all incident reports within 30 days, however, the EIM report indicated that this provider did not have any incident reports during the 6 month review period. Questions 44 & 45 refer to the Certified Investigator (CI) Peer Review Process. Agape does not have peer review process per requirements. There was one investigation that took place in January 2017 but a peer review was not completed. The provider will need to complete the CI Peer Review training and implement this process as required.

Agape Care implements policies and procedures as required while meeting the needs of the individuals they support. Overall, the provider continues to engage in practices that align with ODP's mission and vision.

Appendices

- A. CAP- QAI Cycle 1 Year 1
- B. QAI MCI Review Cycle 1 Year 1