
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

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January 28, 2018

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Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.

Comprehensive Report

As a part of ODP's quality management strategy, this QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to: follow an individual's life experience throughout the system; measure progress toward implementing *"Everyday Lives: Values in Action;"* Gather timely and useable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement approach.

This report will provide a succinct review of your individual onsite QA&I experience and outcome, as well as any promising practices found, remediation needed within 30 days, or recommendations for improvement. Attached to the report, you will find the appendices of the QA&I review results and the Corrective Action Plan, as appropriate.

JVBDS ID Program Coordinators, Barbara Brubaker and Bethlyn Corbin, met with Angela Deamer Agency Owners, Matt and Angela Deamer, as well as Program Specialist Kenneth Brubaker for the QA&I on-site review on 11/6/17, 11/7/17, 11/8/17, 12/18/17, and again for the exit interview on 12/28/17. It should be noted that the agency of Angela Deamer closed it's doors as a provider agency on June 30, 2017. The MCI review was 100% compliant. The policy and procedure review had only one area that would have required immediate follow up, should the company not have closed. Due to the company closing, Angela and Matt, owners, were unclear on whether or not to complete the self-assessment in July. They did, however, complete a self-assessment at the beginning of the QA&I process.

It is worthy of mention that the overall documentation and notes of this agency are thorough, person centered, and goals and outcomes of the individuals are addressed.

No areas are needed for remediation. There is no CAP needed.

Appendices

MCI Review