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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Apex

*11/9/17*

# Table of Contents

## Introduction

Apex was monitored on November 9, 2017 for the QA&I onsite review. The focus areas for this cycles statewide review include employment, communication and quality management. The Dauphin County AE reviewers were Joy Hafer and Barb Jumper. We would like to thank the Apex staff for their organization of materials and cooperation throughout the QA&I review process.

## QA&I Summary

The onsite review included an entrance interview, record review, policy review, interview of individual and staff and exit interview. At total of 2 records were reviewed and one individual was interviewed during the onsite review.

## Data Analysis and Performance Evaluation

A number of promising practices for Apex were identified by the review team and are outlined below:

- The agency documents the offering and implementation of the backup plan in a way that is easy to find and interpret
- Policies are organized and formats is easy to follow
- Families are involved in the choice of their staff in some situations

Items discovered during the review that require remediation within 30 days are as follows:

- Quality Management plan does not meet ODP requirements and was not developed utilizing available data
- Could not verify all staff received training in responding to health and behavior emergencies
- Staff did not receive annual training in Emergency Disaster Response Plan
- There are no monthly notes being written, only daily documentation

## Appendices

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