
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Arc of Clarion and Venango Counties, Inc.

10/27/2017

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Introduction

This purpose of this report is to provide information on the QA&I review for the Arc of Clarion and Venango Counties. Included in this report is a summary of the QA&I process, highlights of discussions held during the onsite review, areas the agency excels, and any areas for improvement. Focus areas for this year's review, statewide, are areas included in "Everyday Lives: Values in Action," including the ISAC recommendations.

QA&I Summary

The Arc of Clarion and Venango Counties submitted its self-assessment prior to the deadline. Both the verification email of the self-assessment, as well as the documentations required on the Provider Checklist were forwarded to the Venango County Administrative Entity (AE) on time as well. At the entrance of the onsite, introductions of AE and provider staff were made. The Arc presented its mission/vision, and areas from the agency's quality improvement plan, which include the areas of individual and family satisfaction, decreased staff turnover, and financial management. Five individual charts were selected for review, with interviews completed for one staff and one individual. The AE found no areas of non-compliance during the review, which agrees with the agency's self-assessment results. At the exit, the timeline for when the agency would receive the Individual Comprehensive Report was discussed.

Data Analysis and Performance Evaluation

This agency excels in the areas of providing the services that they are authorized for according to the guidelines of individual ISP outcome frequency and duration. In no record reviewed was there an individual who did not receive their service as scheduled, for any other reason than individual choice. This mirrors the value of stability. The quality management goal of the agency to maintain a stable workforce coincides with the ISAC recommendation of "Develop and Support Qualified Staff". Staff who remain employed with the Arc participate in an extensive annual training curricula. The quality management goal to provide services which are identified as being satisfactory to the individuals who receive supports and their families coincides with both the Everyday Lives value and ISAC recommendation on Quality. The addition of a monthly monitoring tool for program specialists to complete helps to ensure that individuals are satisfied with the service that they are receiving. While the quality management plan excelled in the areas indicated for improvement, the QA&I County team did make a recommendation that baselines be added to their plan. Baseline data that could be utilized in the current plan was found in the 15-17 Quality Management Plan.

Upon initial review of the charts, the ISP signature pages for three individuals served were not in the chart. The agency did, however, maintain their own signature page from each of the individual's meetings. The original ISP signatures were obtained from the SCO during the onsite.

In comparison to the self-assessment, the onsite review also found no areas of non-compliance for this agency. As there were no areas of non-compliance, there are no areas in need of remediation.

Appendices

Appendix 1: MCI Tracker