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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Arcturus

*November 16, 2017*

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## Introduction

Arcturus was monitored on November 16, 2017 for the QA&I onsite review. The focus areas for this cycle's 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 Arcturus 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. A total of 5 records were reviewed and one individual was interviewed during the onsite review.*

## Data Analysis and Performance Evaluation

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

- The Agency is completing the incident management peer review process and utilizing data to improve practices and look at areas to improve safety
- The Agency had all materials organized and was very helpful and helping the reviewer locate information that was needed. Policies were in good order in general.
- Staff had a good attitude towards the review viewing it as an opportunity for improvement and learning more about ODP
- Staff and individuals were matched well. Individuals were matched to staff of similar age, energy level, etc.
- Notes were legible, streamlined and done on a daily basis and captured a lot of detail

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

- Quality Management Plan must be retooled in the ODP format using data. A policy saying what they were going to do exists and the bones of a plan exist but the agency should put the plan in the correct format using existing data.
- Plan on Restrictive interventions does not meet the requirements and is missing elements
- It could not be determined that staff received the required training within the timeframes because training logs were not dated
- Annual Training Plan does not include all elements ( Dept. Policy on Intellectual Disability, Training to meet the needs of the participant as identified in the ISP, exploitation of the individual, grievance policy)

- It could not be determined that staff received annual training on the individuals ISP

### Appendices

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