
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Behavioral and Cultural Development Solutions

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Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

QA&I Summary

Behavioral and Cultural Development Solutions did not complete the self-assessment by the August 30 deadline and a DCAP was sent September 8, 2017. Behavioral and Cultural Development Solutions completed the self-assessment and sent it to the AE on September 8, 2017. The onsite review took place on September 25, 2017. The AE staff Meagan Smolsky, Dina Scarci, and Lauren Foell met with Winston Bailey of Behavioral and Cultural Development Solutions. The meeting was scheduled at 8am, per the two week notification email. However, provider staff did not arrive until after 9am and policies were not available until 11am, when the director arrived. Behavioral and Cultural Development Solutions did not have staff available for the entrance discussion. All documentation was not readily available, but located throughout the day of the onsite review. The AE reviewed records for three individuals as well as all relevant policies and procedures. Findings were discussed at the end of the onsite interview. Highlights from the exit discussion include:

- ODP's quality management training and how to complete quarterly reports for the quality management plan
- Change from Philadelphia AE to Montgomery County AE
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 690128495) were interviewed on September 28 in the community by AE staff Meagan Smolsky.

Data Analysis and Performance Evaluation

Behavioral and Cultural Development Solutions has strong policies/ procedures in place and meets all staff training expectations. All individuals in the sample are verbal, so no communication system is needed. The agency does not provide employment services for anyone in the sample. The provider has a quality management plan that includes goals, outcomes, target objectives, and performance data for the agency. Behavioral and Cultural Development Solutions is newly qualified, so the process for updating the plan every 2 years and completing the quarterly reports was discussed. The provider self-assessment answers varied from the AE results when the AE found questions to be out of compliance. Some questions marked "Yes" by the provider were also marked "N/A" by the AE, per the questions tool guidance. Questions found to be out of compliance during the onsite review were:

- Q10: The Provider implements a policy/procedure to screen employees and contractors.
- Q22: The Provider documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the Individual Support Plan (ISP).
- Q36: The Provider implements the individual's back-up plan as specified in the ISP.

The provider has a policy in place to conduct the needed screenings. However, no screenings were run except LEIE for September 2017. Several service notes were billed under a different service as specified in the ISP under frequency and duration. Also, several service notes were missing. Some of which were missing due to staffing issues, thus, the backup plan was not met as specified.

During the interview, the individual indicated he is happy with his services through Behavioral and Cultural Development Solutions. His staff (relative) knows him well and assisted him with answering a few questions. The individual spends a lot of time in the community when receiving services. The individual was not familiar with the LifeCourse tool, so the website was provided to his staff. The individual expressed an interest in employment, but was denied through OVR. His staff is working on volunteering opportunities. All other responses to the interview questions were answered with satisfaction.

Because question 22 and 36 were not compliant for anyone in the sample, it is recommended Behavioral and Cultural Development Solutions update the quality management plan and follow up with the AE within 30 days of closing the QA&I process.

Appendices

See CAP attached in email

See MCI Review attached in email