
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Bradley Biedermann

November 22, 2017

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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

Bradley Biedermann did not complete the self-assessment by the August 30 deadline and a DCAP was sent to him on September 8, 2017. He completed the self-assessment and sent it to the AE on September 26, 2017. The onsite review took place on November 9, 2017. The AE staff Meagan Smolsky, Amber Wallace, and Lauren Foell met with Bradley Biedermann. The AE reviewed records for five individuals as well as all relevant policies and procedures. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- ODP Quality Management Training
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 970139730) were interviewed on November 20 at the individual's home by AE staff Lauren Foell.

Data Analysis and Performance Evaluation

Bradley Biedermann has strong policies in place. The restrictive policy includes positive, person-centered language. No incidents occurred in the last year. No grievances were made in the last year, but the provider has a strong policy in place, should individuals feel the need to express grievances. Bradley Biedermann assists two individuals with their communication needs, which is well documented in their service notes. Provider answers on the self- assessment varied where the AE found questions out of compliance:

Q8. The Provider reviews and evaluates performance data in selecting priorities for the QMP.

Q9. The Provider analyzes and revises the QMP every 2 years.

Q10. The Provider implements a policy/procedure to screen employees and contractors.

Q16. The Provider has an Annual training plan that meets all requirements.

Q17. The Provider and the Provider's staff completed all components of the Annual training plan as required.

Q21. The Provider participates in the development of the ISP.

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.

There is no evidence of evaluating, analyzing, and updating the Quality Management plan and priorities. The agency continues to be reminded to attend ISP meetings, which is the quality management goal at this time. The agency ran exclusions prior to hire, but was reminded to run all 3 exclusions each month moving forward. The annual training plan is missing department issued policies and procedures. Staff was trained on all other components of the annual training. The incorrect notes (wrong dates) were brought to the onsite review, but Mr. Biedermann was able to contact the AE with the correct notes prior to receiving the CAP. All individuals surveyed did not meet the frequency and duration specified in the ISP. There was no documentation to as why sessions were missed, nor were there notes regarding rescheduling the appointments as noted in the provider's back-up plan for all 5 individuals. Because frequency and duration was irregular, the AE recommends Bradley Biedermann add this to the Quality Management Plan and begins to work on monthly data and quarterly analysis.

The individual reported that he is very happy with his staff and services he receives. The staff member knows the individual and his support plan well. They have been working together for several years.

Appendices

See CAP attached in email

See MCI Review attached in email