
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Bucks County Transport, Inc.

November 17, 2017

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Introduction

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives. ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered. The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. ODP's focus areas for this year's review are Employment, Quality Improvement and Communication.

The comprehensive report is a packet of information compiled from your agency's self-assessment, desk reviews, individual interviews and an onsite review. Bucks County Transport, Inc. was reviewed on October 5, 2017 and 2 individuals receiving services were interviewed on October 19 and 27, 2017. This report includes findings from your agency's review along with the MCI tracker.

QA&I Summary

Bucks County Transport, Inc. provides Transportation a Vendor only service. They provide this for a number Bucks County individuals receiving ID waiver services/supports through ODP. Bucks County Transport, Inc. submitted their self-assessment on 8/18/2017, prior to the deadline. They have developed all required policies.

Entrance interview discussion involved review of their self-assessment, timelines and possible vendor tool next year. Exit interview discussion involved review of the findings and the 2018 Self-Assessment will be due 7/1/18-7/31/18.

Review Process Summary: 5 Bucks County individual's records were reviewed and 2 Bucks County individuals were interviewed. One individual stated that he likes riding the bus. The other individual also said she likes riding the bus. She said that there is an aide on the bus and she usually has the same driver. Both individuals were satisfied with their services through Bucks County Transport, Inc.

Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement.

POLICY -- The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 7, 8, 9, 10, 11, 12, 16, 39, 43, 44, 45, 47)

Bucks County Transport, Inc. was compliant with the following regarding policies:

7-9) Provider has a Quality Management Plan which is analyzed and evaluated quarterly and updated every 2 years

10) Provider implements policy to screen employees and contractors

11) Provider has a grievance policy and has implemented it.

12) Provider has a policy that addresses restrictive procedures

16) Provider does not provide this training since they are a vendor of transportation services

39-43) Provider has an incident management policy; ensures all incidents are finalized within 30 days; reviews and analyzes incidents quarterly but has not had any incidents for Bucks County sample individuals in the past 6 months.

44-47) Provider has a process that there are at least 3 people involved in review. Conducted more than quarterly basis. 2 investigations were reviewed in past quarter, CI is involved in reviews. Provider is a vendor service, transportation only. Provider ensures all required investigations are completed by a Department certified incident investigator. Provider did not need to implement this process for the past 6 months since there were no investigations conducted for Bucks County sample individuals in the past 6 months

RECORD REVIEW— The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 22, 31, 32, 36)

Bucks County Transport, Inc. has compliance with the following record review questions:

22) Documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the ISP, (100%)

31-32) Provider has a deaf policy; initial communication training not specific to individuals, but as an overview provider

36) Provider is a vendor service, provides transportation; provider does have back-up drivers to cover routes

TRAINING— The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 14, 17, 18, 19, 20, 34)

Bucks County Transport, Inc. has compliance for the following regarding staff trainings:

14) Provider does not train staff on specific needs of individuals since they are a transportation vendor service; however, they do communicate with the Supports Coordinators and families regarding any specific transportation needs the individual may have.

17) Administrative staff completed all components of the annual training plan. Reviewed Administrators Provider has employee's complete driving training on a semi-annual basis and Certified Investigators complete their required training. Training record, did not review driving staff's records as they provider a Vendor Service of Transportation, (100%)

18) Administrative staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe. Reviewed Administrators Training record, did not review driving staff's records as they provider a Vendor Service of Transportation, (100%)

19) Administrative staff receive training on Provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises. Reviewed Administrators Training record, did not review driving staff's records as they provider a Vendor Service of Transportation, (100%)

20) Administrative staff receive training on Provider's Emergency Disaster Response plan that address individual's safety and protection, communications and/or operational procedures. Reviewed Administrators Training record, did not review driving staff's records as they provider a Vendor Service of Transportation, (100%).

34) Provider ensures that one or more of the Provider's administrative staff have viewed ODP's webinar ensuring staff understand the needs of individual's in the deaf culture (100%)

Appendices

Bucks County Transport, Inc. AE Tool

Bucks County Transport, Inc. AE MCI Tracker