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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

CARE Program;

Blair Co. Intellectual Disabilities Provider

*January 9, 2018*

*Introduction:*

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

*QA&I Summary:*

Blair County ID provider, CARE Program was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. The provider completed the agency self-assessment on August 19, 2017 in accordance with the required time of submission. The agency onsite review portion was completed on December 11, 2017. During the provider's entrance discussion, the

Administrative Entity (AE) discussed with the provider their ongoing desire for professional self-improvement and desire to provide additional services to needs noted in the county. During the onsite portion, three individual records were selected as part of the review. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review of CARE Program, an exit discussion occurred highlighting areas of good performance and promising practices.

#### Data Analysis and Performance Evaluation

As noted during the entrance discussion, the provider continues to strive for self-improvement to better support those that receive their services. During the review of the provider's policy, one of thirteen questions will need remediation. This involved ensuring quarterly review of the provider's quality management plan occurred. The provider's individual records review noted only two out of twenty two questions needing remediation. One question involved some discrepancies regarding the frequency and duration of the service provided which after discussion with the provider may have resulted due to follow through with the SCO. Five questions out of eight questions regarding the provider's training will need to be remediated. Again, after discussion with the provider there was some misunderstanding on the documentation required for the questions. During the exit interview, the provider showed a commitment to ensure documentation accurately reflected the work the provider was completing.

Southern Alleghenies Service Management Group (Blair Co. Administrative Entity) thanks you for your cooperation and time to complete and participate in the self-assessment and on-site review portions of ODP's Quality Assessment and Improvement process.

Noted areas for remediation involving policy, record review and training will need to be completed within 30 days. Please refer to the appendices.

Appendices

Appendix A: CARE Program – QA&I MCI Review and Score

Appendix B: CARE Program – corrective action plan