
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

CARES Of Western PA

225 Crowe Avenue, Mars, PA 16046

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments that were completed for your agency as part of ODP's QA&I Process. This report will:

- i. Highlight those areas the Provider is doing well related to person-centered services delivery and promising practices.
- ii. Analyze performance in ODP's quality focus areas for the current QA&I cycle.
- iii. Compare results of the desk and onsite reviews with the entity's self-assessment.
- iv. Summarize those instances of non-compliance that were remediated during the onsite review.
- v. Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt.
- vi. Recommend PPRs where compliance is below established thresholds of 86%.
- vii. Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans. 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.

QA&I Summary

Per ODP's requirement, CARES Of Western PA completed and forwarded to the assigned Administrative Entity (AE) their Self-Assessment on August 30, 2017. Additionally, as required, CARES Of Western PA submitted their Quality Management Plan, Restrictive Procedure Policy and Annual Staff Training Curriculum as part of the desk review. These were compliant with Chapter 51 requirements. The on-site review was scheduled for and occurred on October 26-27, 2017. During the entrance discussion, the AE reviewed ODP's focus including Community Participation, Employment and overall Quality Improvement utilizing the Quality Management Plan. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. There were five participants in the review sample.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, CARES Of Western PA made available all the required records. CARES Of Western PA staff (Ms. Mindy Bowen and Mr. Bill Sparks) obtained additional information as needed for the review. Ms. Bowen & Mr. Sparks were very pleasant and knowledgeable about the participants selected. Staff were available to answer any questions that the AE had throughout the process. The overall experience was positive.

Highlights and Provider Strengths:

- i. The individuals interviewed as part of the QA&I Process expressed that they are very satisfied with the service they receive. Each is happy with their activities and supports at CARES Of Western PA, and likes the staff who works with them.
- ii. CARES Of Western PA had all records and documentation in an organized format. It was obvious to the AE that a lot of work had gone into assuring information to answer each question in the tool was available.
- iii. CARES Of Western PA is very creative identifying opportunities for outings and outing locations. It's apparent to this AE that a lot of time is put into researching and identifying locations/opportunities for outings/community participation. An example is going to the Lou Holtz Museum. It is uncommon to see such places identified in addition to the local parks, malls, etc.

Recommendations for System Improvement:

- i. CARES Of Western PA earned no citations.

Appendices

Appendix A: CARES Of Western PA, QA&I Tool

Appendix B: CARES Of Western PA, CAP