
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Comfort Plus Home Care

October 31, 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

Comfort Plus Home Care did not complete the self-assessment by the August 30 deadline and a DCAP was sent September 8, 2017. Comfort Plus Home Care completed the self-assessment on September 10, 2017 and notified the AE. The full responses were sent it to the AE on October 10, 2017. The onsite review took place on October 10, 2017. The AE staff Meagan Smolsky, Amber Wallace, and Lauren Foell met with Bienne Bastia and Chris Kulesh of Comfort Plus Home Care. The AE reviewed records for one individual 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:

- Updates to QA&I process
- Review of types of incidents and to contact AE if they need any assistance
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

One staff and one individual (MCI#710142248) were interviewed on October 18, 2017 at the individual's home by AE staff Lauren Foell.

Data Analysis and Performance Evaluation

Comfort Plus Home Care has strong policies and procedures in place. All records reviewed were found to be in compliance. Comfort Plus Home Care has a valuable Quality Management Plan in place. The provider does not currently serve individuals with communication needs and does not provide employment services. The provider self-assessment answers varied where the AE found items of noncompliance. Additionally, the AE marked "N/A" on several questions that the provider marked "Yes." Questions found to be out of compliance during the onsite review were:

Q12. The Provider has a policy that addresses restrictive interventions.

Q14. Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.

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

Q20. The staff receive training on the Provider's Emergency Disaster Response plan that addresses individual's safety and protection, communications and/or operational procedures.

Comfort Plus Home Care's restrictive interventions policy includes a lot of person-centered language and focuses on utilizing positive practices. However, it is missing "reporting misuse of restrictive interventions." Some training components were missing or out of date from staff sign offs.

The individual interviewed has limited communication skills, but the staff indicated knowledge of the ISP and the individual's needs. The family stated they are satisfied with services being provided.

Appendices

See CAP attached in email

See MCI Review attached in email