
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Community at Rockhill

December 20, 2017

Table of Contents

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

Community at Rockhill completed the self-assessment and sent it to the AE on September 11, 2017 (completed on July 24, 2017). The onsite review took place on December 12, 2017. The AE staff Meagan Smolsky and Lauren Foell met with Tina Hangey of Community at Rockhill. The AE reviewed records for 3 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:

- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

One staff (MCI# 900120502) was interviewed on December 8 at the day program by AE staff Lauren Foell. The individual was unable to answer questions.

Data Analysis and Performance Evaluation

Community at Rockhill was well-prepared for the onsite visit. There have been no incidents in the past year. The provider is prepared with a contract with another agency that will assist in the investigation, should an incident occur. There have been no grievances in the past year. Community at Rockhill has a strong grievance policy available, should an individual or family feel the need to express a grievance. Community at Rockhill has a strong Emergency Disaster Response Plan that includes quarterly drills and an emergency relocation plan. The individual health/ behavioral emergencies and crises plan includes when to call 911, as well as other emergency phone numbers (i.e. transportation, utilities, etc.). Most individuals attend daily, but clear documentation is available when they are out. Community at Rockhill recently updated their quality management plan after their most recent review. They focus on consumer satisfaction, which is consistently high. The AE will provide assistance if the agency updates

the plan to a goal in which improvement is needed. Thorough service and progress notes were available for all individuals in the sample. Questions on the provider self-assessment varied where the AE found questions out of compliance:

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

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

Q34. The Provider ensures that one or more of the Provider's administrative staff have viewed ODP's webinar.

Q35. The Provider ensures that Provider staff who serve a deaf waiver participant(s) have viewed ODP's webinar.

Community at Rockhill does not allow the use of restraints. The behavior management policy includes how to assist an individual engaging in challenging behaviors. The restrictive intervention policy is missing the required language from the ODP Memo, including allowable and non-allowable restrictive interventions and reporting misuse of a restrictive intervention. Community at Rockhill staff trainings go above and beyond, with most trainings occurring quarterly, instead of the expectation of annually. Additional topics are included; however, Department-issued policies and procedures is missing from staff trainings. A new deaf waiver participant began a few months ago. The provider will complete the required ODP trainings on deaf consumers.

The staff interviewed demonstrated a clear knowledge of the individual served. She cares for her and respects her. Although the individual cannot speak, the staff was able to explain the various ways she communicates with staff and how they understand her wants and choices. The staff also reported that she is very happy and enjoys working for Community at Rockhill.

Appendices

See CAP attached in email

See MCI Review attached in email