
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Care Unlimited

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Table of Contents

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, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- 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

Care Unlimited submitted their Self-Assessment and forwarded it to the Administrative Entity (AE) on July 18, 2017. Additionally as required they submitted their Quality Management (QM) Plan, Restrictive Procedure/Intervention Policy and their Annual Staff Training Curriculum

to the AE. These policies as well as the Self Assessment were reviewed as part of the QA&I desk review process.

The on-site review was scheduled for an occurred on October 31, 2017. At the entrance meeting the AE explained the QA&I on-site process and what to expect for the day. ODP's focus areas of Community Participation, Employment and Everyday lives was discussed. We discussed an increase focus on staff training, especially on the individuals' ISP. Care Unlimited provides nursing services to individuals served under the HCBS Waiver, as well as other funding sources. Their clients require skilled nursing services in order to remain in their homes with family.

There were five individuals in the sample. Care Unlimited had the files organized for the AE's review. Additional information that was needed during the on-site was obtained by the provider. The staff were very friendly and accommodating to the AE. They were readily available to answer any questions that the AE had during the on-site visit.

One individual was chosen for the interview process. The AE made several phone calls to the individuals home with no response from the individuals parent. Therefore no interview was conducted.

Data Analysis and Performance Evaluation

As mentioned above Care Unlimited serve individuals through different funding sources and therefore are required to follow different sets of rules and regulations for each. As a company they have decided to run everything in a uniform fashion. They have determined that ODP's regulations are the most stringent. Therefore, Care Unlimited utilizes the same processes for all staff hired, staff training, all clients charts, etc...within ODP's regulations.

During the desk review the AE found that the policies that were submitted by Care Unlimited did not meet the requirements as per the Chapter 51 regulations. When asked about these while on-site the provider realized that they had sent the wrong documents. All of the compliant, required policies were presented to the AE.

Recommendations/ Areas for improvement:

While reviewing the charts for the newly hired employees it was difficult to determine what date they were hired. Care Unlimited has a process for prospective employees to fill out an application, as well as other documentation. This typically occurs on "day 1" then orientation occurs on "day 2". Some of this occurred on the same day for some employees. In addition Care Unlimited's HR department checks two of the required lists and the cooperate office checks another. The process was not consistent. This inconsistency contributed, in part, to a non compliance issue in regards to checking the exclusion list prior

to hire (see attached CAP for details). It was suggested that they make the date of hire more apparent on the employee file. .

The AE and Care Unlimited discussed their process for completeing daily and monthly notes. They are completing two separate monthly notes (one of which is for ODP regualtions). The AE suggested that they could be combined as one note as long as all of the required information is incorporated. By combining the notes it would streamline the information and give more information/detail to the reader.

Care unlimited received several non compliances for the following; checking the exclusion lists, monthly progress notes, attending ISP meetings, and timely reporting and finalizing of incidents. See the attached CAP for details.

Appendices

Care Unlimited, Inc QA&I Tool

Care Unlimited, Inc CAP