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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

CrossRoads to Independence, Inc.

*October 31, 2017*

**Introduction:**

The Office of Developmental Programs (ODP) Quality Assessment and Improvement (QA&I) process is designed to conduct a comprehensive quality management review of county programs, Administrative Entities (AE), Supports Coordination Organizations (SCO) and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders.

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. This QA&I process is one of the tools that ODP uses to evaluate the current system of supports and identify ways to improve it for all individuals.

The QA&I process is accomplished by using a combination of self-assessment, desk review, onsite review and corrective action and quality improvement plans. This QA&I Comprehensive Report is compiled by the Assigned AE and consisted of the official findings from desk review and on-site review, face-to-face interviews, and self-assessments, as applicable.

CrossRoads to Independence, Inc. is a new provider currently offering the following services: Behavioral Supports, Companion, and In-Home and Community Supports.

**QA&I Summary:**

CrossRoads to Independence, Inc. completed the QA&I new provider self-assessment. The self-assessment was finalized and submitted to ODP by the established deadline of August 31, 2017. The onsite review began September 27, 2017. Kerry Danel and Suzanne Miller were present for the entrance and exit meeting. As a new provider, a sample was not pulled by the Assigned AE.

**Data Analysis and Performance Evaluation:**

CrossRoads to Independence, Inc. completed the QA&I new provider self-assessment; therefore, the provider did not complete a sample review of individual records. The onsite review was completed on September 27, 2017. CrossRoads to Independence, Inc. was prepared

and organized. During the exit meeting results of the QA&I process were reviewed and shared with Kerry Danel and Suzanne Miller. The provider will be identifying a corrective action to ensure incidents that are not finalized within 30 days that an extension will be requested within that time period. CrossRoads to Independence, Inc. stated they are aware that they need to become more familiar with the Incident Management Process and EIM. The provider was encouraged to review the Incident Management & EIM Manuals. As the Assigned AE, Bedford-Somerset, offered technical assistance, if the provider still feels they need further guidance in this area. The data collected during the self-assessment, desk review, and onsite review, shows the quality of work CrossRoads to Independence, Inc. provides to individuals and their commitment to ensure everyone has an Everyday Life.

The Assigned AE will be on-site again during Cycle 1 Year 3 to complete a full QA&I review.