
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Do Moore LLC

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

Do Moore did not complete the self-assessment by the August 30 deadline and a DCAP was sent on September 8, 2017. Do Moore completed the self-assessment on September 21 and sent it to the AE on September 21, 2017. The onsite review took place on October 20, 2017. The AE staff Meagan Smolsky met with Karen Whitton of Do Moore. The AE reviewed records for 1 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:

- Strengths of review
- Findings of noncompliance
- Quality Management Plan, Action Plan, and Quarterly report (templates and examples)
- Success of the individual served
- How to document progress being made
- SCOs to reach out to for referrals
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 160134670) were interviewed on October 31, 2017 in the community by AE staff Lauren Foell.

Data Analysis and Performance Evaluation

Ms. Whitton was well prepared and organized during the onsite review. Do Moore has strong policies and procedures in place. All records reviewed were in compliance and staff completed the required trainings. Do Moore does not currently serve individuals who are deaf. Employment services are not provided, but the individual served volunteers frequently in his community. It is clear he is making progress over time and is encouraged to try new activities at his volunteer sites frequently. Do Moore

has a Quality Management Plan in place, but is in need of supporting quality management documents. The provider self-assessment answers matched the AE onsite review responses, with exceptions where the AE marked "No." Additionally, the AE marked a few questions "N/A" that the provider marked "Yes" or listed a number. The following questions were found to be out of compliance during the onsite review:

Q8. The Provider reviews and evaluates performance data in selecting priorities for the QMP.

Q9. The Provider analyzes and revises the QMP every 2 years.

The AE discussed quarterly reports, action plans, and the need to update the quality management plan at least every 2 years. The ODP Quality Management Certification and webinars were also discussed. The provider will send the required documentation within the 30 day deadline.

The individual interviewed stated he is very happy with his services from Do Moore. It was also clear the staff knows the individual well, cares for him, and continues to work on increasing his independence in the community.

Appendices

See CAP attached in email

See MCI Review attached in email