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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

**Divine Supports Services, LLC**

**November 20, 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. As part of ODP's quality management strategy, the QA&I process has been designed to be comprehensive standardized and measurable. This gives providers applicable information for making decisions regarding service delivery and provides them the opportunity to make systemic changes in their organization that will improve the quality of their services.

The mission of ODP is to support Pennsylvanians with developmental disabilities achieve greater independence, choice and opportunity in their lives. This includes continuously improving an effective system of accessible services and supports that are flexible, innovative and person-centered. The QA&I process is designed to accomplish this. It is a continuous process that includes the Provider's Self- Assessment > Desk review > Onsite Review > Comprehensive Report > Corrective Action and Quality Improvement > Technical Assistance > Self- Assessment. The goal is to continuously improve the quality of services.

### **Quality services include:**

- Ensuring Individuals have Choice, control in their lives regarding who they live and socialize with, where they work,
- Assuring effective communication
- Increasing employment
- Increasing community participation
- Ensuring ISPs are updated timely when there is a change in need
- Ensuring individuals are free from abuse, neglect and exploitation
- Ensuring people with complex needs have supports they need (Behavioral and mental health supports, adaptations in their environment so they can access what they need and want.
- Quality services that provide services that will meet their needs with dignity and respect.

This QA&I Comprehensive report summarizes the findings from the provider's self-assessment, onsite review, and interview/s with the consumers and staff.

### **QA&I Summary**

Divine Supports Services LLC, is a new provider, who was qualified on 3/8/17, to provide, Home and Community Habilitation, Respite and Companion Services. Currently, they are not providing services for any individuals. Divine supports QA&I was conducted on 10/24/17, at their office located at 3954 Stratford Road, in Drexel Hill. The QA&I on-site meeting was held with the CEO, Olufunmilayo, (Funmi) Balogun-Victor. Divine Supports does not currently have any employees other than their CEO. The Provider's Self-Assessment was submitted to ODP on 8/24/17 and to Delaware County OID/AE on 8/25/17. Divine Supports, submitted a copy of their Quality Management Plan, Restrictive Intervention Policy and the Annual Training Curriculum, on 8/23/17, which was prior to the 8/31/17, due date.

At the entrance interview, the following was discussed and a 4-page handout of the information below, including a flow chart, timeline and the website for the QA&I survey, was distributed to Funmi:

- The purpose of the QA&I process, a review of the process and the timelines
- Summary of ODP's missions and vision
- The Quality improvement priorities
- Website for the QA&I survey

### **Data Analysis and Performance Evaluation**

The exit interview was held, on 10/24/17, and the following was discussed:

- Divine supports' philosophy of providing services are person centered and focused on health and safety.
- All Divine Supports policies and procedures were very well organized and accessible for the onsite review.
- Funmi is interested in adding residential services, in the near future, so the qualification requirements for residential providers were discussed.
- The QA&I included reviewing the Provider's policies (including implementation of the policies), consumers' records, and staff training records. The following areas were reviewed:

**Policy: (Questions – 7, 8, 9, 10, 11, 12, 16, 23, 39, 43, 44, 45, 47)**

Some of the policies reviewed, need to be revised to meet all ODP's requirements. For all Policy

revisions, it is pertinent that reference be made to the QA&I guidelines and relevant source documents.

**#7 – Quality Management plan** – The policy requires some revision. The plan does not state that the plan will be updated at least every 2 years. The goals and objectives need to be relevant and applicable to Divine Supports' current situation.

**#10 – Implements a procedure to screen employees and contractors** - The policy needs to state that screenings from all 3 of the required data bases (LEIE, SAM and Medi-check) will be done for each employee, prior to hiring and monthly thereafter. Documentation of all the checks need to be maintained, including administrators.

**#16 – Annual training plan** - The training curriculum was missing one of the required trainings (Department Issued policies and procedures). The curriculum needs to be expanded to include a description of each of the required training areas. If there is a training, specific for a service, such as Nursing, please specify on the curriculum (ex: Medication Administration).

**Incident Management Policy** – The policy was reviewed and requires some revisions. Please address investigations and contracting with a certified investigator. If contracting out with a CI, it needs to be specified who that will be. Please add to the Quality Management Plan that incidents will be reviewed quarterly, according to your Incident Management plan.

**Training: (Questions – 12, 15, 17, 18, 19, 20, 34, 35)**

Currently, Divine Supports does not have any staff.

**Record Review: (Questions – 13, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 36, 37, 38, 40, 41, 42, 46, 48, 49)**

Currently, Divine Supports does not provide any services.

Appendices:

MCI tracker  
CAP