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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

*Down to Earth Community Homes, LLC.*

*11/06/2017*

## Introduction

This comprehensive report for Down to Earth Community Homes, LLC. is a compilation of the official findings from Westmoreland County's desk review, onsite review, and interviews completed during the Quality Assessment and Improvement Process. ODP's quality focus areas for this cycle include Employment, Communication, and Quality Improvement.

## QA&I Summary

On August 15, 2017, Westmoreland County notified Down to Earth Community Homes, LLC. that their organization was selected to participate in the Quality Assessment and Improvement Review through the ODP QA&I Process. Down to Earth completed their self-assessment on August 8, 2017 and submitted their supporting documents (Quality Management Plan, Restrictive Intervention Policy, and Annual Training Plan) to Westmoreland County. Westmoreland County sent Down to Earth their two-week notification letter of the individuals selected for review on October 11, 2017 and completed the desk review for the individuals in the sample. Westmoreland County and Down to Earth scheduled the onsite review for October 26, 2017 at 9:00am.

During the entrance discussion, the QA&I representative discussed with Down to Earth's administrative staff the new QA&I process as a whole, explained what to expect during the onsite review, what documentation would need to be available, and logistics of individual and staff interviews. Down to Earth discussed their mission of serving individuals with developmental disabilities and autism in a way that allows for the highest quality and most individual-centered service possible to allow individuals to continually improve their quality of life. In looking to the future, they plan to remain a smaller organization with the vision of maintaining and exceeding quality standards and allowing the administration to remain close and involved with individual's support planning.

During the exit discussion, Westmoreland County reviewed findings and explained that there were no areas of non-compliance and therefore, there was no need for a corrective action plan or remediation response. Westmoreland County highlighted areas of promising practices, in particular, the focused approach for each individual being served. Their homes were comfortable and individualized for each person's interests and needs and the staff work hard to facilitate activities within the home and community to build skills and relationships, and have fun while doing so. The organization was part of an onsite review during the cycle last year, and Westmoreland County discussed how recommendations from that time were followed up on and continued as well.

Westmoreland County reviewed three waiver records, as Down to Earth is currently serving three individuals. All three individuals and three corresponding staff were interviewed onsite in their homes. Staff training documentation was reviewed as well. The service review was for residential supports.

Down to Earth Community Homes, LLC. timely submitted their documentation throughout the QA&I process. During onsite, documentation was thorough and organized and the administrative staff worked with Westmoreland County during the visit to ensure information was easily located. They also planned the logistics of staff and individual interviews to be completed the same day based on all schedules.

### *Data Analysis and Performance Evaluation*

Down to Earth Community Homes, LLC. promotes the focus areas of the Office of Developmental Programs, including communication, quality improvement, and employment. The organization ensures individuals' communication needs are met by working with the individuals' teams to develop communication strategies and goals and training staff on the Individual Support Plans of each individual in their care. Staff implement communication goals and document progress toward increasing communication skills. This documentation demonstrated individual's making progress in becoming more verbal and utilizing picture cards and technology such as iPads. The organization emphasizes quality improvement by participating in ODP's QA&I process, following any recommendations for improvement, and working with each individual's team members. Down to Earth's administrative staff stay up to date on ODP communications and announcements and work to implement any changes or updates related to their program and services offered. Though this organization is not an employment provider, they promote employment by respecting the choices of individuals in their care, assisting toward any future employment goals they may have, and by being a supportive team member.

Westmoreland County did not discover any issues that had to be corrected while onsite or during desk review. Westmoreland County compared the organizations self-assessment and onsite results in which there were no large. The only difference involved Down to Earth listing that they had zero participants with communication plans and outcomes. This error was simply due to misunderstanding of the question, as Down to Earth does have participants with communication plans and outcomes and all was accurately documented throughout their progress notes. There were no areas of non-compliance and therefore no Corrective Action Plan or remediation response was needed.

Westmoreland County reviewed Down to Earth's Quality Management Plan during the desk review and more thoroughly with additional documentation from the organization while onsite. The organization's QM Plan reflects the mission and vision of the Office of Developmental Programs as well as ODP's focus areas. The organization developed their QM Plan during qualification in 2014, however did not begin serving any individuals until 2016. Due to the data being collected within the last year and the small organization size, Westmoreland County did suggest continued data collection on areas such as incidents and medication errors to determine if any changes to the QM Plan would need completed in the future.

Down to Earth Community Homes, LLC. provides person-centered residential services to promote the independence, choice, and success of individuals they serve. The organization continually works to improve practices to exceed standards to provide high quality services.

Appendices

The MCI Review Spreadsheet is attached to include specific data for each QA&I question. No Corrective Action Plan was needed.