
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Dr. Gertrude A. Barber Center, Inc.

December 8, 2017

Introduction

The purpose of this report is to describe the information gathered from the QA&I On Site Monitoring of Dr. Gertrude A. Barber Center, Inc. (provider). The Office of Developmental Program's (ODP) focus areas for this year's review statewide are (1) Assure Effective Communication, (2) Increase Employment and (3) Improve Quality. Assuring Effective Communication focuses on every individual having an effective way to express choice and ensure their health and safety. The individual's language preferences should be considered along with current technology. Increasing employment focuses on assisting individuals in accessing employment. Some employment strategies include informing families about employment opportunities, supporting provider transformation to employment and supporting the growth and advancement of post-secondary education programs. Improving quality focuses on planning and delivering supports that adhere to ODP's values and improving an individual's quality of life. All stakeholders must be engaged in the process of measuring how well services assist individuals in achieving an everyday life.

QA&I Summary

Dr. Gertrude A. Barber Center, Inc. submitted their Self-Assessment on July 28, 2017. The provider checklist and supporting policies (Quality Management Plan, Restrictive Intervention Policy and Annual Training Policy) were submitted to the AE on August 31, 2017. The onsite review occurred on November 20, 2017 through November 22, 2017. Ten individual's records were reviewed – three residential individuals and seven individuals who are receiving community habilitation services (In Home and Community Supports and Companion) and/or employment services. Five of the individuals receive Consolidated Waiver funding, four individuals receive Person/Family Directed Support Waiver (P/FDS) funding and one individual receives Base funding. Staff training records were reviewed – 243 new staff and 274 staff who are working with the individuals in the sample. Three interviews were conducted with individuals receiving waiver services – one in the residential program and two who receive Community Participation Supports. One staff member working with each individual was interviewed as well.

Data Analysis and Performance Evaluation

Dr. Gertrude A. Barber Center excels in providing quality services to the individuals that they serve. Through individual interviews and progress notes, it is clear that individuals are happy with the services that they receive. The individuals were happy to share the activities that they do with their staff and peers in the community. One of the individuals who receives Small Group Employment services, shared her pride in obtaining employment at Wendy's restaurant. She was excited to share her experiences with this reviewer. The individuals shared that their likes and dislikes were respected and that they feel that staff listen and understand their wants and needs. Progress notes show that there is a variety of activities that the individuals participate in and that their choices are respected.

Dr. Gertrude A. Barber Center does provide employment services and encourages individuals to pursue competitive, integrated employment. They provide transportation to consumers who participate in employment services. Dr. Gertrude A. Barber Center plans and delivers service that adheres to ODP's mission and values. They strive to improve the quality of life for individuals that they serve.

Dr. Gertrude A. Barber Center does have two areas that require remediation and improvement. The areas that require remediation fall into the Policy and Training areas. The provider's

Restrictive Intervention Policy requires an update to meet the policy requirements set forth by ODP. The other issue of non-compliance is in the area of training. A percentage of staff training records could not be located showing that staff were trained in the following areas: components of the annual training plan, the Individual Service Plan, Incident Management, how to respond to cases of health, behavioral emergencies and crises and the Emergency Disaster Response Plan. The provider believes that the staff have been trained on these policies, but the training information had not been entered at the time of review. The provider is working on a system of monitoring this and retrieving sign in sheets from residential homes, community based programs, etc. It was recommended to the provider that they continue to improve their training records documentation system to ensure that staff trainings are documented in a timely fashion.

Appendices

Corrective Action Plan

Provider QA&I MCI Review