
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Elite Staffing Services, Inc.

Date of Self-Assessment and Provider Checklist Document Submission: 7/11/17

Date of Desk Review: 7/24/17

Date of On-site Quality Assessment and Improvement Monitor: 11/8/17

In Attendance: Rosiland Lauchman: York/Adams AE

Linda Baldwin, Elite Staffing Services, Inc.

Elite Staffing Services, Inc. is qualified to provide the following services: Nursing, Home and Community, Companion and Respite to those individuals enrolled in the Consolidated and PFDS waiver programs.

The comparison of the on-site review with the provider's self-assessment demonstrated the same results with the exception of staffing numbers. There were no new staff hires for the sample pulled for this AE.

The provider is currently serving four individuals eligible to receive ID services. Two of these individuals (siblings) reside in York County and comprise the AE sample. Both individuals are total care. The individuals are authorized to receive Nursing and Companion services effective March and May of 2017 consecutively.

One sibling receives Nursing services from another authorized provider and received very minimal services from Elite Staffing (47 units) in review period.

Desk Review Results:

Provider participated in all scheduled ISP's including critical revisions to add their service to the plan. Family members were in attendance as were the individuals, SC and provider. Two staff received training in each individual's ISP prior to providing direct care services.

The provider does not provide employment services.

Neither individual in the sample have a formal communication plan and/or formal communication system. It was noted that one individual utilizes an IPAD to communicate more effectively with others.

The provider does not serve any individuals who are deaf.

There is a back-up plan written and recorded in the ISP of each individual. There were no instances of neglect due to non-implementation of the back-up plan.

There were no instances of need to replace an individual's lost or damaged property.

A report for incidents was run for the period of January 1, 2017 to June 30, 2017. There were no reports found.

Both individuals are diagnosed with depression and are prescribed medication through their primary care physician. Both individuals were receiving behavioral support services to address frustration issues but accomplished the goals established and the service was ended in March of 2017.

The provider promotes good health for both individuals.

In conversing with the Supports Coordinator, it was noted that Elite Staffing is very good to work with. They are timely and thorough when requesting documents and scheduling meetings and monitoring.

On-Site Review Results:

A review of all policy and procedure documentation was completed. The content compliancy of all required documentation was in compliance.

The Quality Management Plan was reviewed and found to be in compliance. The plan addressed focus areas of Incident Management, Service Satisfaction, Staff Attendance and Retention of Personnel. The plan is current for the 2017-2018 year. Performance measures are reviewed during clinical record reviews on a quarterly basis and reported to the professional advisory board. There are informal weekly reviews occurring with management staff, review of satisfaction surveys and review of all incident/complaint forms.

The provider utilizes an appropriate check system for all staff screenings newly hired and on an ongoing monthly basis. The provider was able to present the most current monthly check.

The annual training policy was reviewed as well as all training documents. Two staff provide direct support and both received training on the ISP's prior to working with the individuals. There were no newly hired staff included in this sample review. The staff and training records met all training requirements as outlined.

Documentation of delivery and services/supports type, scope, amount, frequency and duration was included on all progress notes and delivered as documented. All progress notes reviewed showed individuals maintaining in outcomes.

The provider is aware that they would need to contact the AE should a critical incident occur requiring a certified investigator. Elite Staffing does not currently have any staff certified for investigations.

Individual and Staff Interview Results:

A home visit was arranged with the father of the siblings receiving services from Elite Staffing. The meeting occurred on November 17th however neither sibling was able to participate in an interview at this time. The father stated that he would be willing to provide feedback.

Father informed me that Elite Staffing provide Nursing and Companion services during night shifts. Both individuals speak English and Cambodian. There are no formal communication devices. One sibling utilizes an IPAD more for entertainment than communication. Father states that there is a good relationship with Elite Staffing and good communication between himself and the organization.

Father states that the individuals are able to get out into the community however it is more difficult as time goes by and medical issues require more care. Father states that all adaptive and necessary equipment is available and in working order and states no changes are needed at this time to make the home more accessible.

Father is very satisfied with Supports Coordination services and understands the ISP process and content. He is also satisfied with the services provided by Elite Staffing but has requested more service coverage two days per week from 7:00 to 3:00. (The AE contacted Elite Staffing. They are aware of this request and are currently searching for staff to fill this request.) Choice in another agency was discussed and offered to father however father states that he does not like to change staffing once a rapport has been established between his children and staff. There is another agency providing nursing services as well and father does not want to consider another agency.

Father states that the individuals are able to make decisions and choices in their life and at times do so very strongly. If the individuals desire to be alone, they will state so. One individual has the ability to be mobile throughout the house and will go to other locations within the house if alone time is desired. The living area reflects the individuals' interests and personal items are displayed throughout the home.

Father states that he is not aware of the Life Course Framework and Tools. It was discussed and search information was provided as per the Core Sample Guidance.

Staff Interview:

Staff interviewed via telephone call on November 21, 2017 at 1430. Staff provides nursing services to one individual during the night shift. Staff is very familiar with the individual and all risk mitigations. Staff states that he is provided with a copy of the individual's ISP every three months. Staff feels that the home is well adapted to the individuals' needs and reflects the interests of the individuals. Staff also feels that all adaptive and necessary equipment to provide care is adequate.