
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Ellen A. Black;

Blair Co. Intellectual Disabilities Provider

December 14, 2017

Introduction:

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

QA&I Summary:

Blair County ID provider, Ellen A. Black was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. The provider completed the agency self-assessment on July 14, 2017 in accordance with the required time of submission. The agency onsite review portion was completed on November 15, 2017. During the provider's entrance discussion, the Administrative Entity

discussed with the provider their ongoing desire for professional self-improvement and their commitment and advocacy to see that those individuals they support receive the help that they need. During the onsite portion, 3 individual records were selected as part of the review. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review of Ellen A. Black, an exit discussion occurred highlighting areas of good performance and promising practices.

Data Analysis and Performance Evaluation

As noted during the entrance discussion, the provider continues to strive for self-improvement to better support those that receive their services. This was reflected in their quality management plan that focused on a stronger ID/DD community presence to strengthen not only person-centered practices but of the overall ID/DD support system. The provider's policies and individual records were well written and organized with no remediation need in either area. The provider's daily documentation as well as monthly progress notes reflected what the service entailed and the progress that was being made. No noted areas of remediation regarding review of required training.

Southern Alleghenies Service Management Group (Blair Co. Administrative Entity) thanks you for your cooperation and time to complete and participate in the self-assessment and on-site review portions of ODP's Quality Assessment and Improvement process. Your organization was monitored and no areas were noted for needed remediation in policy, record, or training review. Please continue your ongoing efforts to operate according to ODP's requirements and the QA&I process.

Appendices

Appendix A: Ellen A. Black – QA&I MCI Review and Score