
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Emmaus Community of Pittsburgh

October 31, 2017

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

QA&I Summary

Per ODP's requirement, Emmaus Community of Pittsburgh (Emmaus) completed and forwarded to the Administrative Entity (AE) their Self-Assessment on September 1, 2017. Additionally, as required, Emmaus submitted their Quality Management, Restrictive Procedure and Annual Staff Training policies to the AE. These policies and the completed provider Self-Assessment were reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on October 26, 2017.

Several staff and administrators of Emmaus were present for the entrance meeting which commenced at 930am. During the entrance discussion, the AE reviewed ODP's focus including Quality Management,

Employment, Communication and increased focus on Staff Training. Also noted was the change that the AEs are no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. The Emmaus administrative team shared their recent events with the AE including moving some individuals from a two-story home into a ranch style home. They also spoke about the difficulties Emmaus and other providers are experiencing in retaining quality direct support staff. Emmaus had arranged for the individual interview portion to occur sometime after 1:00 pm at Emmaus' Administrative Office which is where the On-Site review also occurred. The provider sample reviewed consisted of five individual records. The associated staff training records reviewed included forty-eight files. One individual interview was also completed.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Emmaus made available the required records as well as arranged for the one individual to be interviewed. The process advanced without delays as Emmaus was able to retrieve all additional information needed and clarify any questions as identified by the AE.

Findings:

Highlights and Provider Strengths:

- The feedback from the individual that was interviewed as part of the On-Site review was overwhelmingly positive. The individual conveyed to the AE that she is very happy with her home and her staff and gets to go out a lot to shop and eat; two activities that are important to her. She is also happy that one of her housemates is also her best friend.
- The fact that seven Emmaus employees attended the entrance and exit meeting speaks to their commitment to ODP's QA&I process.
- For the individuals receiving in home and community supports, each of their charts began with a very descriptive but brief account of the individual including useful information for the staff that work with the person. This included what staff should expect in different circumstances, how to handle difficult situations, what to say, what to avoid saying, triggers, interests and dislikes.
- Emmaus completed thorough and well-organized quarterly reviews of their reportable incidents.
- Progress notes and Quarterly reviews completed by Emmaus are detailed and comprehensive. The reviewer could gain a clear insight into how the services that were provided impacted the individuals' lives.

Areas for Corrective Action:

- **No Findings of Non-Compliance**

Suggestions for consideration of improvement:

- **Requiring staff to print their names in addition to signatures on staff training records is one suggestion the AE provided during the on-site review. This should facilitate the process of validating compliance with trainings as many signatures were difficult to decipher.**
- **During the on site review the AE questioned the provision of a service at the frequency and duration as stated in the individual's ISP. Emmaus was able to find documentation of the individual canceling some sessions. However, in order to make it easier, the AE recommends a note in the individuals' charts when a scheduled In home and community appointment is cancelled by the individual.**
- **The AE suggests that the program specialists review the ISPs in HCSIS thoroughly to ensure the information is current. One individual's ISP included outdated dietary recommendations.**

Appendices

- Emmaus Community Services QA&I Tool
- Emmaus Community Services CAP
- Emmaus Community Services MCI