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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Empowering Lives Foundation;

Blair Co. Intellectual Disabilities Provider

*December 8, 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:

Empowering Lives Foundation was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. The provider completed the agency self-assessment on August 4, 2017 in accordance with the required time of submission. The agency onsite review portion was completed on November 10,

2017. During the provider's entrance discussion, the Administrative Entity noted the provider's person-centered approach to finding community employment for those they may support. The provider has a strong commitment to community relationships and legislative change to gain more opportunities for transition age individuals and people just seeking employment to obtain jobs. The provider brings years of experience and an 'out of the box' thinking approach to ensuring people they support not only have employment but a job that reflects that person's likes and strengths. During the onsite portion, one individual record was selected as part of the review with one individual interviewed. 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 Empowering Lives Foundation, an exit discussion occurred highlighting areas of good performance, promising practices, and areas needing remediation.

#### *Data Analysis and Performance Evaluation*

The provider's policies were reviewed with three of thirteen question required remediation. It should be noted that two were involving the provider's Quality Management plan that had missing components. The plan did reflect ODP's mission and vision particularly with a focus on competitive employment for those the provider supported. Five of twenty-two questions were needing remediation regarding the review of individual records. Upon discussion with the provider, it was clear some re-education around the service documentation and billing was needed. The five questions all involved proper documentation both what was needed to reflect the daily service and support as well as a monthly summation of progress made. The provider's annual training curriculum also had some missing required components and will need updated and retrained upon. During the

course of the interview with the gentleman the provider supported, they expressed happiness with the service and support they received.

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. Please see the appendices regarding areas of remediation.

*Appendices*

Appendix A: Empowering Lives Foundation – QA&I MCI Review and Score

Appendix B: Empowering Lives Foundation – Corrective Action Plan