
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Family Care Services, Inc.

November 20, 2017

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Introduction

The purpose of the Comprehensive Report is to report on the findings in the Quality Assessment and Improvement (QA&I) Process. The report will cover the findings from the onsite, record review, and interviews, along with a summary of the performance of the agency. The process will be done through a QA&I Summary, Data Analysis and Performance evaluation. The statewide focus for this cycle's report is Community Involvement, Employment, and Communication. The interview questions are in regard to these focus areas.

QA &I Summary

Family Care Services, Inc. started the QA&I process with the submission of their Self- Assessment. The Self- Assessment was submitted on August 23, 2017. Franklin/ Fulton AE is the assigned AE and scheduled the entrance interview and onsite review for September 19, 2017. The AE started the record review on September 12, 2017. The two week notification letter was sent on September 8, 2017 with the sample and documentation needed for the onsite review. The onsite review occurred on the assigned date of September 19, 2017. There were five records reviewed and 4 out of 5 interviews scheduled. The final interview occurred on October 26, 2017. One person consistently declined the interview portion. Multiple attempts were made by the provider and she consistently declined, leaving 4 out of 5 interviews completed.

At the start of the onsite review, the provider had all documentation aligned and ready for the review. The AE had completed the record review and reviewed the policies that the provider had sent with the Self- Assessment. The exit meeting was held on November 21, 2017.

Family Care Services, Inc. disclosed in the exit interview that they would like to see the QA&I process and the IM4Q process share data. The highest satisfaction by resident type is Lifesharing; however, only 4 percent of individuals are living in Lifesharing. FCS's answer to the waiting list and to the budget shortfall is using more Lifesharing. FCS is an active member of the Lifesharing Coalition. They attend the Lifesharing Conference and Everyday Lives Conference to stay current with policy changes, ODP news, and trends. They would also like to see ODP require a CDC (Consumer Data Collection) at the same time a SIS (Supports Intensity Scale) is being completed. FCS currently recommends a CDC for all of their individuals every three years but it would allow them to sync the CDC with the SIS which is every five years. The CDC would also help support a significant life change if a Needs Level/Needs Group score needed to change.

Family Care Services, Inc. had no Corrective Action Plan and no remediation needed. The Comprehensive Report was completed and submitted at the exit interview. The exit interview items were then added to the plan and submitted to the provider and ODP on December 21, 2017.

Data Analysis and Performance Evaluations

Family Care Services, Inc. did not have any deficiencies that needed remediated or any system improvement through a Corrective Action Plan.

Their policies and procedures were accurate and included all information needed. The training plan that Family Care Services has is extensive and has both a DVD for providers to access some of the trainings as well as face to face trainings and trainings provided by outside agencies such as the HCQU. All staff and life sharing providers are trained per ODP regulations. There were also no areas of deficiencies that were noted in the record review. You can see specific questions in Appendix A:

FamilyCareServices1000006FranklinFulton2017MCI.

The three focus areas that were discussed in the interviews were Community Involvement, Employment, and Communication. For the sample individuals interviewed, Community Involvement was evident in all activities that they participated in. Individual's likes and dislikes were known by life sharers and activities were planned accordingly. An individual was quite animated that her life sharer helped her see her boyfriend outside of work hours. Activities in the community were both disability related and non-disability related. Favorites of all were going out to eat and shopping. There were no individuals in the sample who are employed. One individual does attend Occupational Services, Inc. and is happy with her current job tasks. It should be noted that Family Care Services, Inc. does transport individuals to their employment in the community if they have a job in the community. There were two individuals interviewed who do not communicate with words. Both do have some receptive language skills. In observing the interaction between the life sharer and the individual, it is clear that they do communicate to some degree with their life sharer mostly through sounds that they make and gestures. In all four interviews, the communication between the life sharer and the individual is apparent and the life sharer makes sure that things the individual likes to do are done and things that are upsetting to the individual are avoided if possible. The only area that could be improved on with this sample is communication for the two individuals who are non-verbal and communication is only with those who know the person best such as the life sharer. Communication systems have been tried in the past with little or no success in both cases.

The Provider's self- assessment and the AE review agree on all questions except questions 25 and 33. When Family Care Services, Inc. provided the "No" answer to these questions, the answer was red indicating a deficiency. These two questions were for fact finding and did not need remediated. As a result, the provider marked them "N/A" and the AE marked them as "No". The sample for the provider was different than the AE sample so the other questions that were different were due to a different sample.

Appendices

FamilyCareServices1000006FranklinFulton2017MCI: QA&I Review Results

FamilyCareServices1000006FranklinFulton2017CAP: Corrective Action Plan