
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Family Services of Western PA

12/13/2017

Table of Contents

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

In following the Quality Assessment and Improvement process set forth by the Office of Developmental Programs, a yearly self-assessment was completed by **Family Services of Western PA** and a confirmation e-mail was forwarded to and received by the assigned AE on 8/1/17. The Provider Checklist Documents were submitted before the on-site review took place. These documents, the self-assessment, MCI review and the ISPs of the individuals in the sample were included in the desk review. The On-Site review portion was scheduled and occurred on 12/5/17. During the entrance discussion, the AE reviewed ODP's focus on Quality Management, Restrictive Procedure Policy compliance and emphasis on Staff Training. Also

noted was the change that the AEs were 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 provider sample reviewed was four (4) individual records. The associated staff training records reviewed included 22 files. One individual interview was also completed.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, **Family Services of Western PA** made available all required records and arranged for the one individual to be interviewed. The process went well as **Family Services of Western PA** retrieved all additional information or clarification needed as identified by the AE.

Highlights and Provider Strengths:

- **Family Services of Western PA** records were organized and all administrative staff were very helpful in explaining the organization of the training and individual records.
- Training records from the day program were arranged per individual in folders containing pertinent information that went with the individual. It provided great flexibility for situations where staff and ratios may change and need to be restructured.
- Quality Management Plan strongly reflected goal and mission of ODP.
- One individual was interviewed by the AE as part of the QA&I process. She was quite friendly and showed great interaction skills with the AE staff and observer from DARE. Her demeanor and happiness made it quite apparent that she was satisfied with the services she receives from **Family Services of Western PA**.

Areas for Corrective Action:

- No Findings

Recommendations for system improvement:

- Increased utilization of MYODP and other communication modalities to keep current with changes through announcements, bulletins and other information systems.
- Providing more specific information contained within Day Program's progress notes that furnishes more detail to how lack of progress is being addressed.
- Providing a more in-depth peer review process that makes available more investigators for multiple reviewers and required documentation.

Appendices

- **Family Services of Western PA QA&I Tool**
- **Family Services of Western PA Corrective Action Plan (CAP)-No Findings**