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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Fayette County Community Action Agency Inc.-Maplewood Adult Day Center

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## Introduction

The Quality Assessment & Improvement Process is a way to evaluate our current service provision system and identify ways to improve it for all individuals. Our goal at the Fayette AE is to work together collaboratively with our Provider Agencies to develop and continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

## QA&I Summary

The FCCAA-Maplewood Older Adult Licensed Day Program submitted its Self-Assessment to ODP on 8.30.2017, this was an opportunity for the organization to review their activities and prepare for the On-Site visit. The Self-Assessment as well as the documentation submitted with the QA&I Provider Checklist was reviewed by the Fayette Administrative Entity (AE) and a desk review was conducted prior to the scheduling of the On-Site visit on 10.17.2017.

An Entrance Conference was held at 9:30 AM on 10.30.2017 at the Maplewood facility. Since this is a relatively new provider experiencing their first ever On-Site we took time together to review the process and discuss the ongoing collaborative effort towards quality. It was stressed that we (AE) are available for Technical Assistance not just during QA&I On-Sites, but on an ongoing basis.

Discussion regarding the Quality Management plan and reflecting local on-site improvement opportunities identified through the QA&I process as well as the applicable ISAC performance measures such as effective communication, self-direction, choice and control, health, wellness and safety promotion, developing and supporting qualified staff, supporting people with complex needs- to name a few.

Maplewood Adult Day Program has two (2) ODP funded individuals, one with a Consolidated Waiver and one Base funded. We will review both (100%) of the records. We will interview both recipients as well as two staff members who work with them. After discussion, we decided to do the interviews as the first step of the process in order to be as minimally disruptive to program operations as possible.

## Data Analysis and Performance Evaluation

- Maplewood excels in providing a welcoming, caring atmosphere with personal attention and activities throughout the day.
- In the services it provides FCCAA Maplewood is doing an excellent job in provision of choice and control in supporting older individuals across their lifespan and supporting people whose needs are more complex due to the aging process. FCCAA is a new provider who is vested in staff development and provision of quality services to the individuals they serve

- The Self-Assessment completed by FCCAA-Maplewood differed from the actual onsite in some areas, eg: Q 10, 11 and 37 Provider answered 'N/A' for questions that should have been 'Yes' simply because they had no instances of occurrence, they did however, have policies in place to address the situations should they arise. This is simply a function of being a new Provider and the manner of reading the question
- Issues discovered during the onsite centered principally on some training items, dates of some trainings not being prior to beginning work with the individual, required elements of service notes and refinement of the Quality Management Plan to make it a useful tool for continuous improvement.
- Items requiring remediation within 30 days include: Training completed for the identified areas and training documentation submitted (see CAP), new Service Note format developed and example submitted
- In terms of the QM Plan revisions. Our suggestions would be that FCCAA-Maplewood include information identified in this assessment and avail themselves of the resources available on [myODP.org](http://myODP.org) > ODP Quality Management Resources when revising their QM Plan
- Systemically the recommendations would center on training documentation and service note format

### Appendices

QA&I review results are included in the Corrective Action Plan document.