
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Fitzmaurice Community Services, Inc.

October 3, 2017

Fitzmaurice Community Services submitted their QA&I Provider Checklist, supporting documents and QA&I tool on August 31, 2017.

While on site, the review team reviewed eight consumer charts and conducted one consumer interview. Overall there were no significant findings with the self-assessment, Administrative Entity (AE) desk review and on-site review of information.

During the desk review the AE Quality Manager felt there was a need to improve the language as well as clarify the training plan contained in the Restrictive Intervention Policy. Additionally, when reviewing the Quality Management Plan, a question arose regarding the QM Plan format. Both issues were addressed with Fitzmaurice Community Services' QM Director and Certified Quality Manager. Technical assistance was provided by the AE Certified Quality Manager.

Fitzmaurice Community Services is a long established provider in the Carbon-Monroe-Pike Administrative Entity network. They are progressive and always looking to be responsive to the needs of the community and provide services with the highest quality. They are analyzing their ability to be compliant with the CMS Final Rule on Home and Community Based Services. Additionally, they are continuing to expand employment services.

Appendices

1. Fitzmaurice Community Services QA&I AE review results
2. Consumer Interview