
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Harleysville Pediatric Home Care

December 27, 2017

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Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

QA&I Summary

Harleysville Pediatric Home Care did not complete the self-assessment by the August 30 deadline and a DCAP was sent on September 8. The agency completed the self-assessment and sent it to the AE on September 15, 2017 (completed September 11, 2017). The onsite review took place on November 29, 2017. The AE staff Meagan Smolsky and Amber Wallace met with Christie Burks and Katie Kirk of Harleysville Pediatric Home Care. The AE reviewed records for 5 individuals as well as all relevant policies and procedures. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- ODP Quality Management certification training
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 480200662) were interviewed on December 13 at the individual's home by AE staff Meagan Smolsky.

Data Analysis and Performance Evaluation

Harleysville Pediatric Home Care has strong policies in place. There have been no grievances in last year, but a helpful policy is in place, should an individual or family feel the need to express a grievance. Harleysville Pediatric Home Care completes a thorough review of all incidents each quarter. Graphs are analyzed, including sub categories such as type of medication error. Staff completes thorough daily nursing notes. When needed, they assist individuals with their communication needs. Harleysville Pediatric Home Care discovered some issues of noncompliance when completing the provider assessment. Some issues were addressed prior to the AE onsite review, such as updating the quality

management plan to reflect ODP's mission, vision, and values. Questions out of compliance during the AE onsite review were:

- Q8. The Provider reviews and evaluates performance data in selecting priorities for the QMP.
- Q12. The Provider has a policy that addresses restrictive interventions.
- Q14. Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.
- Q15. If a Provider has any new hire staff, the new hire staff received training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.
- Q18. Provider staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe.
- Q19. The staff receive training on the Provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises.
- Q20. The staff receive training on the Provider's Emergency Disaster Response plan that addresses individual's safety and protection, communications and/or operational procedures.
- Q21. The Provider participates in the development of the ISP.
- Q22. The Provider documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the Individual Support Plan (ISP).
- Q24. If a progress note indicates lack of progress in achieving an outcome, the Provider progress note indicates what actions have been taken.
- Q36. The Provider implements the individual's back-up plan as specified in the ISP.
- Q39. The Provider finalizes incidents within 30 days.
- Q41. The Provider implemented the corrective action for each individual's incidents.
- Q49. The Provider promotes wellness.

Harleysville Pediatric Home Care reviews quality management data annually. More frequent, quarterly data analysis is required. The restrictive policy focuses on educating staff about the daily struggles consumers may be going through and events in their past that may be shaping their behaviors. They also conduct annual FAST (Functional Analysis Screening Tool) for all consumers, to determine the need for behavior services and potential restrictive procedures. However, additional language from ODP memo 080-12 is required. They have a strong annual training policy in place and all staff were trained on the

required annual components. Staff were not consistently trained on the ISP prior to working with an individual, the policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises, or the Emergency Disaster Response plan. This was identified in the provider's self-assessment and the provider reports inter-communication issues that they are working on resolving. The provider did not have documentation to support attendance of one the five ISP meetings for the individuals sampled.

Individuals surveyed did not consistently meet the frequency and duration specified in the ISP. The provider sent the callout logs prior to AE sending the CAP, which documented when a shift was missed due to staff callout. Follow-up actions, such as calling other staff and notifying the family, were not consistently documented. The AE also recommends more details regarding progress made towards individuals' outcomes in their ISPs and more person-centered language.

Minimal incidents occurred in the last year. One incident from May 2017 has not yet been closed. The provider is aware of this issue and has been in touch the ODP regarding how to close the incident. Documentation of the corrective actions for 2 of the 3 incidents was not available. Harleysville Pediatric Home Care conducts clear quarterly analysis of incidents across the agency, including graphs of all incidents that occur.

Harleysville Pediatric Home Care provides primarily nursing for individuals under ODP waivers and has very detailed nursing notes available for individuals served. One individual's note did not include a wellness health promotion listed in the ISP. However, notes detailing other wellness activities for this individual were readily available.

The AE is recommending Harleysville Pediatric Home Care update their Quality Management Plan to include goals and actions to train all staff on ISPs and other training expectations prior to working with individuals, improving details of progress notes and including more person-centered language in daily and monthly notes, and utilizing the frequency and duration specified in ISPs.

The staff interviewed has been working with the individual for many years. She knows the individual well and understands her medical, social, and cognitive needs, as well as her developmental history. The family expressed that she is a helpful and reliable staff. However, they continue to have difficulty maintaining staff for weekend shifts. Staff often callout or do not show up without calling. The agency is aware of this issue and has been working to resolve staffing concerns. The individual expressed that she is very happy working with her staff. The individual is supported in her communication needs and is encouraged to make many choices throughout the day.

Appendices

See CAP attached in email

See MCI Review attached in email