
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Harmony Companion Home Care LLC

November 27, 2017

Review of Findings

Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred on November 27, 2017.

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

QA&I Summary

Harmony Companion Home Care was reviewed on November 27, 2017. Only a policy and procedure review was conducted because at the beginning of the QA&I cycle the agency was not serving any consumers funded by ODP waivers or Chester County base dollars.

The provider did not submit the self-assessment by the deadline and was issued a DCAP on September 8, 2017. The provider completed the self-assessment the day the DCAP was issued. The provider should be cognizant of QA&I deadlines going forward.

The provider did not have a quality management plan that reflected ODP's mission, vision and values and this was cited as an area of non-compliance. The provider received a corrective action plan to develop and submit to Chester County AE a quality management plan that reflects ODP's mission, vision and values. This will be due to the county in 30 days.

There were no other areas of non-compliance. No record review was conducted and no interviews were conducted.

The agency has begun to serve two individuals since the beginning of the QA&I cycle. Although they were technically not required to show the reviewer training documentation, it was included in the packet they submitted to the review. Staff are being trained in the eight areas of required annual training.

The reviewer provided feedback on progress note documentation and daily logs for the substantiation of claim submission. The provider was advised that a fiscal review may be conducted by ODP in January because they do have service authorizations.

Data Analysis and Performance Evaluation

Harmony Companion Home Care LLC is a new provider that is starting out on the right foot. Staff training is prioritized and comprehensive. Quality Management activities are taking place,

but need to be documented in a way that gives the organization a cohesive quality management program.

The agency is encouraged to advocate for their consumers' needs at annual ISP meetings to ensure service delivery is consistent with the outcomes reflected in the ISP.

Appendices

- MCI tracker
- Corrective Action Plan