
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Home To Stay Inc.

January 2, 2018

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Introduction

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.

This year, the focus areas for Quality Assessment and Improvement are:

- Employment
- Quality Improvement
- Communication

QA&I Summary

Each year, all providers will complete a self-assessment tool. The tool will be submitted online and the supporting documentation will be submitted electronically to the Provider's Assigned Administrative Entity.

Every three years, providers will participate in an on-site review. The on-site review consists of a review of the following areas:

- Quality Management Plan
- Policies and procedures
- Staff training records
- Individual record review
- Staff interview
- Individual interview

The onsite review is completed by the provider's assigned AE only. The review of Home To Stay Inc. encompassed the following:

- The onsite review consisted of a sample of 3 individuals across all funding streams (2 consolidated and 1 PFDS)
- One staff was interviewed
- One individual was interviewed

Data Analysis and Performance Evaluation

During completion of the onsite review for Home To Stay Inc., the following information was noted:

- Daily documentation was detailed and gave a good picture of the services provided.
- Focus areas
 - Employment
 - Quality Improvement – good documentation of progress on QM objectives
 - Communication – Staff are aware of communication styles of individuals and what works best for each person.
- Recommendations
 - This provider serves individuals in both ODP and OLTL waivers. There is some confusion with the different requirements. My recommendation is to review requirements for both waivers and develop a better system of documenting/monitoring compliance for each waiver to ensure all requirements are met.
- Self-assessment results varied somewhat from the on-site review. There were several questions that were answered “yes” on the self-review, but these could not be substantiated during the on-site review. It is recommended that a more thorough review of the questions and guidelines is completed when doing the self-review.
- There are six items requiring remediation within 30 days – please see attached CAP for specific information.
- There are five items that fall below 86% of compliance. These items will need to include a plan to prevent recurrence, which will include changing policies/procedures to meet the requirements. Please see attached CAP for specific information.

Appendices

Attachment #1 – Corrective Action Plan