
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Interim Healthcare of Pittsburgh, Inc

10/19/2017

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

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.

QA&I Summary

Interim Healthcare, Inc submitted their Self-Assessment and forwarded it to the Administrative Entity (AE) on August 31, 2017. Additionally, as required, Superior Home Services submitted their Quality Management (QM) Plan, Restrictive Procedure/Intervention Policy and their Annual Staff Training Curriculum to the AE. These policies as well as the Self-Assessment were reviewed as part of the QA&I desk review process.

The on-site review was scheduled for and occurred on October 11, 2017. At the entrance meeting the AE explained the QA&I on-site process and what to expect for the day. ODP's focus areas of

Community Participation, Employment and Everyday lives was discussed. We discussed an increase focus on staff training, especially on the individuals' specific ISP. Interim staff had explained that they were primarily a nursing agency and were providing nursing care to children diagnosed with Intellectual Disabilities. To have a continuity of care for these individuals as they aged, Interim became qualified to provide ID services through the Federal Waiver. One individual that was in the sample has been with Interim Healthcare for over 30years (since infancy).

There were five individuals in the sample. Interim Healthcare had files organized for the AE's review. Additional individual records and staff training documentation that was needed during the on-site visit was obtained by the Interim staff in a timely manner. Staff were very friendly and accommodating to the AE. They were also readily available to answer any questions that the AE had during the on-site visit.

Data Analysis and Performance Evaluation

Interim Healthcare had arranged for the AE to interview one individual in the sample. The individual is somewhat particular with her schedule and visitors. Interim staff were in contact with the individuals mother throughout the day to keep her abreast of an expected timeframe for the AE to arrive at their house.

The individual interviewed was not really interested in interacting with the AE at first. The AE met with the individuals mother (who also provides services to the individual through Interim Healthcare). After a while the individual interacted with the AE by talking about some of her favorite things and what she did that day. At one point, she became playful with the AE, and gave her a hug. Although the individual did not answer specific questions it was apparent to the AE that she is happy with her current services.

Based on the information that the AE reviewed specific to the daily care of the individuals it was clear that the direct care staff give quality service to not only the individual but also the family members. There is a sense of "team" between the direct care worker and the family. This exemplifies true customer focus and speaks directly to the management of Interim Healthcare.

Findings

Interim Healthcare staff complete daily progress notes for each individual, these are then converted into a weekly summary (as opposed to a monthly summary progress note). The weekly note is sometimes vague in regard to the detail of the service provided. In order for the AE to get a true picture of what occurred during the review period, daily notes for each individual in the sample needed to be read. It was suggested that the information on the weekly note be expanded to include more detail.

Interim Healthcare provides services through departments/funding streams not associated with ODP/ Home and Community Based Waiver Services. Some employees do not immediately provide services to waiver recipients after being hired. Reviewing the training records, it was difficult to determine if the employee received training on the individual's ISP prior to working with and individual because the hire date was sometimes months before the ISP training date. It was suggested that the employees chart should be noted to reflect when they began working with individuals funded through the Waiver.

Interim Healthcare had two non-compliances during this review period. A corrective action plan will be required for both. Refer to the attached CAP for details.

Appendices

Interim Healthcare of Pittsburgh, Inc QA&I Tool

Interim Healthcare of Pittsburgh, Inc CAP