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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Judith Creed Homes for Adult Independence (JCHAI)

*November 16, 2017*

# Table of Contents

## 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

JCHAI completed the self-assessment and sent it to the AE on August 17, 2017. The onsite review took place on November 7, 2017. The AE staff Meagan Smolsky met with Stacy Levitan of JCHAI. The AE reviewed records for five 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:

- Service definition of In Home and Community Supports
- ODP Quality Management Training (provider is looking into scheduling)
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 110124822) were interviewed on November 7, 2017 at the provider's office by AE staff Meagan Smolsky.

## Data Analysis and Performance Evaluation

JCHAI has strong policies and procedures in place. Follow-up activities for incidents are clearly documented. They encourage individuals served to advocate for their rights, including voting and reaching out to lawmakers. Many individuals are involved in volunteering and or employment. While JCHAI is not an employment provider, they take pride in assisting their individuals with their employment needs and interests. They emphasize and encourage individuals' independence and everyday lives. JCHAI does not currently serve any individuals who are deaf or hard of hearing, but a director has completed the ODP training in order to be prepared and participate in best practices. Provider answers to the self-assessment varied where the AE found areas out of compliance. Questions found to be out of compliance were:

Q16. The Provider has an Annual training plan that meets all requirements.

Q17. The Provider and the Provider's staff completed all components of the Annual training plan as required.

Q22. The Provider documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the Individual Support Plan (ISP).

Q46. The Provider completes all health care appointments, screenings and follow-up as prescribed.

Four additional training questions were out of compliance during the onsite review. However, the provider located documentation and sent to the AE prior to AE sending the CAP. One component is missing from the annual training plan. Documents were missing for one health provider for one individual. One individual was found to have several service notes that do not meet the service definition. The AE recommended JCHAI void claims for these services. Three of the five individuals reviewed had low utilization. The AE recommends JCHAI update the Quality Management Plan to reflect a measure for utilization of services.

The individual interviewed expressed that he enjoys working with staff. He is happy and well supported by his team.

### Appendices

See CAP attached in email

See MCI Review attached in email