
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Juanita M. Seely;

Blair Co. Intellectual Disabilities Provider

November 28, 2017

Introduction:

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

QA&I Summary:

Blair County ID provider, Juanita M. Seely was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. The provider completed the agency self-assessment on August 8, 2017 in accordance with the required time of submission. Their agency onsite review portion was completed on

October 27, 2017. During the provider's entrance discussion, the Administrative Entity noted the alignment of their vision and mission statements with that of ODP's, in the desire both personally and professional through the provider's Quality Management Plan to be more person centered with an Everyday Lives approach to the services provided. During the onsite portion, 3 individual records were selected as part of the review with all 3 individuals interviewed. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review of Juanita M. Seely, an exit discussion occurred highlighting areas of good performance and promising practices.

Data Analysis and Performance Evaluation

As noted, the provider's quality management plan focused on improvement on person centered practices in order to promote better opportunities and choice in the lives of the people supported. The provider's policies and individual records were well written and organized with no remediation need in either area. The provider's daily documentation as well as monthly progress notes reflected what the service entailed and the progress that was being made. The provider was very open to any guidance and suggestions for improvement and showed a willingness to learn from any areas needing remediation. During the course of the interviews with those the provider supported, the individuals expressed happiness with the service and support they received. It was also clear that the provider cared and was invested in the lives of those supported.

Southern Alleghenies Service Management Group (Blair Co. Administrative Entity) thanks you for your cooperation and time to complete and participate in the self-assessment and on-site review portions of ODP's Quality Assessment and Improvement process. Your organization was monitored and no areas were noted for needed remediation in policy, record, or training review. Please continue your ongoing efforts to operate according to ODP's requirements and the QA&I process.

Appendices

Appendix A: Juanita M. Seely – QA&I MCI Review and Score