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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

KEON

*10/17/17*

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## Introduction

Keon was monitored on September 26 & 27, 2017 for the QA& I onsite review. The focus areas for this cycles statewide review include employment, communication and quality management however KEON is a transportation provider ONLY and of these focus areas only quality management is pertinent. The Dauphin County AE reviewers were Joy Hafer and Barb Jumper

## QA&I Summary

The onsite review included a entrance interview, record review, policy review, interview of individual and staff and exit interview. No records were reviewed since as a transportation provider daily documentation records is not required. One individual was interviewed following the onsite review.

## Data Analysis and Performance Evaluation

A number of promising practices for KEON were identified by the review team and are outlined below:

- Keon utilizes small mini vans for transport to blend in and not call attention to disability being a transportation vendor service.
- Reputation of timely pickup & drop off
- Policy to keep routes under 1 hour even in rural areas
- Looking at options for transporting wheelchair bound consumers since this is a service need expressed by stakeholders

Two (2) areas were found that will need to be remediated in the next 30 days through the Corrective Action Plan (CAP) process and are as follows

- Quality Management plan does not meet requirements as Outlined by ODP question #6. Technical assistance was provided by county QA& I trained AE staff.
- Keon had incidents that were not finalized within the 30 required window or did not take the necessary actions.

## Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.