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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

KZL Agency

*November 22, 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

Per ODP's requirement, KZL Agency completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 29, 2017. Additionally, as required, KZL Agency submitted their Quality Management, Restrictive Procedure and Annual Staff Training policies to the AE. These policies and the completed provider Self-Assessment were reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on November 15, 2017.

Three administrators of KZL Agency were in attendance for the Entrance Meeting the entrance meeting which commenced at 9:00am. During the entrance discussion, the AE reviewed ODP's focus including

Quality Improvement, Employment, Communication, Restrictive Procedure Policy compliance and increased focus on Staff Training. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. The provider arranged for the individual interview portion to occur. The provider sample reviewed was five individual records. The associated staff training records reviewed included twenty-one files. One individual interview was also completed. Technical assistance was also provided during the On-site review by the AE on the topics including information about room and board contracts and the exclusion list requirements.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, KZL made available all required records as well as arranged for the one individual to be interviewed. The process advanced without delays as KZL was able to retrieve all additional information needed and clarify any questions as identified by the AE.

### Findings:

#### Highlights and Provider Strengths:

- KZL Agency was fully prepared for the On-Site review; making available organized binders and carefully labeled agency policies and files. All three administrators were very knowledgeable of the participants they serve, the organizational flow of their charts and their agency practices. This made it easy to locate the necessary information to determine compliance with the QA&I tool.
- The feedback from the individual that was interviewed as part of the On-Site review was positive. The person was quite happy with the services he is receiving including where and with whom he lives. The individual also stated that he likes being able to choose what he does on the days he doesn't attend school.
- KZL is invested in assisting the individuals they support with achieving the goals that are important to them. As an example, one individual would like to become employed as a dump truck driver. Knowing this goal will likely take a long time to achieve has not deterred KZL from starting the process. KZL has broken the down into smaller goals. Currently, staff helps the individual to study the Pa. Driving Manual in preparation for the permit test.

#### Areas for Corrective Action:

- KZL HAS NOT BEEN FOLLOWING THEIR EXLUSION LIST POLICY AS THEY HAVE NOT BEEN SCREENING EMPLOYEES PRIOR TO HIRE.

- ONE OF TWO ROOM AND BOARD CONTRACTS WERE NON- COMPLIANT AS IT SHOWED THAT KZL HAS BEEN CHARGING AN INDIVIDUAL MORE THAN IS ALLOWED.

Suggestions for consideration of improvement:

- The AE recommended that KZL file a Misuse of Funds incident in HCSIS for charging more room and board than is permitted.
- The AE recommends that KZL look at all of their room and board contracts to make sure no other individuals are being over-charged
- Since one individual's ISP (receiving HAB services) listed both KZL Agency *and* a family member of an individual as being responsible for his Health care, the AE suggested that KZL contact the SC to have the ISP changed to reflect whomever is actually responsible for this individual's medical appointments, etc....

### Appendices

- **KZL Agency QA&I Tool**
- **KZL Agency CAP**