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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

**Life Adult Care Services**

*December 29, 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

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self- assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

The On-Site review was conducted on November 15th and 16th, 2017. During the entrance meeting the AE reviewed ODP's focus on Quality Management, Restrictive Procedure Policy compliance, and increased focus on Staff Training, as well as the reduction of self-assessment questions from the previous number of 87 to the current tool which features 49 questions. The provider was reminded of the change in QA & I cycle of On-Site reviews from once every two years, to now once every three years.

The provider shared that they now support 2 individuals. Life Adult Care Services did serve an additional individual for a two-month period, however the individual left the agency on his own accord, despite such constituting a violation of his parole. The provider is interested in filling the vacancy. The reviewer advised them to contact the OID Planning Team for technical assistance.

The AE reviewed what would be covered and when during the On-Site review and scheduled the individual interview to be done at 10:30 on the day of the review. The provider sample included 3 individual records and 13 staff training records. The individual interview was conducted as scheduled.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Life Adult Care Services provided access to all required records and arranged for the participation of one person in the individual interview. The process went smoothly and the provider attended to any questions or concerns as they arose during the process.

### Findings

Promising Practices:

- Life Adult Care Services records were well organized and complete
- Life Adult Care Services implements checks and balances to assure regulatory compliance and effective support of their individuals.
- Life Adult Care Services performs well in orienting and training staff.
- Life Adult Care Services director became a certified investigator during 2017.

Analysis of Performance:

The reviewer validated all questions per the ODP QA&I self-assessment tool. There were no citations of non-compliance based on the results of the review.

Recommendations for Quality Improvement:

The reviewer made the following recommendations:

- Take advantage of training opportunities offered by the HCQU and Allegheny County AE.
- Develop strategic plan for serving more individuals and for developing additional service offerings in supportive living and life sharing.
- Contact Allegheny AE Planning team for technical assistance in filling current vacancy and acquiring additional individuals to support.

Appendices

- Life Adult Care Services QA&I Tool
- Life Adult Care Services MCI Spreadsheet