

---

# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

---

Pennsylvania Office of Developmental Programs  
Lifesteps

*11/20/2017*

# Table of Contents

## 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 that were completed for your agency as part of ODP's QA&I Process. This report will:

- i. Highlight those areas the Provider is doing well related to person-centered services delivery and promising practices.
  - ii. Analyze performance in ODP's quality focus areas for the current QA&I cycle.
  - iii. Compare results of the desk and onsite reviews with the entity's self-assessment.
  - iv. Summarize those instances of non-compliance that were remediated during the onsite review.
  - v. Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt.
  - vi. Recommend PPRs where compliance is below established thresholds of 86%.
  - vii. 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, Lifesteps completed and forwarded their completed self-assessment to the assigned Administrative Entity (AE) on August 31, 2017. In addition, Lifesteps submitted a copy of their Quality Management Plan, Restrictive Procedure Policy, and Annual Staff Training curriculum as part of the desk review. All information submitted was compliant with the Chapter 51 Requirements.

The onsite portion of the QA&I process occurred on November 20, 21, and 29, 2017 at the Lifesteps office in Pittsburgh, PA. At the start of the onsite process, AE provided information to the provider regarding the focus of the QA&I process. More specifically, the AE explained that there has been a shift in the monitoring process from compliance to quality, with focus on promoting and achieving an Everyday Life. Additional focus is around the Information Sharing Advisory Committee (ISAC) recommendations including improving quality, employment, and communication.

As part of the QA&I process, individual face to face interviews are offered to the core sample selected to be interviewed by the AE staff. Lifesteps had nine individuals selected for their core

sample. Of the nine individuals, eight participated in the interviews. The final interview was completed on 12/20/2017.

#### Data Analysis and Performance Evaluation

During the onsite review portion of the QA&I process Lifesteps made available all the required records. All of the staff were very pleasant and knowledgeable about the participants selected. Staff were available to answer any questions that the AE had throughout the process.

#### *Provider Strengths and Highlights:*

- The individuals interviewed as part of the QA&I Process expressed that they are very satisfied with the services they receive. Each is happy with their supports, services and staff that work with them at Lifesteps.
- Lifesteps had all information for the QA&I onsite process organized and prepared for the review. It was apparent that a lot of time and energy had been spent to ensure information was readily available.
- Lifesteps continues to serve a diverse population of individuals across a variety of settings. They continue to strive to achieve ODP's missions and values throughout their residential, community participation support, employment, and behavioral support programs.

#### *Recommendations for System Improvement:*

- As an overall program, it is recommended that Lifesteps work on creating and implementing effective training protocols; including appropriate documentation and effective training timelines.
- Ensuring action is taken and documented on a progress note if an individual is lacking achievement of an outcome.
- Implementing a corrective action plan by the effective date for completed incidents.
- Creating a process to implement follow-up recommendations from the Certified Investigation Peer Review process.
- Document in daily records and progress notes the actions taken to promote wellness.

#### Appendices

Appendix A: Lifesteps, QA&I Tool

Appendix B: Lifesteps, CAP