
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

ML Supports Inc.

November 16th, December 1st and 4th, 2017

Introduction:

This report will include a review of the results from the Provider's self-assessment, AE desk review and onsite review. This report will compile all findings from the review and include analysis of Quality Improvement focus areas as well as recommendations for improvement activities.

QA&I Summary:

ML Services, Inc., completed and submitted their agency self-assessment on August 30th, 2017. ML Services, Inc., did not find any areas of non-compliance. Administrative Entity (AE) led discussion with ML Services Inc. regarding new service definitions and the new QA&I process as well as the new Provider Qualification process. There was

discussion surrounding ODP's Mission, Vision, Values and expectations for Quality Management as well. AE QA&I onsite review included the review of one individual record, review of all policies and procedures as well as a total of 8 staff records, 1 of which was a new hire. One staff person and the Supports Coordinator were interviewed. Consumer was not interviewed as this would have created an extreme amount of anxiety for him which may have resulted in extreme behaviors. ML Services had QA&I information organized and available for the AE to review. Exit discussion included conversations about increasing communication skills for those individuals that are deaf, hard of hearing or have other communication barriers as well as exploring increased opportunities for community participation.

Data Analysis and Performance Evaluation:

ML Services Inc., consists of one residential home with one individual living in the home. After several attempts to provide services to this individual in residential settings with large provider agencies, it was decided by his family to create their own agency. ML Services Inc., was developed by family so that their family member could live in his own home and have family involvement with his daily life. ML Services, Inc., does have a Quality Management Plan, however it was not updated in 2017 to reflect a new two year plan. ML Services Inc., will continue to focus on staff training and increasing communication skills for their consumer. The Quality Management Plan is reviewed on a quarterly basis and ML Services Inc., completes an overall analysis of

requirements related to incident management. ML Services Inc., has not had any reportable incidents this past year and there have not been any certified investigations needed; therefore, peer review activities were not necessary during this QA&I assessment period.

ML Services Inc., had all required policies and procedures available for AE review. ML Services also continue to implement the screening of all employees and contractors on a monthly basis to determine if they have been excluded from participation in the Medicare, Medicaid or any other federal health care program. In addition, individual required department approved room and board contracts were on file and signed.

ML Services Inc., has an annual training plan that meets all department requirements. All staff records reviewed met the criteria for annual training as well as training on all aspects of the individual ISP's. The Provider also participated in the development of the ISP. One administrative staff had completed the ODP required deaf services training. However, ML Services does not serve any individuals that are deaf or hard of hearing.

The AE reviewed documentation of service delivery and there were no issues or concerns. Progress notes were completed and focused on the individual and his accomplishments throughout the day. There were several occasions when the backup plan was utilized as written. ML Services Inc., does an excellent job of working with challenging behaviors and continues to provide quality services to the consumer.

ML Services Inc., is responsible for all health care appointments and all necessary medical care was received as recommended.

QA&I monitor interviewed one male staff and the individual's Supports Coordinator. The consumer was unable to be interviewed as this would have created extreme anxiety. The staff reported that he feels the individual is happy with his services. The consumer has many opportunities to spend time in the community. Some favorite activities include swimming, going shopping, out to eat, going to zoos and amusement parks. The individual also enjoys taking rides in the car, water parks, bowling and looking through magazines. The staff and Supports Coordinator both agreed that the consumer is happy. This consumer is not interested in employment opportunities or volunteering at this time. Both staff and Supports Coordinator were very knowledgeable on all aspects related to the individual's ISP and were able to discuss known medical issues, likes/dislikes, progress on outcomes and risk mitigation strategies.

During the QA&I on-site visit the AE found one area of non-compliance. ML Services Inc., did not have their Quality Management Plan updated to reflect the two year requirement. There were not any reportable incidents with the selected sample; therefore, there was not a need for reviewing incidents for timeliness. ML Services Inc., is a unique agency in that they service one individual who lives in a very rural community in Crawford County.

Recommendations for system improvement are to include:

- Improve communications systems for the one individual they serve
- Continue to provide quality training to all staff annually

Appendices

There was one area of non-compliance noted. A CAP (Corrective Action Plan) will be issued to ML Services Inc., to be completed and submitted to the AE within 30 days of the date the CAP is sent to the Provider.

CAP was completed and approved on 1/17/2018.

