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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Martha Forman Inc

*12/20/2017*

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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

In following the Quality Assessment and Improvement process set forth by the Office of Developmental Programs, a yearly self-assessment was completed by **Martha Forman Inc** and a confirmation e-mail was forwarded to and received by the assigned AE on 8/24/17. The Provider Checklist Documents were submitted before the on-site review took place. These documents, the self-assessment, MCI review and the ISPs of the individuals in the sample were included in the desk review. The On-Site review portion was scheduled and occurred on 12/15/17. During the entrance discussion, the AE reviewed ODP's focus on Quality Management, Restrictive Procedure Policy compliance and emphasis 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 sample reviewed was 5 individual records. The associated staff training records reviewed included 1 file. One individual interview was also completed.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, **Martha Forman Inc** made available all required records and arranged for the one individual to be interviewed. The process went well as **Martha Forman Inc** retrieved all additional information or clarification needed as identified by the AE.

Highlights and Provider Strengths:

- **Martha Forman Inc** records were organized and she were very helpful in explaining the organization of the training and individual records.
- The training records for the ISP's were within the individual's files and each highlighted the changes for the most recently approved. The review was documented clearly.
- Quality Management Plan strongly reflected goal and mission of ODP.
- One individual was interviewed by the AE as part of the QA&I process. She receives support to assist in reducing reactions to situations that interfere with daily routine, compromise safety, and hinder independence. Her conversation focused on her family, especially her twin sister. Martha Forman Inc has been assisting her for several years now and the relationship importance was apparent. She stated that she was satisfied with her services.

Areas for Corrective Action: **No Findings**

### **Recommendations for system improvement:**

- Creating a review process for the progress notes to ensure the consistency and accuracy of the dates of service.
- Implementation and filing of various types of documentation in relation to any variance and/or communication on behalf of the individuals supported.

### Appendices

- **Martha Forman Inc QA&I Tool**
- **Martha Forman Inc Corrective Action Plan (CAP)**