QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Milagre Kids School, Inc.

11/9/17

Introduction

The Office of Developmental Programs (ODP) Quality Assessment and Improvement (QA&I) process is designed to conduct a comprehensive quality management review of county programs, Administrative Entities (AE), Supports Coordination Organizations (SCO) and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders. As part of ODP's quality management strategy, the QA&I process has been designed to be comprehensive standardized and measurable. This gives providers applicable information for making decisions regarding service delivery and provides them the opportunity to make systemic changes in their organization that will improve the quality of their services.

The mission of ODP is to support Pennsylvanians with developmental disabilities achieve greater independence, choice and opportunity in their lives. This includes continuously improving an effective system of accessible services and supports that are flexible, innovative and person-centered. The QA&I process is designed to accomplish this. It is a continuous process that includes the Provider's Self- Assessment > Desk review > Onsite Review > Comprehensive Report > Corrective Action and Quality Improvement > Technical Assistance > Self- Assessment. The goal is to continuously improve the quality of services**.**

Quality services include:

- Ensuring Individuals have Choice, control in their lives regarding who they live and socialize with, where they work,
- Assuring effective communication
- Increasing employment
- Increasing community participation
- Ensuring ISPs are updated timely when there is a change in need
- Ensuring individuals are free from abuse, neglect and exploitation
- Ensuring people with complex needs have supports they need (Behavioral and mental health supports, adaptations in their environment so they can access what they need and want.
- Quality services that provide services that will meet their needs with dignity and respect.

This QA&I Comprehensive report summarizes the findings from the provider's self-assessment, onsite review, and interview/s with the consumers and staff.

QA&I Summary

Milagre Kids School is a new provider, that began providing services on 11/28/16. Milagre's CEO, Ann Tosline-Koch takes great pride in the services she provides. Milagre is currently providing, In-home and Community Supports and Behavioral Supports for 2 individuals in Delaware County. The Provider Self-Assessment and the desk review, which included a copy of the Quality Management Plan, Restrictive Intervention Policy and the Annual training curriculum, were submitted on July 24, 2017, which was prior to the 8/31/17, due date. Currently, Milagre has eight employees.

The onsite QA&I review was conducted on 10/12/17 at Milagre's facility. The entrance interview was conducted first with, Ceshia Elmore, Program Director, and later with Ann Tosline-Koch, CEO. The following was discussed and a 4-page handout of the information, including a flow chart, timeline and the website for the QA&I survey, was distributed:

- The purpose of the QA&I process, a review of the process and the timelines
- Summary of ODP's missions and vision
- The Quality improvement priorities
- Website for the QA&I survey

Both individuals receiving services, were present the day of the onsite. Interviews were attempted with the individuals; however, they were not able to respond to the questions. Two staff persons were interviewed the day of the onsite. Each staff person interviewed was interviewed with the individual, they work with. Both Staff persons had excellent rapport with the consumers and seemed to know the individuals very well. They could recall pertinent information from their ISP's. The individuals appeared very happy and content.

Data Analysis and Performance Evaluation

The exit interview was held, on the same day, 10/12/17, with Ann. The following was discussed:

- Milagre's documentation is very well organized and accessible. Their training curriculum is excellent. Milagre's priorities include, creating a safe environment by training staff in positive approaches, implementing proactive practices and providing behavioral supports. Another priority is communication, in which they work closely with the consumers, and track their progress.

- The consumers appeared happy and seemed to have a very good rapport with their staff. Staff had a great working knowledge of the consumers.

Policy: (Questions – 7, 8, 9, 10, 11, 12 ,16, 23, 39, 43, 44, 45, 47)

Providers QM plan, Incident Management Plan, and Restrictive Plan were in accordance with OPD requirements. There were no grievances filed and no incident reports for the period reviewed.

> **#10 – Implements policy for screening employees and contractors** - Milagre's policy did not reflect ODP's requirements for checking the exclusion lists. Screening checks from; Sam, Medi-check and LEIE, need to be done for all employees prior to working with individuals and monthly thereafter. Documentation of all checks need to be maintained. Milagre did screen all their staff prior to working with the consumers and every 6 weeks thereafter.
>
> Suggested corrective actions include, revising the policy accordingly and screening all employees for the current month. The revised policy and the screenings would be submitted as supporting documentation with the CAP. Milagre should also state, on the CAP, what they will do to prevent reoccurrence.

Training: (Questions – 12, 15, 17, 18, 19, 20, 34, 35)

> Trainings for 8 staff persons were reviewed. All staff trainings were completed - 100% compliance.

Record Review: (Questions – 13, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 36, 37, 38, 40, 41, 42, 46, 48, 49)

> Milagre provides services for two individuals, who are both registered with Delaware County. The review showed 100% compliance for all applicable questions.

Other attachments:
MCI tracker
CAP