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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

## **New Concepts**

*12/20/2017*

# Table of Contents

## Introduction

This is the Quality Assessment and Improvement Comprehensive Report for New Concepts. This is year one in the Quality Assessment and Improvement Process and New Concepts received an onsite review. This process is a way to continuously improve an effective system of services and supports that are flexible and person centered for the improvement of all individuals enrolled in the ODP system.

## QA&I Summary

New Concepts submitted their self-assessment on time through the ODP questionpro system. New Concepts only provides transportation-trip at this time for individuals enrolled in the ODP system. New Concepts was organized and was ready to share the requested information during the onsite review. New Concepts provided transportation to five individuals through the ID services system for the fiscal year 2016-2017. All five individuals' records were reviewed and found to be in compliance at 100%. One individual was interviewed and he was very happy with the van driver, knew the driver fairly well, and was pleased with how he gets to his day services.

## Data Analysis and Performance Evaluation

New Concepts had 100% in all areas that pertain to their service. New Concepts provided transportation trip to five individuals during the timeframe that was reviewed. New Concepts staff were well organized, having a binder specific to their transportation service. All staff information was in a separate binder for review, which made the process effortless. One individual was interviewed, and he knew his driver by name and said he was a nice person. New Concepts did not require any corrective actions.

New Concepts Quality Management Plan incorporates staff training to ensure quality transportation. They also provide quarterly observation and monitoring of their transportation drivers as well as survey the individuals utilizing the transportation trip service to ensure satisfaction.

## Appendices

- QA&I Results
- Corrective Action Plan