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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Open Hearts Home Care Service, LLC.

*November 22, 2017*

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## Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

## QA&I Summary

Open Hearts Home Care Service did not complete the self-assessment by the August 30 deadline and a DCAP was sent September 8, 2017. Open Hearts Home Care Service completed the self-assessment and sent it to the AE on September 19, 2017. The onsite review took place on November 17, 2017. The AE staff Meagan Smolsky and Lauren Foell met with Jessica Scott of Open Hearts Home Care Service. Open Hearts Home Care Service did not have authorizations at the time the sample was pulled, so no individual records were reviewed. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- QA&I Process moving forward
- ODP Quality Management Plan Certification Training
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

## Data Analysis and Performance Evaluation

Open Hearts Home Care Service has thorough, detailed policies in place. The crisis plan includes each county's crisis hotlines, in addition to staff calling 911 when needed. The restrictive policy includes trying the least restrictive intervention first and person-centered approaches. The provider reported quarterly meetings to analyze quality management. All new staff were trained on the consumers' ISPs. The provider self-assessment varied where the AE found items out of compliance:

Q7. The Provider has a Quality Management Plan (QMP) that reflects ODP's Mission, Vision and Values.

Q10. The Provider implements a policy/procedure to screen employees and contractors.

The provider has a quality management policy in place and meets quarterly to review and analyze progress. However, the needed documentation for the quality management plan is not available (outcome, target objective, performance measures, action plan). The AE recommended the ODP quality management plan template. The provider has an adequate policy in place to run exclusions. Exclusion results were not available at the time of the onsite review, but the provider sent documentation that no staff are excluded on LEIE prior to the AE sending the CAP. The provider needs to run monthly screenings under DHS Medichex and SAM as well.

No interviews were conducted because no sample was pulled (new provider).

### Appendices

See CAP attached in email

See MCI Review attached in email