
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Occupational Development Center

12/27/2017

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of Occupational Development Center which took place on November 8th, 2017 and November 28th, 2017. This report will cover an overall evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. Occupational Development Center provides vocational services and participates in small group employment. Individuals at ODC have opportunities for socialization during break times and lunch.

QA&I Summary

ODC submitted their self-assessment results on August 10, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. Discussion focused on the new QA&I process and timelines, remediation actions for areas of non-compliance, and suggestions for improvement. ODC has multiple areas of non-compliance to address. The documentation was organized and completed for each individual. A total of seven records were reviewed; three individuals with consolidated waiver, three individuals with P/FDS waiver, and one individual utilizing base funds. Four individuals were interviewed. Three individuals were satisfied with their services. One individual is looking forward to retiring.

Data Analysis and Performance Evaluation

Occupational Development Services Inc. (ODC) is a qualified provider under the 55 Pa. Code Chapter 2390 license. ODC submitted their self-assessment on August 10th. There were several variances noted during the onsite visit, mostly which relate to administrative compliances. There were a total of 8 questions that revealed areas of non-compliance which are required to be remediated.

A promising area to note is that all the individuals that were interviewed expressed satisfaction with their services and enjoy attending ODC. Although the interviews were positive regarding the health, safety, and support individuals receive; there are several administrative improvements needed to supplement the services being provided. There are two policy areas which need to be addressed. ODC has not been completing employee screenings on a monthly basis as per their policy. The other area relates to incident management. The provider indicated that they complete incident reviews on weekly basis, but there was no documentation to validate this. ODC has not been engaging in the investigation peer review process as required. Furthermore, it was discovered during the onsite that the certified investigator's certification was expired. The other areas of non-compliance are administrative in nature and relate to documentation of services rendered.

ODC completes daily notes as well as monthly progress notes, but the documentation lacks detail. While the notes may indicate what tasks are being completed, details about what tasks entail and what individuals are actually doing are missing. This is especially true for small group employment because the jobs that are being worked on are not reflected. Some notes indicated that individuals were not making progress and included an explanation as to why, but did not include what is being done to improve progress. Regarding employment supports, the daily documentation and progress notes do not reflect how the provider is supporting individuals in maintaining employment. Although, quarterly reports document this.

Remediation actions for all of the noted areas were discussed. ODC staff were receptive to the suggestions for improvement. Despite the areas of non-compliance ODC needs to address, the individuals who receive services from ODC are generally happy with the services they are receiving and tasks they are completing at ODC.

Attachments

- A. CAP- QAI Cycle 1 Year 1
- B. QAI MCI Review Cycle 1 Year 1