
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Occupational Services, Inc.

November 28, 2017

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Introduction

The purpose of the Comprehensive Report is to report on the findings in the Quality Assessment and Improvement (QA&I) Process. The report will cover not only the findings from the onsite, record review and interviews but also highlight a summary of the performance of the agency. This will be done through a QA&I Summary, Data Analysis and Performance evaluation. The statewide focus for this cycle's report is Community Involvement, Employment and Communication. The interview questions are in regard to these focus areas.

QA &I Summary

Occupational Services, Inc. started the QA&I process with the submission of their Self- Assessment. The Self-Assessment was submitted on August 18, 2017. Franklin/ Fulton AE is the Assigned AE and scheduled the entrance interview and onsite review for October 24, 2017. Occupational Services, Inc. called to reschedule due to management personnel were unavailable on that day. The onsite review was rescheduled for October 27, 2017 at 9 am. The AE started the record review on October 20, 2017. The two week notification letter was sent on October 13, 2017 with the sample and documentation needed for the onsite review. The onsite review occurred on the assigned date of October 20, 2017. There were five records reviewed and 4 out of the 5 interviews were scheduled. The final interview was not scheduled as the individual had recently moved out of state and was no longer attending Occupational Services, Inc.

At the start of the onsite review, the provider had all documentation requested and ready for the review. The AE had completed the record review and reviewed the policies that the provider had sent with the Self-Assessment. The exit meeting was held on the final day of interviews which was October 31, 2017.

During the exit interview, Occupational Services, Inc. relayed the following information. "Occupational Services, Inc. has made community involvement a core issue in its strategic planning. Of the 125+ individuals serviced daily, approximately 35-40 individuals are in the community daily and approximately 60-65 individuals have community participation weekly. At least 80% of these community experiences are paid positions. OSI has developed strong relationships with area businesses which allow for growth in community involvement which has been an important piece of our strategic planning and will continue to be a OSI moves forward". OSI has also put emphasis on developing new and varied employment opportunities within the facility over the past several years. OSI hired a Business Developer to bring in and develop new jobs. OSI opened a new facility in Chambersburg, PA which is providing additional production tasks and increased vocational opportunities to individuals. In addition, they have updated their facilities to provide a safe, clean and positive experience for individuals.

Occupational Services, Inc. had a policy deficiency that required remediation and a Corrective Action Plan. The Comprehensive Report, MCI spreadsheet and Corrective Action plan were submitted to OSI on November 28, 2017. The Remediation and Corrective Action Plan are due on December 27, 2017.

Data Analysis and Performance Evaluations

Occupational Services, Inc. had one policy that required remediation. The restrictive intervention policy was missing one criterion but there was a policy in place. Upon receiving the Quality Management Plan, it was noted that OSI was not using the ODP template for their plan. They did have a plan and it did reflect ODP's Mission, Vision and Values. The recommendation was that they use the ODP template which OSI was willing to do. A few of their policies needed updated to reflect current language such as MH/MR to MH/ID and DPW to DHS. For incident management, there were no investigated incidents in the review period but an incident came up prior to the onsite that needed investigated and OSI's Certified Investigator had resigned. As a result, there was an issue of who would investigate. OSI is waiting for the Certified Investigator Training to open to rectify this and will be training more than one staff. During the record review, it should be noted that OSI is not responsible for promoting wellness but does promote wellness by activities and special speakers that come to the facility. Specifics can be found in Appendix A:
OccupationalServiceInc100001190FranklinFulton2017MCI.

The three focus areas that were discussed in the interviews were Community Involvement, Employment and Communication. OSI utilizes the Community Participation Supports service for all individuals in the sample. The individuals in the sample varied in the amount of time spent in the community during their work hours from one person who stated that he wanted to stay at OSI and work and not go out in the community, two individuals who go out in the community part-time and the last individual who goes into the community 100% of his time. During the interviews, the individuals also stated ways that they go into the community at home also. While OSI is considered an employment provider, no one in the sample had a job that was considered Competitive Integrated Employment. At this time, most of the individuals who attend OSI use the Community Participation Supports Service and do not use Supported Employment, Small Group Employment or Advanced Supported Employment. OSI is working on this as a goal for the future. The last area is Communication. Everyone in the sample was able to communicate with words. Two of the individuals did have a speech impediment but were able to communicate their wants and needs appropriately and were willing to repeat themselves to the interviewer. The area to improve in is employment to help individuals who want to work to find jobs in the community. This is a goal in the strategic planning process at OSI and will continue to be worked on. It should be noted that some individuals do not want to work in the community and would like to stay in house to work.

The Provider's self-assessment and the AE review except in two instances. The first was the question on the restrictive intervention policy and the second is the training question. OSI selected five staff (one for each person) to answer the training questions on. The AE chose to answer the questions for all staff who worked with those individuals. As a result, the AE reviewed eight staff training records.

Appendices

OccupationalServicesInc100001190FranklinFulton2017MCI: QA&I Review Results

OccupationalServicesInc100001190FranklinFulton2017CAP: Corrective Action Plan