
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Westmoreland County Blind Association

10/24/2017

Introduction

This comprehensive report for Westmoreland County Blind Association is a compilation of the official findings from Westmoreland County Administrative Entity's desk review, onsite review, and interviews completed during the Quality Assessment and Improvement Process. ODP's quality focus areas for this cycle include Employment, Communication, and Quality Improvement.

QA&I Summary

On August 15, 2017, Westmoreland County notified Blind Association that their organization was selected to participate in the Quality Assessment and Improvement Review through the ODP QA&I Process. Blind Association completed their self-assessment on August 17, 2017 and submitted their supporting documents (Quality Management Plan, Restrictive Intervention Policy, and Annual Training Plan) to Westmoreland County on August 30, 2017. Westmoreland County sent Blind Association their two-week notification letter of the individuals selected for review on September 28, 2017 and completed the desk review for the individuals in the sample. Westmoreland County and Blind Association scheduled the onsite review for October 12, 2017 at 9:00am.

During the entrance discussion, the QA&I representative discussed with Blind Association Executive Director and the Director of Programs the new QA&I process as a whole, explained what to expect during the onsite review, what documentation the organization would need to have available for review, and logistics of individual interviews. Also discussed were changes and new requirements for the Provider Qualification Process and the Blind Association implementing the new Community Participation Support service. The Blind Association discussed their mission and vision of providing support for individuals with developmental disabilities and autism in a safe environment where they are able to work toward achieving their goals. This includes maintaining and learning new vocational skills, social skills, and communication skills. Opportunities are offered for participating in the community through learning to access and utilize community resources and make connections with community members. The Blind Association focuses on individual interests, abilities, and needs to assist participants in achieving greater independence.

During the exit discussion, Westmoreland County reviewed findings and explained that there were no areas of non-compliance as Blind Association completed remediation actions after their self-assessment, prior to Westmoreland County onsite review. Therefore, there was no need for a corrective action plan or remediation response. Westmoreland County also highlighted areas of promising practices such as the organization working to develop their Community Participation Support service through offering opportunities for individuals to go out in the community for activities and volunteering if they choose. The organization explained that individuals are offered the opportunity to participate each time an outing is scheduled and if the individual chooses not to go, Blind Association will offer again next time. This allows individuals choice and control over their schedule for the day and services they receive.

Westmoreland County reviewed five waiver records, interviewed three staff and three individuals, as well as reviewed training documentation. One individual was non-verbal and unable to participate; however, Westmoreland County observed this individual in their group setting. Another individual was not present that day. Services reviewed include Community Participation Supports (previously documented at the organization in the 2016-2017 fiscal year as Prevocational and Community Habilitation), In-Home and Community Support (previously documented at the organization in the 2016-2017 fiscal year as Home and Community Habilitation), Companion, and Transportation.

Blind Association timely submitted their documentation throughout the process, was very organized and thorough during the onsite review, and kindly noted all suggestions for improvement from Westmoreland County to implement.

Data Analysis and Performance Evaluation

The Blind Association promotes the focus areas of the Office of Developmental Programs, including employment, communication, and quality improvement. The organization promotes employment by providing a skill building environment where individuals can improve skills necessary to gain and maintain community employment. This includes a focus on developing general job skills, an awareness of workplace safety, and the social skills needed to work with others. The organization facilitates individuals working on increasing communication skills through working with individuals' support team members to develop person-centered communication strategies, if needed, and ensuring staff are trained on implementing any needed strategies. The organization focuses on quality improvement through participating in ODP's QA&I process following any recommendations for improvement and taking suggestions from each individual's team members. The Blind Association stays current on ODP Communications and Bulletins and works to implement any new changes into their daily practice, and they have also incorporated quality improvement into their Quality Management Plan to ensure on-going efforts of advancement.

Westmoreland County discovered one area that the Blind Association remediated during onsite review. Their Grievance Policy did not include a process to review any grievances annually for trends or areas of improvement. The organization revised this policy during the onsite review. There were no areas of non-compliance and therefore no Corrective Action Plan or remediation response was needed. Westmoreland County compared the Blind Association's self-assessment and onsite results. During the self-assessment, the organization determined they did not have a sufficient tracking system in place to determine if staff were trained on a participant's Individual Support Plan prior to working with the individual. This was remediated prior to Westmoreland County's onsite review and the Blind Association was able to demonstrate their tracking system, staff trained on the individuals in the sample, and their plan moving forward to ensure ISP training occurs timely.

Westmoreland County reviewed the Blind Association's Quality Management Plan during the desk review, and reviewed more thorough documentation while onsite, including data collected and quarterly reviews. The Blind Association's board recently approved their Quality Management Plan prior to onsite review, and the plan reflects the mission and vision of the Office of Developmental Programs as well as ODP's focus areas.

Westmoreland County recommended the Blind Association update their progress notes to include the new terminology from the current Consolidated and PFDS Waivers approved July 1, 2017, such as the revised service names. Some progress notes utilized included this, while others were written on the previous version of their forms. This recommendation was for consistency purposes only as the progress notes reviewed did include all required criteria.

Overall, Westmoreland County had a positive experience during the QA&I process with the Blind Association, who continues to provide quality supports to individuals with developmental disabilities and autism while promoting Everyday Lives Values in Action principles throughout their practices.

Appendices

The MCI Review Spreadsheet attached to include specific data for each QA&I question. No Corrective Action Plan was needed.