
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Pampering Plus, Inc.

December 20, 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

Pampering Plus did not complete the self-assessment by the August 30 deadline and a DCAP was sent September 8. Pampering Plus completed the self-assessment and sent it to the AE on September 12, 2017. The onsite review took place on November 20, 2017. The AE staff Meagan Smolsky and Lauren Foell met with Jocelyn Mayo of Pampering Plus. The AE reviewed records for 2 individuals as well as all relevant policies and procedures. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 800166275) were interviewed on November 21 at the individual's home by AE staff Lauren Foell.

Data Analysis and Performance Evaluation

Pampering Plus has strong policies and procedures in place. The provider meets compliance standards and also includes person-centered language surrounding caring for individuals. The individual health, behavioral emergency and crisis policy includes utilizing de-escalation strategies and debriefing with an individual following a crisis situation. No incidents have occurred in the past year, but the agency does have a certified investigator contracted available in the event an incident occurs. No grievances have been filed in the last year, but Pampering Plus has a strong policy in place, the an individual or family feel the need to express a grievance.

The agency self-assessment answers varied where the AE found questions to be out of compliance:

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

Q12. The Provider has a policy that addresses restrictive interventions.

Q14. Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.

Q17. The Provider and the Provider's staff completed all components of the Annual training plan as required.

Q18. Provider staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe.

Q19. The staff receive training on the Provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises.

Q20. The staff receive training on the Provider's Emergency Disaster Response plan that addresses individual's safety and protection, communications and/or operational procedures.

Q39. The Provider finalizes incidents within 30 days.

Pampering Plus is consistently running exclusion checks for direct care staff, but administrative staff needs to be added to the checks as well. The restrictive intervention policy is very person-centered and the agency does not allow restraints. This policy needs to include additional language surrounding non-allowable restrictions and reporting misuse of a restrictive procedure. One staff was missing updated trainings within the last year. Additionally, the annual training checklist was missing one component for all staff. Training was not provided to staff on the provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises or the provider's Emergency Disaster Response plan. One staff providing Homemaker/Chore service had no trainings. The AE found one incident from August that needs to be entered into EIM. Progress notes met compliance standards, but the AE recommends more details included in the notes.

Because there were several trainings missed, the AE recommends Pampering Plus update the Quality Management Plan to include staff trainings.

The individual interviewed expressed that he really enjoys working with his staff. The work very well together and spend a lot of time in the community. The staff member clearly knows the individual well and cares for him and his needs.

Appendices

See CAP attached in email

See MCI Review attached in email