
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Portraits of Life

October 23 & 24, 2017

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Introduction

Portraits of Life was monitored on October 23 & 24, 2017 for the QA& I onsite review. The focus areas for this cycles statewide review include employment, communication and quality management. The Dauphin County AE reviewers were Joy Hafer and Barb Jumper. We would like to thank the Portraits of Life staff for their organization of materials and cooperation throughout the QA& I review process.

QA&I Summary

The onsite review included an entrance interview, record review, policy review, interview of individual and staff and exit interview. At total of 5 records were reviewed and one individual was interviewed during the onsite review.

Data Analysis and Performance Evaluation

A number of promising practices for Portriats of Life were identified by the review team and are outlined below:

- Staff that provided support to Quinton were a good match. They had a good report, respected his wishes and desires and communicated well with him and was of similar age and had similar interests
- Case files were organized and we especially liked the way communication with the SCO was highlighted and recorded
- Policies and Procedures Manual has been updated and improved over previous reviews
- JG in the original sample is an employee of the agency and only receives transportation services through the waiver to get to work at POL

Items discovered during the review that require remediation within 30 days are as follows:

- POL received a DCAP for not completed their self review on time. They must develop a plan of action that will assure the issue will not occur in the future.
- Quality Management Plan does not meet the ODP requirement format or encompass the areas recommended by ODP and does not look at data in its development
- Incidents are still open and need to be closed in an timely fashion (#8286607, 8301220) Plan must be developed to address timely action on incident management.

- Incident #8312214 did not offer victim assistance as required to the the individual

Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.