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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Prayer and Deliverance Community Opportunities

(PADCO)

*11/16/17*

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## Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

## QA&I Summary

In following the Quality Assessment and Improvement process set forth by the Office of Developmental Programs, a yearly self-assessment was completed by **PADCO** and a confirmation e-mail was forwarded to and received by the assigned AE on 8/30/17. The Provider Checklist Documents were submitted before the on-site review took place. These documents, the self-assessment, MCI review and the ISPs of the individuals in the sample were included in the desk review. The On-Site review portion was scheduled

and occurred on 11/10/17. During the entrance discussion, the AE reviewed ODP's focus on Quality Management, Restrictive Procedure Policy compliance and emphasis on Staff Training. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. The provider sample reviewed was two (2) individual records. The associated staff training records reviewed included 2 files. One individual interview was also completed.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, **PADCO** made available all required records and provided contact information, beforehand, for a family member of the one individual to be interviewed. The process went well as **PADCO** retrieved all additional information or clarification needed as identified by the AE.

#### **Highlights and Provider Strengths:**

- Quality Management Plan strongly reflected goal and mission of ODP.
- The progress notes within the records were clear and precise.
- One individual was interviewed by the AE as part of the QA&I process. The family member of the individual stated that she is "very satisfied" with her services through **PADCO**. She discussed how well her nephew had bonded with his staff in the almost four months of service. She felt confident and assured of the quality.

#### **Areas for Corrective Action:**

- No Findings

#### **Recommendations for system improvement:**

- Creating additional training documentation requirements for ISP's that include date completed and individual signature.
- Include daily service notes along with the monthlies for the unlicensed service when presenting for review.

### Appendices

- **PADCO** - QA&I Tool
- **PADCO** - Corrective Action Plan (CAP)