
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Private Care Resources

December 1, 2017

Introduction:

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

QA&I Summary:

Private Care Resources of Blair County was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. Private Care Resources completed the agency self-assessment on August 3, 2017 in accordance with the required time of submission. Their agency onsite review portion was completed on November 2-3, 2017. During Private Care Resources entrance discussion, the

Administrative Entity (AE) noted the change in ownership of the agency and how this could bring about more opportunity and growth. Private Care Resources' desire to help all walks of life and to do so in a person-centered approach aligns with the vision and mission statements of ODP. During the onsite portion, 9 individual records were selected as part of the review with 5 individuals interviewed. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review of Private Care Resources, an exit discussion occurred with their organizational staff, highlighting areas of needed remediation and promising practices.

Data Analysis and Performance Evaluation

Review of Policy noted 5 of 13 questions needing remediation. 4 of the 5 areas of needed remediation involved incident management. Basic remediation around policy and review/analysis of data involving reportable incidents and investigations will need addressed by the provider. Review of Records noted 2 of 22 questions needing remediation. One area of remediation involved documentation involving monthly progress notes. The second area noted was documentation to reflect completion of a corrective action to a reportable incident. Review of Training noted 4 of 8 questions needing remediation. The AE acknowledged that Private Care Resources had a substantial amount of quality training on their curriculum but had missed a few required ODP trainings. This then impacted their overall score for the training review. Private Care Resources had discussed with the AE that prior to their onsite review, a need to address their overall annual training and documentation of such. These findings were reviewed with the organizational staff of Private Care Resources during their exit interview.

Areas needing remediation as a result of the onsite review portion did not align with Private Care Resources' self-assessment submission. But this could be attributed to this being the first year of the QA&I process and interpretation and differing of questions from traditional provider monitoring. The onsite review for Private Care Resources also happened during a change in ownership/leadership for the agency.

Noted area for remediation involving policy/documentation review and retraining will need to be completed within 30 days. Please refer to the appendices.

Appendices

Appendix A: Private Care Resources – QA&I MCI Review and Score

Appendix B: Private Care Resources – Corrective Action Plan