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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

(QUEST, Inc.)

*(11/14/17)*

# Table of Contents

## Introduction

QA&I is a new process by ODP designed to conduct a comprehensive quality management review of AE's, SCO's and Providers. The process is intended to follow an individual's experience throughout the system, measure progress toward implementing "Everyday Lives: Values in Action", gather timely and useable data to manage system performance and use data to manage the service delivery system with a continuous quality improvement approach. ODP's statewide focus areas for this year include employment, quality improvement and communication.

For the AE review of providers, the Comprehensive Report provides a summary of the provider's performance based on their self-assessment, AE onsite review, interviews and record reviews. The AE will note promising practices as well as areas of non-compliance and areas needing performance improvement. Specific results of the QA&I review will be outlined as well.

## QA&I Summary

QUEST submitted their self-assessment on 8/28/17, within ODP's timeframe for the first year of QA&I.

The onsite review was completed on 10/30/17 with Lebanon County AE QA&I staff meeting with QUEST's Executive Director and Quality Assurance Coordinator. The entrance discussion included a review of the new process by the AE including an overview of QA&I, process steps and timelines as well ODP's focus areas for the year. QUEST noted that their board is looking at strategic planning and possibly changing the mission statement of the organization. They noted that they do not have a vision statement. QUEST noted that with the provision of Community Participation Supports (CPS) and ODP's emphasis on community involvement and connections, that there is a recognition from the board that changes to the agency need to be made. QUEST staff noted that they have made good progress with community participation within their 2380 program but they are still struggling a bit with the 2390 program. They also noted that they have had an increase in competitive employment placements and that they just received a contract to provide food services for the local HACC which will allow QUEST participants to be involved in food prep along with promoting interactions with the HACC students. The AE agreed that this was a positive step for QUEST in providing more opportunity for work and inclusion in the community.

The QA&I consisted of an AE review of 5 records (2 Consolidated, 2 PFDS and 1 Base). Individuals reviewed receive a variety of services from QUEST including CPS (both 2380 and 2390 programs), Supported Employment – Job Support, Small Group Employment, and In-Home and Community Supports. The AE conducted one interview of an individual and their staff.

The exit discussion included a review from both the AE and QUEST as to their impressions on the new process. Both entities agreed that there is a learning curve with the changes from the previous provider monitoring process but that overall, the review went pretty smoothly. The AE emphasized the use of the Quality Management Plan as the tool to be used for improvement areas noted during the onsite as well as during the self-assessment reviews in between AE onsite reviews. QUEST was also encouraged to contact the AE's Quality Management staff for technical assistance in order to improve their current QMP. The AE also noted that although some areas of non-compliance were found, overall improvement was noted in comparison to past years where some significant issues were found during provider monitoring.

### *Data Analysis and Performance Evaluation*

Overall, QUEST was found to be compliant with most areas of the assessment. 6 areas of non-compliance were found but as noted above, this is a significant improvement from what was found several years ago during the provider monitoring process.

A promising practice for QUEST is their work towards community participation with their CPS program, particularly within their 2380 program. It was positive to hear that QUEST's board is understanding of ODP's priorities and the need to make some changes to the mission and vision of QUEST. The food services contract with HACC is another promising step towards community inclusion and minimum wage work for individuals served through QUEST.

Regarding ODP's focus areas of employment, quality improvement and communication, it appears QUEST is showing the most progress towards employment based on QUEST's statements to the AE that they have had an increase in competitive employment placements. However, QUEST does not have an employment outcome as part of their Quality Management Plan so the AE did not have specific numbers to review to confirm an increase. QUEST is using ODP's format for their QMP but they could use improvement to better reflect their efforts in some areas and also to include the focus areas of employment and communication in their plan. QUEST did not give the AE any information on how they are addressing the area of communication. QUEST was in agreement with contacting the AE's Quality Management staff for technical assistance with their QMP.

Regarding the individual interview conducted by the AE, it was found that the individual is very satisfied with their services and no health or safety issues were discovered. The individual did indicate that he is interested in employment, including the specific type of work he would enjoy. He also showed insight in letting the AE interviewer know that his mother would say no to him wanting a job. All of this information was reviewed with QUEST, along with the hope that they will follow-up with the team on this individual's interest in working in the community as well as making a team effort to address the mother's concerns and help her to become more comfortable with the idea of her son being employed.

As far as a comparison between the onsite and QUEST's self-assessment results, it appears that most of the differences may have had to do with the samples that were used by each entity. The only major contradiction was that QUEST indicated that all components of their annual training plan had been completed, but the AE found this not to be the case with one area of the plan.

There were no issues found that involved health and safety or that required immediate remediation. There were several individuals in the sample where QUEST did not have the ISP signature pages from the SCO to show QUEST staff's attendance at the meetings. There was a discussion as to how best to address this with the SCO's and QUEST was able to obtain most of the missing forms within a day of the onsite review. The non-compliance found with the one component of their annual training plan was remediated within a week of the onsite.

There were five areas found during the onsite that will require remediation within 30 days. These include Q. 21, 22, 23, 44 and 49. Please reference the MCI review spreadsheet for the specific findings of non-compliance.

Areas that fell below 86% and will require a plan to prevent recurrence include Q. 17, 21,22 and 49.

Again, overall, the AE review of QUEST found some areas needing remediation, but overall found QUEST to be compliant with most areas. The AE would encourage QUEST to continue their efforts to improve their quality of services as well as continue their progress towards ODP's mission of employment and community integration for the individuals they serve.

### Appendices

MCI Review Spreadsheet

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