
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Rover

December 11, 2017

Summary of Findings

Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred on November 13, 2017.

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

QA&I Summary

The organization was included in this review based on your MPI number. The organization submitted the provider self-assessment late and was issued a directed corrective action plan in September 2017. The self-assessment was submitted and this is noted in the corrective action plan for the onsite review. The agency did not submit required policy documents prior to the onsite review which included the agency's quality management plan, restrictive interventions plan and annual training curriculum. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures, staff training and client record review took place on November 13, 2017.

Five consumer records were chosen for review. No staff training was reviewed because the provider does not train staff on required chapter 51 trainings. No interviews were completed because the provider is only rendering a vendor transportation service.

Data Analysis and Performance Evaluation

Rover did not have a quality management plan that met regulatory requirements or reflected ODP's mission, vision and values. The provider is not reviewing performance data on a quarterly basis as required by the department. The provider is not updating the quality management plan at least once every two years.

Rover was cited for staff trainings being incomplete due to the provider not rendering any required chapter 51 trainings for drivers and aids.

It is required that staff training be remediated within 30 days.

The agency should look to focus efforts on building a strong quality management program. Rover does an excellent job of collecting data and has internal systems already built to support a comprehensive quality management plan that can be supported by all of the data that is collected on a daily basis.

Appendices

- Corrective Action Plan (CAP)
- MCI tracker