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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Shared Values

*September 22, 2017*

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## Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

## QA&I Summary

Shared Values did not complete the self-assessment by the August 30 deadline. A DCAP was sent on September 13. The agency completed the self-assessment and sent it to the AE on September 13, 2017. The onsite review took place on September 14, 2017. The AE staff Meagan Smolsky and Lauren Foell met with Shiana Sharp of Shared Values. The AE reviewed all relevant policies and procedures. Shared Values is a newly qualified agency and does not have any current authorizations. Findings were discussed at the end of the onsite review. Highlights from the entrance and exits discussions include:

- Strengths of review
- Findings of noncompliance
- How QA&I Process will be different once authorizations are obtained
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

## Data Analysis and Performance Evaluation

Shared Values has strong policies and procedures in place. All but one question were found to be in compliance. Because the agency does not have any authorizations, no records or staff trainings were reviewed. However, Shared Values has a strong annual training policy in place. The AE QA&I Process results matched the provider's self-assessment. The question out of compliance is: The Provider implements a policy/procedure to screen employees and contractors. This was discussed during the onsite review. The AE reviewed the need to run the exclusion checks monthly for the current employee (SAM, LEIE, Medichex) and this question was added to the Corrective Action Plan (CAP). The provider will respond to the CAP within 30 days. Overall, Shared Values met most compliance expectations and the plan to remediate the one issue was discussed.

Appendices

See CAP attached in email

See MCI Review attached in email