
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Suburban Transit Network, Inc (TransNet)

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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

Suburban Transit Network completed the self-assessment and sent it to the AE on September 5, 2017 (completed on August 29, 2017). The onsite review took place on December 15, 2017. The AE staff Meagan Smolsky and Lauren Foell met with Sue Kopystecki and Maria Church of Suburban Transit Network. The AE reviewed records for 9 individuals as well as all relevant policies and procedures. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- New QA&I Process and updated expectations for transportation providers
- How to access ISPs in HCSIS
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

Data Analysis and Performance Evaluation

TransNet keeps very clear records of services delivered, staff callouts, and backup plan utilization. The provider was in compliance for all record review questions. Services were consistently delivered to individuals as specified in their ISPs. TransNet management is frequently in contact with supports coordinators to ensure the units, frequency, and duration for individuals currently reflects their needs. A clear, functional process is in place when staff callout, so individuals are never left without transportation. There have been no consumer or family grievances in the last year. All incidents were finalized within the given timeframe. The provider completed their self-assessment and utilized it as an opportunity to learn about the updated expectations. In prior years, transportation providers were not required to have a formal Quality Management plan. In July 2017, TransNet developed a formal QM Plan

in response to the changes in provider requirements through QA&I process. The AE recommends transitioning this plan to the ODP format. Provider self-assessment responses varied where the AE found questions to be out of compliance:

Q8. The Provider reviews and evaluates performance data in selecting priorities for the QMP.

Q10. The Provider implements a policy/procedure to screen employees and contractors.

Q12. The Provider has a policy that addresses restrictive interventions.

Q14. Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.

Q15. If a Provider has any new hire staff, the new hire staff received training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.

Q16. The Provider has an Annual training plan that meets all requirements.

Q17. The Provider and the Provider's staff completed all components of the Annual training plan as required.

Q18. Provider staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe.

Q19. The staff receive training on the Provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises.

Q43. The Provider reviews and analyzes incidents at least quarterly.

Baseline data is present for the quality management goals, but a synopsis of data analyzed for all quality management goals each quarter is not available. The AE recommends this be completed on the ODP Quality Management Quarterly Report template. The policy for screening employees, restrictive procedures, and annual training plan are missing ODP-specific language. Staff are trained on many topics during their orientation. However, TransNet does not meet all of the requirements set by ODP for annual staff trainings. All staff were trained on the Provider's Emergency Response plan. The provider's policy/procedure on how to respond in cases of individual health, behavioral health, behavioral health emergencies and crises reflects that staff are empowered to call 911 in the event of an emergency; four staff are missing this training within the last year. TranNet currently includes staff trainings as one of their Quality Management goals. The provider is completing incident reviews every 6 months; this review needs to occur quarterly. Thorough documentation is available for all incidents, including peer reviews.

Appendices

See CAP attached in email

See MCI Review attached in email