
QUALITY ASSESSMENT AND IMPROVEMENT:
COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Senior Care

12/4/17

Introduction

The Office of Developmental Programs (ODP) Quality Assessment and Improvement (QA&I) process is designed to conduct a comprehensive quality management review of county programs, Administrative Entities (AE), Supports Coordination Organizations (SCO) and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders. As part of ODP's quality management strategy, the QA&I process has been designed to be comprehensive standardized and measurable. This gives providers applicable information for making decisions regarding service delivery and provides them the opportunity to make systemic changes in their organization that will improve the quality of their services.

The mission of ODP is to support Pennsylvanians with developmental disabilities achieve greater independence, choice, and opportunity in their lives. This includes continuously improving an effective system of accessible services and supports that are flexible, innovative, and person-centered. The QA&I process is designed to accomplish this. It is a continuous process that includes the Provider's Self- Assessment > Desk review > Onsite Review > Comprehensive Report > Corrective Action and Quality Improvement > Technical Assistance > Self- Assessment. The goal is to continuously improve the quality of services.

Quality services include:

- Ensuring Individuals have Choice, control in their lives regarding who they live and socialize with, where they work,
- Assuring effective communication
- Increasing employment
- Increasing community participation
- Ensuring ISPs are updated timely when there is a change in need
- Ensuring individuals are free from abuse, neglect, and exploitation
- Ensuring people with complex needs have supports they need (Behavioral and mental health supports, adaptations in their environment so they can access what they need and want.
- Quality services that provide services that will meet their needs with dignity and respect.

This QA&I Comprehensive report summarizes the findings from the provider's self-assessment, onsite review, and interview/s with the consumers and staff.

QA&I Summary

Senior Care is a provider, that provides services to individuals registered with the Office of Developmental Programs. Senior Care is currently providing, Licensed 2380 Day Services to five counties in the Southwest Region of Pennsylvania. The Provider Self-Assessment and the desk review, which included a copy of the Quality Management Plan, Restrictive Intervention Policy, and the Annual training curriculum, were submitted prior to the 8/31/17, due date.

The onsite QA&I review was conducted at Senior Care, Broomall, Pa. The entrance interview was conducted with, the following was discussed:

- The purpose of the QA&I process, a review of the process and the timelines
- Summary of ODP's missions and vision
- The Quality improvement priorities
- Website for the QA&I survey

An individual and a staff person who receives services from Senior Care were interviewed at the time of the onsite visit. The staff person had excellent rapport with the consumer and seemed to know the individual very well. She could recall pertinent information from the ISP. The individual appeared happy, and content with her service.

Data Analysis and Performance Evaluation

The exit interview was held, on the same day, with Senior Care staff. The following was discussed:

- Senior Care's documentation is very well organized and accessible. Documentation on individual's daily progress was excellent. Senior Care's priorities include, creating a safe environment by training staff in positive approaches and implementing proactive practices.

Policy: (Questions – 7, 8, 9, 10, 11, 12, 16, 23, 39, 43, 44, 45, 47)

Senior Care's QM plan, Incident Management Plan, and Restrictive Plan were in accordance with OPD requirements. Outstanding documentation was requested for review questions # 8, 10 and 43.

8 Senior Care did not have documentation to show that the Quality Management Plan is reviewed quarterly.

#10 Senior Care did not present a process to document that the agency conducts self-audits on their exclusion lists.

#43 Senior Care did not have documentation to show that incidents are reviewed quarterly.

Suggested corrective actions: Develop a process to ensure that the Quality Management Plan is reviewed quarterly and that the data of review is recorded. Develop a self-audit process for checking exclusion lists. Develop and ensure that incidents are reviewed quarterly and data of the review is recorded. Include the above three processes in Senior Care's Quality Management Plan and ensure that it is reviewed quarterly for implementation and updated every two years .

Training: (Questions – 12, 15, 17, 18, 19, 20, 34, 35)

Trainings for 56 staff persons were reviewed. All staff trainings were completed - 100% compliance.

Record Review: (Questions – 13, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 36, 37, 38, 40, 41, 42, 46, 48, 49)

Senior Care services were reviewed for individuals registered in Delaware County The review showed 100% compliance for all applicable questions.

Other attachments:

MCI tracker

CAP