
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Serenity Home Services, Inc

October 27, 2017

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

QA&I Summary

Per ODP's Requirement, Serenity Home Services completed and forwarded to the assigned Administrative Entity (AE) their Self- Assessment on August 9, 2017. Additionally, as required, Serenity Home Services submitted their Quality Management Plan, Restrictive Procedure and Annual Staff Training policies as part of the desk review. During the desk review of the QM plan the AE noted that it did not meet the requirements as per the Chapter 51 regulations. The QM plan was not dated and did not indicate that it will be updated every 2 years. The AE also recognized that it was not the same QM Plan that Serenity Home Service submitted during the qualification process a few months prior to the on-site.

The On-Site review portion was scheduled and occurred on October 24, 2017. During the entrance discussion, the AE reviewed ODP's focus including Community Participation, Employment and overall Quality Improvement utilizing the Quality Management Plan. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion.

Data Analysis and Performance Evaluation

As a new provider, this was the first on-site review for Serenity Home Services. The owner was very interested in the process and well prepared. She was available to answer any questions that the AE had during the review. The process was pleasant and went very smooth.

Serenity Home Services currently provides residential services to one individual. The individual had been receiving respite until recently moving in full time. The individual is deaf and communicates with some signs, gestures and written communication. During the interview process the individual could understand what questions were asked by the AE. She could answer the questions using mostly gestures or physically showing the AE what she was referring to. She was very personable and obviously very happy with her home and the staff who work with her.

Findings:

During the on-site the provider verified that she in fact sent the wrong QM Plan as part of the desk review. She presented the AE with the approved QM Plan.

The daily notes that were written for the individual are very detailed as to what occurred during each day. The detail was consistent from respite service to residential service. Through reading the notes it was apparent to the AE that there is a high standard of quality care that is set by the provider and carried out by the staff.

Serenity Home Services did not have a Department approved Room and Board Contract in place for the individual reviewed. They had calculated the amount due incorrectly. This was corrected on-site and an incident report was filed in Enterprise Incident Management (EIM).

Serenity home service had two non-compliances this review period. The first is for not implementing their policy for checking the exclusion lists for all employees. The second is regarding staff training on ODP's Webinar for serving a deaf waiver participant. Please see the attached Corrective Action Plan (CAP) for specific details.

Suggestions for considerations for improvement:

- The AE suggested that the information on individual ISP training record be expanded to include more detail specific to the ISP being reviewed.
- Serenity Home Service had put together a binder containing pictures of the common sign language signs that the individual uses and understands. This is accessible to staff as needed. The AE suggested that it be part of the routine training for staff as it would likely be very helpful.

Appendices

Serenity Home Services ODP Quality Assessment & Improvement (QA&I) Tool

Serenity Home Services Corrective Action Plan (CAP)