
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Serenity Unlimited, Inc.

412 Washington Street, Leetsdale PA 15056

Table of Contents

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 that were completed for your agency as part of ODP's QA&I Process. This report will:

- i. Highlight those areas the Provider is doing well related to person-centered services delivery and promising practices.
- ii. Analyze performance in ODP's quality focus areas for the current QA&I cycle.
- iii. Compare results of the desk and onsite reviews with the entity's self-assessment.
- iv. Summarize those instances of non-compliance that were remediated during the onsite review.
- v. Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt.
- vi. Recommend PPRs where compliance is below established thresholds of 86%.
- vii. 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 Unlimited, Inc. completed and forwarded to the assigned Administrative Entity (AE) their Self-Assessment on August 31, 2017. Additionally, as required, Serenity Unlimited, Inc. submitted their Quality Management Plan, Restrictive Procedure Policy and Annual Staff Training Curriculum as part of the desk review. These were compliant with Chapter 51 requirements. The on-site review was scheduled for 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. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. There were two individuals in the review sample.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Serenity Unlimited, Inc. made available all the required records. Serenity Unlimited, Inc. staff (Mr. Corey Pharr) obtained additional information as needed for the review. Mr. Pharr was very pleasant and knowledgeable about the individuals selected. He was available to answer any questions that the AE had throughout the process. The overall experience was positive.

Highlights and Provider Strengths:

- i. The individuals interviewed as part of the QA&I Process expressed that they are very satisfied with the service they receive. Each is happy with their activities and supports at Serenity Unlimited Inc., and likes the staff who works with them.
- ii. As Serenity Unlimited, Inc. is a small, newly formed agency, it's staff (Corey Pharr) is extremely familiar with it's clients and intimately involved. Mr. Pharr is well informed of the clients needs and contributions. This was apparent in the quality of the Progress Notes written for each encounter with the client.

Recommendations for System Improvement:

- i. Serenity Unlimited, Inc. would benefit from the incorporation of organizational strategies concerning record keeping. The client information was not located in a tabbed binder. Nor were the policies and other organizational information. The information was readily available and present. However, as the agency grows, this information will need to be kept (stored) in a more deliberate system.
- ii. Serenity Unlimited, Inc. would benefit from becoming part of the ODP (Office of Developmental Programs) ListServ. This is an email distribution from ODP which keeps it's recipients up to date with ODP news and "goings on".

Appendices

Appendix A: Serenity Unlimited, Inc., QA&I Tool

Appendix B: Serenity Unlimited, Inc., CAP