
QUALITY ASSESSMENT AND IMPROVEMENT:
COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Staffing Village Home Health Care

12/15/17

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

Staffing Village Home Health Care is a new provider, that was qualified on 7/1/17 to provide: respite care – home based; Homemaker/Chore Services; Companion Services; Registered Nurse. Currently, Staffing Village does not provide services to any consumers.

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 on 8/22/17, which was prior to the 8/31/17, due date.

The onsite QA&I review was conducted on 11/21/17 at Staffing Village Home Health Care office, located on Glenavon Road in Darby, PA. The entrance interview was held with Trinida Kollie-Jones (CEO), and Himien Jones (Quality Director).

The following was discussed and a 4-page handout of the information, including a flow chart, timeline and the website for the QA&I survey, was distributed:

- 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

Data Analysis and Performance Evaluation

The exit interview was held, on the same day, 11/21/17. The following was discussed:

- Staffing Village Home Health Care's philosophy and vision for their agency was discussed. Staffing Village embraces a person-centered philosophy. CEO, Trinida, is a Registered Nurse, whose knowledge in health care is reflected in their vision for service delivery. They are looking forward to supporting individuals with intellectual disabilities, using a comprehensive approach.

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

#7 – Quality Management Plan - The QM plan did not indicate that it will be updated at least every 2 years. Goals need to be revised to include all required criteria. A goal for Incident Management should be included - reviewing incidents quarterly and conducting peer reviews of investigations.

#10 – Implements policy for screening employees and contractors - Staffing Village Home Health Care policy did not specify that all 3 data bases must be checked (Sam, Medi-check and LEIE), for each employee prior to hire and monthly thereafter. The policy should include that the documentation from the screenings will be maintained. Although the policy needs

to be revised, all screenings, for each data base had been completed and the documentation was available for the QA&I.

#16 – Annual Training Plan - The training curriculum needs to be revised. Please explain what is “Binty Nurses” handbook. Also, medication administration is only applicable to Nursing, so please specify as the other employees are not permitted to administer medication, even if they have participated in the training. Please include a summary/description of each of the trainings.

*** Other polices that were reviewed at the QA&I and require some revision are; Health and Behavioral Emergencies, Emergency Disaster Response Plan, and Incident Management policy. The following are the suggestions for revision.

Health and Behavioral Emergencies: Pleas revise – Please differentiate between the services you will provide. If you are not providing nursing services, then you would not be consulting with your nurse. Please expand on what is a Behavioral emergency and how your staff should respond, and when they should call 911.

Emergency Disaster Response Plan for Natural Disasters: Please revise. The response was not specific for the services you will be providing.

Incident Management:

- Please specify, who in your agency is the Point Person, and the Incident Management Person.
- On page 3 – Please specify that the incidents that need to be reported in 24 hours is to be done so in EIM in HCSIS. The same needs to be done on page 6 – regarding the incidents that are reported in 72 hours.
- On page 9 (1/2 way down)– you refer to a Program Specialist – Please indicate who would be responsible at this time, since you do not have a Program Specialist.
- Page 10 – Please indicate who you will contract with for investigations.

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

Trinida and Himien, together develop the policies. There were not any training records as they do not currently have any other staff.

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)

Staffing Village Home Health Care has not yet provided services for any consumers, so there were not any records to review.