
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Staffing & Skills, Inc.

12/5/17

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 & Skills, is a new provider, that began providing services on 7/19/17. Staffing & Skills, CEO, Dr. Goodluck Omuyeh takes great pride in the services he provides. Staffing & Skills is Qualified to provide the following services: Home and Community Habilitation; Homemaker/Chore Services; Behavior Supports; Nursing (RN); Respite – Home based; Companion. 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 8/28/17, which was prior to the 8/31/17, due date. Currently, Staffing & Skills has two Direct Care Staff, who are providing services for two consumers. One consumer is registered with Bucks County and the other with Philadelphia county.

The onsite QA&I review was conducted on 11/6/17 at Staffing & Skills' office, located on Powell Lane, Upper Darby. The QA&I reviewer met with Goodluck, Staffing & Skills CEO. 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

Neither of the consumers, who are receiving services, are registered with Delaware County, which is the lead county who conducted the QA&I; therefore, the consumers' records were not reviewed and no one was interviewed.

Data Analysis and Performance Evaluation

The exit interview was held on the same day, 11/6/17, with Goodluck. The following was discussed:

- Staffing & Skills, documentation was organized and accessible. They submitted the required documentation on time.
- Staffing & Skills priorities include, providing services that ensure all the consumer's needs are met. They believe in a proactive approach to delivering services and are qualified to provide Behavior supports and Nursing services as needed.
- Staffing & Skills, have not had any incidents since they started providing services. They have also not received any grievances.

- Also, the following areas, which require remediation, were discussed:

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

#7 – Quality Management Plan - The QM plan needs to be revised so that all ODP's criteria are addressed. The person responsible must be identified, goals need to be measurable and the data that is analyzed must be identified.

#10 – Implements policy for screening employees and contractors - Staffing & Skills, policy did not reflect ODP's requirements for checking the exclusion lists. Screening checks from; Sam, Medi-check and LEIE, need to be done for all employees prior to working with individuals and monthly thereafter. Documentation of all checks need to be maintained. Staffing & Skills, did not maintain, any documentation to show that the exclusion checks were done.

Suggested corrective actions include, revising the policy accordingly and screening all employees for the current month. The revised policy and the screenings would be submitted as supporting documentation with the CAP. Staffing & Skills should also state, on the CAP, what they will do to prevent reoccurrence.

#16 – Annual Training Curriculum – The training curriculum did not have all the required trainings. (QM, Grievances, Accurate Billing and Documentation of services) The curriculum, also needs a detailed description of each of the trainings.

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

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)

Staffing & Skills, does not currently provide any services for individuals registered in Delaware County; therefore, a record review was not completed.

Other attachments:

MCI tracker

CAP