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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Supportive Living Services, Inc.

*December 4, 2017*

## Introduction

The purpose of this report is to describe the information gathered from the QA&I On Site Monitoring of Supportive Living Services, Inc. (provider). The Office of Developmental Program's (ODP) focus areas for this year's review statewide are (1) Assure Effective Communication, (2) Increase Employment and (3) Improve Quality. Assuring Effective Communication focuses on every individual having an effective way to express choice and ensure their health and safety. The individual's language preferences should be considered along with current technology. Increasing employment focuses on assisting individuals in accessing employment. Some employment strategies include informing families about employment opportunities, supporting provider transformation to employment and supporting the growth and advancement of post-secondary education programs. Improving quality focuses on planning and delivering supports that adhere to ODP's values and improving an individual's quality of life. All stakeholders must be engaged in the process of measuring how well services assist individuals in achieving an everyday life.

## QA&I Summary

Supportive Living Services submitted their Self-Assessment on August 25, 2017. The provider checklist and supporting policies (Quality Management Plan, Restrictive Intervention Policy and Annual Training Policy) were submitted to the AE on August 31, 2017. The onsite review occurred on November 14, 2017 through November 17, 2017. Eight individual's records were reviewed – four residential individuals and four individuals who are receiving community habilitation services (In Home and Community Supports and Companion). Five of the individuals receive Consolidated Waiver funding and 3 individuals receive Person/Family Directed Support Waiver (P/FDS) funding. Staff training records were reviewed – 18 new staff and 44 staff who are working with the individuals in the sample. Two interviews were conducted with individuals receiving waiver services – one in the residential program and one who receives In Home and Community Supports. One staff member working with each individual was interviewed as well.

## Data Analysis and Performance Evaluation

Supportive Living Services excels in providing quality services to the individuals that they serve. Through individual interviews and progress notes, it is clear that individuals are happy with the services that they receive. The individuals were happy to share the activities that they do with their staff and peers in the community. They stated that their likes and dislikes were respected and that they feel that staff listen and understand their wants and needs. Progress notes show that there is a variety of activities that the individuals participate in and that their choices are respected.

Supportive Living Services does not provide employment services but they do encourage individuals to pursue competitive, integrated employment. They provide transportation to consumers who participate in employment services. Supportive Living Services plans and delivers service that adheres to ODP's mission and values. They strive to improve the quality of life for individuals that they serve.

Supportive Living Services does have some areas that require remediation and improvement. The areas that require remediation fall into the Policy and Record Review areas. The performance data for the Quality Management Plan was not being reviewed quarterly. The provider has been implementing their policy/procedure to screen employees and contractors through the exclusion lists; however; it was not done monthly. No documentation could be

found for a few months of the review period. The provider had one incident out of 87 that was not finalized within 30 days and an extension was not requested. In the area of certified investigations: the peer review process to review the quality of investigations was not done quarterly, the provider did not have documentation that the follow-up recommendations from the Certified Investigation peer review process were implemented and there was an investigation completed where the investigator was not a certified incident investigator, her certification had expired. The record reviews went well. The area that requires remediation is regarding progress notes. There were progress notes where the note indicated lack of achieving an outcome, but the notes did not indicate what actions had been taken to address the lack of progress. These areas should be remediated within 30 days of discovery and a Plan to Prevent Recurrence should be developed.

It was recommended to the provider that they develop a system to ensure that Quality Management Plan Data is reviewed quarterly. The peer review process to review certified investigations could also be reviewed at the same time. It was recommended that the provider develop some alert system through their calendars to ensure that monthly staff exclusion lists are completed. The provider needs to develop a system to track their certified investigators and when their certifications need renewed. It was recommended that the provider work on documenting in the progress notes actions to take when an individual is not making progress on their goals.

### Appendices

Corrective Action Plan

Provider QA&I MCI Review