
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

TLP Assisted Living Healthcare and Training

September 22, 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, TLP Assisted Living Healthcare and Training completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 1, 2017. This Self-Assessment was reviewed by the AE as part of the desk review. Of note, the provider was recently qualified and all policies have been recently approved by this AE. The On-Site review portion was scheduled and occurred on September 21, 2017. During the entrance discussion, the AE reviewed ODP's focus including Quality Management, Restrictive Procedure Policy compliance and increased focus on Staff Training. The provider discussed the status of admitting individuals into the program. It was conveyed that the provider has been in

communication with the SC units to provide information on what TLP Assisted Living Healthcare and Training provides. There is interest in adding the service of unlicensed respite- out of home. The AE and the provider discussed this possibility. The AE outlined what would be reviewed during the On-Site. Since TLP Assisted Living Healthcare and Training is a new provider with no current authorizations, the review would only consist of the applicable policy review. There was no individual sample, associated staff training records or an individual interview.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, TLP Assisted Living Healthcare and Training provided the policy manual. This was the only documentation necessary for the review.

Findings:

Highlights and Provider Strengths:

- Theresa Poindexter, Owner and sole proprietor of TLP Assisted Living Healthcare and Training is interested in continuing to be educated in the needs, regulations and policies of serving those with intellectual disabilities. During the on-site, Ms. Poindexter discussed training needs she has including incident management and if she were to hire staff the manner she would prepare for that training.
- There is interest in opening an unlicensed respite site. Ms. Poindexter is continuing to research and learn how this can be a viable service. She will need to become qualified.

Areas for Corrective Action:

- There are no areas for Corrective Action. All policies reviewed met criteria.

Appendices

- TLP Assisted Living Healthcare and Training QA&I Tool
- TLP Assisted Living Healthcare and Training CAP
- TLP Assisted Living Healthcare and Training MCI Review