
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Taylor Maleski Homes, LLC.

10/27/2017

Introduction

This comprehensive report for Taylor Maleski Homes, LLC. is a compilation of the official findings from Westmoreland County's desk review, onsite review, and interviews completed during the Quality Assessment and Improvement Process. ODP's quality focus areas for this cycle include Employment, Communication, and Quality Improvement.

QA&I Summary

On August 15, 2017, Westmoreland County notified Taylor Maleski Homes, LLC. that their organization was selected to participate in the Quality Assessment and Improvement Review through the ODP QA&I Process. Taylor Maleski submitted their supporting documents (Quality Management Plan, Restrictive Intervention Policy, and Annual Training Plan) to Westmoreland County on August 30, 2017 and completed their self-assessment on September 20, 2017. Westmoreland County sent Taylor Maleski their two-week notification letter of the individuals selected for review on September 18, 2017 and completed the desk review for the individuals in the sample. Westmoreland County and Taylor Maleski scheduled the onsite review for October 3, 2017 at 9:00am.

During the entrance discussion, the QA&I team discussed with Taylor Maleski the new QA&I process as a whole, explained what to expect during the onsite review, what documentation would need to be available for review, and logistics of individual interviews. Taylor Maleski discussed their mission of serving individuals with developmental disabilities and autism in a supportive and person-centered environment with emphasis on the principles of Everyday Lives, advocacy, wellness, and community integration. Taylor Maleski Homes looks to promote each individuals' independence while focusing on their strengths and needs.

During the exit discussion, Westmoreland County reviewed findings and discussed timeframes of corrective action plans and remediation response. Also discussed were recommendations for Taylor Maleski Home's Quality Management Plan. Westmoreland County also highlighted areas of promising practices, in particular, the organization's person-centered approach and opportunities offered for community experiences. Taylor Maleski Homes successfully made their home comfortable to meet each individual's hobbies, interests, and needs. They offer daily opportunities for each individual, as they choose, to participate in community activities.

Westmoreland County reviewed two waiver records, as Taylor Maleski Homes is currently serving two individuals through Westmoreland County. The CEO and Supervisor were present during the onsite review. One individual was interviewed while onsite; however, the other individual was unable to be interviewed due to being at school and having communication barriers. Two staff members were interviewed, one for each individual. Staff training documentation was reviewed as well. The service review was for residential supports.

Taylor Maleski Home, LLC. was organized and thorough during the onsite review and was able to provide any documentation requested. Their individual files were organized and easy to locate all needed information. Taylor Maleski Home, LLC. also kindly noted all suggestions for improvement from Westmoreland County to implement.

Data Analysis and Performance Evaluation

Taylor Maleski Home, LLC. promoted the focus areas of the Office of Developmental Programs, including communication, quality improvement, and employment. The organization facilitated individuals' communication needs by ensuring staff are trained on Individual Support Plans and the needs and abilities of each individual in their care. The organization focused on quality improvement through participating in ODP's QA&I process by following any recommendations for improvement and taking suggestions from each individual's team members during meetings. Taylor Maleski Homes was a newly qualified provider within the last fiscal year and took the time to stay up to date on ODP communications and bulletins while implementing the changes into their policies. This organization is not an employment provider, but they promoted employment by facilitating transportation as needed for an individual in their home who is employed in the community and by being a supportive team member to help individual's reach any goals toward future employment.

Westmoreland County did not discover any issues that had to be corrected while onsite or during desk review. There were no large discrepancies between the organization's self-assessment and onsite results. Westmoreland County did issue a Corrective Action Plan for Taylor Maleski Home, LLC. for items requiring remediation within 30 days as their Restrictive Intervention Policy did not include allowable restrictive interventions, per ODP Informational Memo 080-12. Westmoreland County suggested the Corrective Action Plan include adding this information to their policy and training staff on the policy changes. Westmoreland County also informed the provider that the county has a Human Rights Committee that is available to review any individual restrictive procedure plans, should they serve anyone in need of such in the future.

Westmoreland County reviewed Taylor Maleski Home's Quality Management Plan while onsite. The organization's QM Plan reflects the mission and vision of the Office of Developmental Programs as well as ODP's focus areas. Westmoreland County did suggest continued data collection as the QM plan is still within its first two years. Due to being a newly qualified provider within the last fiscal year, the organization did not begin serving any individuals until February 2017, so data collection began at that point.

Taylor Maleski Homes, LLC. practices Everyday Lives Values throughout the structure of their residential program. The organization is participant driven, promoting wellness and community involvement, to assist individuals in achieving greater independence and reaching their goals.

Appendices

The MCI Review Spreadsheet and Corrective Action Plan are attached to include specific data for each QA&I question. The Corrective Action Plan was finalized upon Westmoreland County validating Taylor Maleski Homes, LLC.'s completion of remediating the specific area of non-compliance by the target date of 10/26/17.