
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

The Arc of Chester County

October 16, 2017

Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred from October 2, 2017 through October 12, 2017.

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

QA&I Summary

Your organization was included in this review based on your MPI number. Your organization submitted the provider self-assessment on time and submitted required policy documents prior to the onsite review which included the agency's quality management plan, restrictive interventions plan and annual training curriculum which your agency was compliant with. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures, staff training and client record review took place on the first day of the review and the interviews were completed by October 12, 2017.

Five consumer records were chosen for review and were audited for compliance. Two consumer interviews were completed, and two staff were interviewed for the purposes of assessing the consumer's satisfaction with services and staff's knowledge on the consumers they work to support.

Data Analysis and Performance Evaluation

Your organization demonstrated promising practices in the areas of quality management and providing high quality staff training that is well documented.

Incident management is handled well within the organization. There was one incident that was open for longer than 30 days with no report extension filed. This was the only area of non-compliance that was discovered during the onsite review.

No areas of non-compliance were remediated during the onsite review for your agency.

Consumer interviews were a joy to complete for the agency. One consumer is interested in broadening his resume and would like to receive competitive employment. This information was relayed to his supports coordination organization. Another consumer lives independently

and with the help of his support staff through The Arc of Chester County, he continues to lead a happy, healthy, independent life. Staff were able to discuss all aspects of their consumer's care and felt a sense of pride in being able to support individuals in living their everyday lives.

Appendices

QA&I MCI tracker

QA&I Corrective Action Plan