
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Tracy Jos Adult Day Care

12/07/2017

Table of Contents

Introduction

This purpose of this report is to provide information on the QA&I review for Tracy Jo's Adult Day Care. Included in this report is a summary of the QA&I process, highlights of discussions held during the onsite review, areas the agency excels, and any areas for improvement. Focus areas for this year's review, statewide, are areas included in "Everyday Lives: Values in Action," including the ISAC recommendations.

QA&I Summary

Tracy Jo's Adult Day Care submitted their self-assessment within the required time frame. Both the verification e-mail and documentation required on the Provider Checklist was forwarded to the Venango AE in a timely manner. The submission was complete and agency identified a lack of peer review of investigations as the only area of non-compliance.

The QA&I on site review was conducted at Tracy Jo's Adult Day Care on November 8, 2017. AE staff included Amy Aikins and Kay Koyack. Agency representatives, Tracy Jo Herman and Douglas Kauffman were in attendance. A total of five individual records, agency policy and procedures, staff training and personnel records were reviewed as part of the process. The agency was well prepared for the review with all material readily available. One individual and one staff interview was conducted as part of the QA&I process. Highlights from the entrance and exit discussions include the following:

- Agency mission and vision are well written and in line with ODP's Everyday Lives values.
- Agency's QM plan focus areas include Incident Management, ISP Implementation and Quality of programming. Tracking and analysis of data has led to program improvement.
- AE staff notes improvement by the agency in all areas of the review process as compared to previous reviews.

At the exit, the timeline for when the agency would receive the Individual Comprehensive Report and any associated Corrective Action activities was discussed.

Data Analysis and Performance Evaluation

Tracy Jo's Adult Day Care provides services and supports to individuals with complex needs. Upon review it is evident that the agency focuses on the health and wellness needs of those served. This agency also specializes in serving the older adult/ID population and is attuned with the unique needs of these individuals. Both documentation and observation verifies that staff are well trained in the areas of need specific to each person.

This agency has made marked improvement in its quality management efforts. Detailed tracking and analysis procedures have been put in place throughout the operation. Analysis has led to programmatic changes that benefit individuals and assure compliance.

In comparison to the agency's self-assessment, it was evident that the agency marked the peer review of investigations question as a No, when an NA response was needed. This agency does not have Certified Investigators and relies on county or other agency CI's to conduct any investigations. The agency attempted to access CI training this past year, but was unable to register successfully. During review two areas were identified that were not identified on the provider's self-assessment. One missing ISP signature page and one incident were not finalized within the 30 day timeframe. As both these are fall below the 86% compliance rate, in addition to a 30 day remediation, a plan to prevent reoccurrence is required.

Recommendations for improvement include completion of CI training, adherence to incident management timeframes and increased opportunities for community integration per the guidelines for the Community Participation Supports service definition.

Appendices

Tracy Jo's Adult Day Care:

- MCI Tracker
- Corrective Action Plan