
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Tri-County Support Services, LLC

November 14, 2017

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Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.

Introduction

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide information and data that have been collected during the self-assessment and the desk/onsite review of a core sample of individuals that has been selected by the assigned Administrative Entity (AE). This year's focus area included ensuring that everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

Summary of Community Links

The headquarters for Tri-County Nursing, LLC is located 426 Main St, Brockway, PA 15824. Tri-County Nursing currently has service contracts in HCSIS to support individuals registered with Cameron/Elk, Clearfield/Jefferson Administrative Entities. Tri-County Nursing was qualified to support individuals in April 2016.

As reported on the business website & brochure,

Tri-County Nursing, LLC offers quality skilled services for patients of all ages and for all types of health concerns related to a chronic disease, illness, wound care, recovery from surgery or a hospital stay. Our goal is to provide quality care to you in the comfort of your own home thus reducing hospital visits and stays.

One of our goals is to assure everyone's satisfaction with the care of their loved ones. We will strive to meet the expectations you have and will be available for any suggestions you may offer during our service period.

QA&I Summary

Tri-County Nursing completed the QA&I self-assessment in FY 17-18 which was finalized and received by the assigned AE on August 10, 2017. The assigned AE did not have any currently enrolled individuals receiving support from Tri-County Nursing at the time of the onsite review, which was conducted on October 18, 2017. Therefore, there was no review of individual and training records.

Highlights of the AE's review were:

- Staff records reviewed by the AE indicated that required ODP training had been achieved.
- Under the management of Patricia Redmond - Owner/RN and staff, Karen Harry - RN Administrator & Ashley Fridley - Administrative Assistant, the agency's Quality Management Plan is a fluid document, which is to be updated periodically as they identify new areas for concentrated efforts. As they have not served any individuals since they became qualified, the Quality Management Plan has not changed.

Data Analysis

Tri-County's self-assessment indicated complete compliance with all assessment areas. During the onsite visit, the assigned Administrative Entity met with Karen Harry - RN Administrator and Ashley Fridley – Administrative Assistant. They supplied all needed information for the review.

Results and Performance Evaluation

The results of the onsite review were shared with Karen Harry – RN Administrator and Ashley Fridley – Administrative Assistant. Only one area needed improvement. That area related to screen measures regarding MA exclusions.

All other areas were in compliance.

We briefly discussed the agencies future strategy for receiving referrals. The AE suggested they meet with the service coordinators that service the counties they wish to provide supports in.

The AE recommended Tri-County utilize myodp.org for their training needs.