
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Triad Behavior Support LLC

October 18, 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

In following the Quality Assessment and Improvement process set forth by the Office of Developmental Programs, a yearly self-assessment was completed by Triad Behavior Support Services LLC and a confirmation e-mail was forwarded to and received by the assigned AE on 8/28/17. The Provider Checklist Documents were submitted before the on-site review took place. These documents, the self-assessment, MCI review and the ISPs of the individuals in the sample were included in the desk review. The On-Site review portion was scheduled and occurred on 10/11-12/17. During the entrance discussion, the AE reviewed ODP's focus on Quality Management, Restrictive Procedure Policy compliance and emphasis on

Staff Training. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. The provider sample reviewed was *five (5)* individual records. The associated staff training records reviewed included *four (4) files*. One individual interview was also completed.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Triad Behavior Support Services LLC made available all required records and arranged for the one individual to be interviewed. The process went well as Triad Behavior Support Services LLC retrieved all additional information or clarification needed as identified by the AE.

Highlights and Provider Strengths:

- Triad Behavior Support Services LLC's records were organized and the owner was very helpful in explaining the organization of the training and individual records.
- It was evident that on-going training is occurring for Triad Behavior Support Services LLC's staff, not only for required training, but also additional staff education and development is routinely provided.
- Great utilization of MYODP and other communication modalities to keep current with changes through announcements, bulletins and other information systems.
- Quality Management Plan strongly reflected goal and mission of ODP.
- One individual was interviewed by the AE as part of the QA&I process. The individual, through a smile and a head nod, stated that she is 'very satisfied' with her services through Triad Behavior Support Services LLC.

Areas for Corrective Action:

- **Question #17:** There was 1 of 4 staff that did not complete all components of the annual training plan.
- **Question #18:** There was 1 of 4 staff that did not complete the annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe.
- **Question #20:** There was 1 of 4 staff that did not receive training on the Emergency Disaster Response plan that addresses individual's safety and protection, communications and/or operational procedures.

Recommendations for system improvement:

- Creating a review process to assure that sufficient documentation is available to show training has been completed for all staff.

- Including all required components of progress note documentation on both daily and monthly for consistency and visibility of information.

Appendices

- *Triad Behavior Support Service LLC - QA&I Tool*
- *Triad Behavior Support Services LLC - Corrective Action Plan (CAP)*