
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Venango Training and Development Center Inc.

12/29/2017

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Introduction

This purpose of this report is to provide information on the QA&I review for Venango Training and Development Center. 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

Venango Training and Development Center, Inc. (VTDC) submitted their self-assessment in a timely fashion, and submitted their results to the Administrative Entity. The onsite review visit occurred on November 30, 2018 at Venango Training and Development Center's Seneca, PA location. AE staff in attendance included Amy Aikins and Kay Koyack. Agency representatives, Colleen Stewart and Susanna Giesey were present for the onsite. The agency was well prepared for the review, with all materials available for review. Highlights from the entrance and exit discussions included the following:

- VTDC's mission and vision align with ODPs values.
- Areas of the agency's quality management plan including: community participation, increase of individuals working in community integrated employment, qualified and well trained staff, and quality improvement.

The administrative entity reviewed a total of five individual charts, and interviewed one individual and one staff. The individual interviewed indicated satisfaction with the services she receives, and had no suggestions for areas of improvement. Staff appeared to know the individual quite well, and was very knowledgeable about the individual's skills and physical limitations. During the exit, a timeline for when the agency would receive the Comprehensive Report and Corrective Action activities were discussed.

Data Analysis and Performance Evaluation

Venango Training and Development Center is striving to improve in the area community participation, as this is the expectation under the new service definition of Community Participation Supports. This includes the development of activities to promote participation, as well as training staff on documentation requirements. Agency staff are completing the ODP

modules on Community Participation. The agency reports that it is also working on improving the content of daily notes. VTDC policies were found to be organized and well written. The agency training plan is very comprehensive, and contains several areas in addition to mandatory trainings. Areas that were found to be in need of corrective action include: incident finalization within the 30 day timeframe, adherence to monthly exclusion checks for staff (five staff had some checks missing), progress note completion in supported employment, and health promotion documentation. These areas will need a 30 day remediation, as well as plans to prevent reoccurrence.

Appendices

Venango Training and Development Center:

- MCI Tracker
- Corrective Action Plan