
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Michael Weaver / WeKare;

Blair Co. Intellectual Disabilities Provider

December 6, 2017

Introduction:

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

QA&I Summary:

Blair County ID provider, Michael Weaver / WeKare was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. The provider completed the agency self-assessment on July 16, 2017 in accordance with the required time of submission. The agency onsite review portion was completed on

November 7-8, 2017. During the provider's entrance discussion, the Administrative Entity (AE) reviewed areas from last year's onsite review and noted improved policy and quality management plan. The AE commended the provider on the dedication to the service that was provided and willingness improve and grow. During the onsite portion, seven individual records were selected as part of the review with three individuals interviewed. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review and interviews, an exit discussion occurred highlighting just one area needing remediation and where improvement and quality of services was noted.

Data Analysis and Performance Evaluation

There were no areas needing remediation during review of training and policy. Documentation met the all requirements and was well organized. Of the record review only one question of twenty-two needed some remediation. This was involving the monthly progress notes which were missing some required components. It should be noted that the provider has shown improvement in this area from the previous onsite review. The provider was very open to guidance provided by the AE reviewer. Three people of the seven that the provider supported were interviewed as part of the review. All three, expressed happiness not only in their lives but with the service and support from the provider. It should be noted that the provider had also recognized a change in need for two of the gentlemen he supported and requested such in the service. In that the service needed was less habilitative and more a need to just ensure health and safety. Another example of quality of service by the provider was their request for a reduction in their service as one gentleman had shown overall improvement in his life hence requiring less support.

Southern Alleghenies Service Management Group (Blair Co. Administrative Entity) thanks you for your cooperation and time to complete and participate in the self-assessment and on-site review portions of ODP's Quality Assessment and Improvement process. Please see the appendices regarding areas of remediation.

*January 8, 2018 - Corrective Action Plan submitted by Michael Weaver on January 1, 2018 was approved by the assigned AE for Blair Co., Southern Alleghenies Service Management Group.

Appendices

Appendix A: Michael Weaver – QA&I MCI Review and Score

Appendix B: Michael Weaver – Corrective Action Plan