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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Western Pennsylvania Search and Rescue Development

*December 13, 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

Per ODP's requirement, Western Pennsylvania Search and Rescue Development (WPSARDC) completed and forwarded to the Administrative Entity (AE) their Self-Assessment on July 19, 2017. Additionally, as required, WPSARDC submitted their Quality Management, Restrictive Procedure and Annual Staff Training policies to the AE. These policies and the completed provider Self-Assessment were reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on December 12, 2017.

One administrator of WPSARDC was present for the entrance meeting which commenced at 9:30am. During the entrance discussion, the AE reviewed ODP's focus including Communication,

Community Participation Supports and increased focus on Staff Training. Also noted was the change that 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 arranged for the individual interview portion to occur at The Barber Institute, the individual's ATF, after the review was completed at WPSARDC's office. The provider sample reviewed was one individual record. The associated staff training records reviewed included one file. One individual interview was completed.

During the On-Site review, Technical Assistance was provided by the AE on several topics including documentation of staff training, outcomes and monthly progress notes, explaining how the AE office is structured and whom to contact for specific questions.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, WPSARDC made available all required records as well as arranged for the one individual to be interviewed. The process advanced without delays as WPSARDC was able to retrieve all additional information needed and clarify any questions as identified by the AE.

### **Findings:**

Highlights and Provider Strengths:

- WPSARDC was fully prepared for the On-Site review with organized binders and folders. The WPSARDC administrator was very knowledgeable of the participant they serve, the organizational flow of their charts and their agency practices. This made it easy to locate the necessary information to determine compliance with the QA&I tool.
- Although the participant that was interviewed did not want to answer any questions, the program specialist at The Barber Institute spoke highly of the WPSARDC staff person that works with the participant. She stated that the participant is always extremely happy to see his staff from WPSARDC when he picks him up from the ATF.
- The administrator of WPSARDC was receptive to all suggestions and eager to learn how to improve the agency's delivery and documentation of the services provided. Additionally, WPSARDC will be relocating next month in order to accommodate more participants and to expand the number of services they provide.

Areas for Corrective Action:

- **Question #7: The Provider has a Quality Management Plan (QMP) that reflects ODP's Mission, Vision and Values.**

WPSARDC Quality Management plan does not include all needed components including the target objectives to support each goal, the performance measures, the data source, actions to be taken to meet target objectives and the statement that the QMP will be updated every 2 years.

- **If a Provider has any new hire staff, the new hire staff received training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.**

Records did not show that staff was trained on the ISP prior to working with the individual.

- **Question #22: The Provider documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the Individual Support Plan (ISP).**

WPSARDC has not been completing monthly progress notes.

Suggestions for consideration of improvement:

- In order to make it easier to locate, the AE recommends WPSARDC keep a copy of the exclusion list checks that are completed prior to hire in each staff person's file.
- The AE suggests WPSARDC become more familiar with the monthly progress note requirement per the Chapter 51 regulations and provided WPSARDC with a copy of the template created by ODP including the instructions on usage.
- The AE also suggests WPSARDC work with the Supports Coordinator to create measurable outcomes for the participant they serve.

Appendices

- Western Pa. Search and Rescue Development QA&I Tool
- Western Pa. Search and Rescue Development CAP