
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

YWCA of Bradford

12/14/2017

Table of Contents

Introduction

YWCA provides In-home community supports services. They promote the Every Day Lives concept and work with individuals to develop and design individual services for those living independently in the community.

QA&I Summary

The YWCA is providing services to twenty eight individuals for the fiscal year 2016 / 2017. A total of five records were reviewed. One face to face individual and staff interview. The individual interviewed is very satisfied with her services. She enjoys working with the staff and is able to get her needs met through their service. She was very appreciative of their assistance.

Data Analysis and Performance Evaluation

In completing the review it is to be noted that this provider did very well. While providing services to individuals with complex needs, the YWCA promotes Everyday lives philosophy of choice , control, and self-direction. They promote health, wellness, and safety.

In completing the record review for the YWCA the following information should be considered for inclusion:

- They provide services to individuals with complex needs. The YWCA has done very well listening to the wants and needs of the individuals and while respecting those choices, provide services that fit the individual's needs. They work with some individuals that have some very complex difficult, behavioral and physical health, needs and are able to meet the provider requirements and still satisfy the individual's needs while maintaining health and safety.
- The YWCA is working on three performance areas this cycle. They are working on Improving Quality through improving their knowledge and use of reportable incidents. They are working on simplifying the system through monitoring closely their utilization of service units. They are also working on promoting self-direction, choice and control through satisfaction surveys with individuals receiving services.
- The YWCA has grown over this past fiscal year and are now providing services to some individuals requiring one on one direct service. They provide Community Services to everyone and have been Innovative in Developing a Service Plan to meet individual needs in the community so that the individual can remain living independent in the community and maintain independence. The YWCA provides intense training for staff and has weekly meetings with staff to ensure quality performance providing health wellness and safety while delivering services to the individuals.

- The YWCA selected five records to complete their self-assessment. The county selected five records to complete their assessment. Both sets of records separate selected individuals. In comparison of both assessments, the results were very similar.
- One record was billed over the frequency and duration of the ISP for two week period. Provider adjusted the units over billed. This was corrected before the on-site was completed by the county.
- No items require remediation within 30 days.

Appendices

YWCA had no areas of non-compliance. They have performed above and beyond requirements in providing services to an array of individuals in the community providing health and safety while promoting Every Day Lives.