
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Zephyr Intellectual Services

November 30, 2017

Introduction

The purpose of this report is to describe the information gathered from the QA&I On Site Monitoring of Zephyr Intellectual Services (provider). The Office of Developmental Program's (ODP) focus areas for this year's review statewide are (1) Assure Effective Communication, (2) Increase Employment and (3) Improve Quality. Assuring Effective Communication focuses on every individual having an effective way to express choice and ensure their health and safety. The individual's language preferences should be considered along with current technology. Increasing employment focuses on assisting individuals in accessing employment. Some employment strategies include informing families about employment opportunities, supporting provider transformation to employment and supporting the growth and advancement of post-secondary education programs. Improving quality focuses on planning and delivering supports that adhere to ODP's values and improving an individual's quality of life. All stakeholders must be engaged in the process of measuring how well services assist individuals in achieving an everyday life.

QA&I Summary

Zephyr Intellectual Services submitted their Self-Assessment on July 1, 2017. The provider checklist and supporting policies (Quality Management Plan, Restrictive Intervention Policy and Annual Training Policy) were submitted to the AE on August 19, 2017. The onsite review occurred on November 8, 2017. The onsite review went well. Zephyr Intellectual Services was qualified as an ODP provider in January 2017. They are not serving any ODP consumers at this time. The provider is qualified to deliver the following services: Community Participation Supports, In Home and Community Supports and Respite. They are looking to provide employment services in the future. There were no individual records to review and only one staff is currently employed by the agency.

Data Analysis and Performance Evaluation

Zephyr Intellectual Services is not serving any individuals currently. They were qualified in January 2017. This provider is actively pursuing recruiting individuals to serve. They are active in provider meetings that are scheduled with the Erie County AE. The provider's policies and procedures are well written and reflect ODP's mission and values. There were no areas of non-compliance regarding policies or procedures. The onsite and self-assessment results were consistent except in the area of staff training. The self-assessment tool stated that the one provider staff was trained in the annual training plan and polices; however, at onsite, training sign in sheets were not available. This issue could not be remediated at the onsite. A Corrective Action Plan was issued and these training issues should be remediated within 30 days of the receipt of the Corrective Action Plan.

The AE did not identify any major areas of system improvement (except the staff training issue). Zephyr Intellectual Services has a good understanding of ODP's mission and values. They are focusing on providing community services to increase individuals' access to the community. Zephyr Intellectual Services is looking to add employment services in the future and will strive to assist individuals in securing paid employment opportunities. The provider now understands that the one administrative staff should have documentation that she needs training records/sign in sheets when she completes a training. It is recommended that the provider develop a documentation system to track trainings and develop sign in sheets along with a description of the training.

Appendices

Corrective Action Plan

Provider QA&I MCI Review