
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

AHEDD

November 3, 2017

Remediated Report 12/6/2017

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Introduction

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. ODP's focus areas for this year's review are Employment, Quality Improvement and Communication.

The comprehensive report is a packet of information compiled from your agency's self-assessment, desk reviews, individual interviews and an onsite review. AHEDD was reviewed on September 22, 2017 and 3 individuals receiving services were interviewed on September 21, October 17, and November 2, 2017. This report includes findings from your agency's review along with the MCI tracker.

QA&I Summary

AHEDD is currently delivering employment services/supports for a number Bucks County individuals receiving ID services/supports through ODP. They have developed all required policies and have a training curriculum in place.

AHEDD submitted their self-assessment on 8/31/2017.

Entrance interview discussion involved ODP's statewide focus areas for this year, QA&I timelines, and recommendation that they agency review ODP's Quality Management Certification training. Exit interview discussion involved ensuring frequency and duration written in ISP correlates with services rendered, recorded documentation of information discussed with Supports Coordinators, and that the Self-Assessment for 2018 will be due 7/1-7/31/18.

Review Process Summary: Five (5) Bucks County individual's records were reviewed and three (3) Bucks County individuals were interviewed. All 3 individuals currently have employment that AHEDD assisted in securing. All individuals expressed satisfaction with their jobs, as well as the training and supports received from AHEDD. One family expressed interest in having more direct communication with job coach.

Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement.

POLICY -- The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 7, 8, 9, 10, 11, 12, 16, 39, 43, 44, 45, 47)

Access Services was compliant with the following regarding policies:

7-9) Provider has a Quality Management Plan which is analyzed and evaluated quarterly and updated every 2 years

10) Provider implements policy to screen employees and contractors

11) Provider has a grievance policy but has not had to implement it

12) Provider has a policy that addresses restrictive procedures

16) Provider has an annual training plan that meets all requirements

39, 43, 44, 45, 47) These questions elate to incident management. Provider has policies in place but did not have any incidents reported for Bucks County individuals in the past 6 months.

• **RECORD REVIEW— The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 21, 22, 24, 25, 26, 27, 28, 36, 40, 41, 42)**

AHEDD was compliant with the following record review questions:

21) Participated in the development of the ISP, (100%)

24) Progress note indicates lack of progress in achieving an outcome, the Provider notes what action have been taken, (100%)

25) Individual receives employment supports from the Provider, (100%)

26) Provider supports individuals in exploring employment opportunities through job development and assessment but this was not applicable for individuals in sample since all individuals are employed

27) Provider supports individuals in obtaining employment through job interviewing but this was not applicable for individuals in sample since all individuals are employed

28) Employment Provider supports the individual in maintaining employment through job supports and follow-along services, (100%)

36) Provider has back-up plans for individuals but has not needed to implement them

40-42) Provider did not have any incident reports for Bucks County individuals in the sample for the past 6 months

AHEDD was non-compliant with the following record review question:

22) Documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the ISP, (40%)

AHEDD REMEDIATION: AHEDD will re-review with all staff through a required live ODP training on 2/1/2018 the importance of following through with frequency and duration as it relates to Outcome Statements, which are developed to support what is important to the individual, per the ISP. In the meantime, AHEDD's Quality Management Team will review the corrective action plan at the Managers' Meeting on 11/29/2017, so that continued reinforcement occurs.

TRAINING— The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 14, 17, 18, 19, 20)

One AHEDD administrative staff completed ODP's Deaf Services for Provider Administrators & Agencies webinar even though they do not currently serve deaf individuals.

AHEDD had compliance for the following regarding staff trainings:

14) Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP), (100%)

17) Provider and Provider's staff completed all components of the annual training plan, (100%)

18) Staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe, (100%)

19) Staff receive training on Provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises, (100%)

20) Staff receive training on Provider's Emergency Disaster Response plan that address individual's safety and protection, communications and/or operational procedures, (100%)

Appendices

AHEDD Services AE Tool

AHEDD Services AE MCI Tracker