
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

AMA Support Services, Inc.

September 21, 2017

Table of Contents

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

AMA Support Services, Inc. submitted their Self-Assessment and forwarded it to the Administrative Entity (AE) on August 30, 2017. Additionally, as required, AMA Support Services submitted their Quality Management Plan, Restrictive Procedure Policy and their Annual Staff Training Curriculum to the AE. These policies as well as the Self-Assessment were reviewed as part of the QA&I desk review process. The on-site review was scheduled and occurred on September 5, 2017. Present for the entrance discussion were Janet Yniguez, AE, Olivia Ansell, Owner/CEO, Dorothy Mutoni, Program Specialist and Beth Ann Zurawski, House Manager. During the entrance discussion, the AE reviewed ODP's focus on improving overall services provided to waiver recipients. ODP is focusing on the providers' Quality Management Plan, Restrictive Procedure policy, and staff training, especially on individual's ISP's. The AE explained the

QA&I process, including what would occur during the on-site review, individual interview and timeframes for possible corrective actions. There was one individual in the sample to be reviewed. The individual was at the site during the on-site review. The AE was introduced to the individual upon arrival. The individual took the AE on a tour of the house. The individual participated in the interview portion of the on-site review after the visit. There were eight staff records that were reviewed.

Data Analysis and Performance Evaluation

This was the first on-site review of any type for AMA Support Services and the management staff present during this process. They were very interested in the process and well prepared. They were available to answer any questions the AE had during the review.

Findings:

Provider Strengths:

- The individual in the sample was the only authorization that AMA Support Services had at the time of scheduling the on-site review. It is apparent that the administrative and management staff are very vested in ensuring that direct care staff are prepared to provide quality care. There had been several meetings and trainings with the behavior specialist with all staff. In addition, new staff that were hired while the individual was recently hospitalized, visited the individual and behavioral specialist several times in preparation for the individuals return to respite services.
- The daily notes that the AE reviewed were very well written. Each note documented that the staff implement the premise of “everyday lives” in their interaction with the individual.
- The feedback from the individual interviewed was very positive. Individual was very proud to show off her room and tell the AE about her likes and interests. She stated that she is very comfortable being “her own person” and the staff who work with her “understand her”. She expressed the desire to live at the site “forever” because she is very happy there.

Area for Corrective Action:

Question #9: The Provider implements a policy/procedure to screen employees and contractors.

AMA Support Services has a policy for screening employees for the exclusions lists (List of Excluded Individuals and Entities (LEIE), System for Award Management (SAM) and DHS Medichex), however they did not implement the policy. They failed to screen any employees prior to hire or monthly thereafter.

Suggestions for considerations for improvement:

- The AE suggested that AMA Support Services expand on their staff training records to include more information about the training topic and to have a separate training record for each topic on the training curriculum.
- The AE provided AMA Support Services with an ODP approved template for completing monthly progress notes. At the time of this review the provider had not yet had to complete a monthly report and had questions regarding the process.

Appendices

AMA Support Services - ODP Quality Assessment & Improvement (QA&I) Tool

AMA Support Services - Corrective Action Plan (CAP) QA&I Tool