# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Accessing Independence

*November 13, 2017*

The purpose of this report is to convey the results of the onsite QA&I review of Accessing Independence which took place on October 16, 2017. This report will cover an evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. Accessing Independence provides community participation supports with a focus on community activities rather than employment.

*QA&I Summary*

Accessing Independence submitted their self-assessment results on August 29, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. Accessing Independence is under the direction of a new program manager this year. Discussion focused on the overall QA & I process and provider expectations, remediation actions for areas of non-compliance, and suggestions for improvement.  Accessing Independence operates the Adult Enrichment program.  Adult Enrichment gives individuals opportunities to socialize, learn, and share their talents.  A total of five records were reviewed; with three individuals enrolled in the Person/Family Directed Supports (P/FDS) waiver and two individuals enrolled in the Consolidated Waiver.  Three participating individuals were interviewed.  All three expressed they were very satisfied with Adult Enrichment and talked about the variety of activities in which they participate .

*Data Analysis and Performance Evaluation*

Accessing Independence's Adult Enrichment program operates under the 55 Pa. Code Chapter 2380 license.  The provider offers community participation supports. A typical day covers a variety of interests such as arts and crafts, book club, keyboarding, social club, and acting. Individuals choose their schedule to meet their interests.  Accessing Independence's community participation supports focus on the participant's interests, preferences, gifts, and strengths while reflecting his or her desired outcomes related to community involvement rather than employment.

Accessing Independence's quality management plan focuses on overall quality improvement in areas of provider capacity and capabilities as well as participant outcomes and satisfaction. The provider works towards their capacity and capabilities through implementation of their new hire orientation and annual training curriculum.  Accessing Independence completes quarterly

satisfaction surveys and tracks and trends grievances to ensure individuals are receiving the supports they desire.

During the onsite review, two areas of non-compliance were discovered; one of which was noted on the provider's self-assessment.  A newly hired staff member failed to review the individual's ISP prior to providing direct supports services.  Immediate remediation occurred in that the staff member reviewed all ISPs prior to the onsite visit. In order to prevent future occurrence, Accessing Independence will have to develop a procedure to ensure that all new hires and direct support staff receive training to meet the needs of the individual per the ISP prior to providing direct supports.   The second area of non-compliance relates to the frequency and duration of services.  During the record review it was noted that two individuals were receiving supports at a frequency that does not align with their ISPs.  In both cases, the individuals recently increased services but the frequency and duration was not updated in the ISP or on the monthly note.  Any change in services should involve a team discussion.   Remediation actions should include determining whether or not a team discussion occurred  prior to increasing services as well as updating all necessary documentation.  If a team discussion did not occur, the provider should develop a policy to ensure that a team discussion occurs  before a change in service is implemented. Accessing Independence will have to request an update to the ISP to reflect these service changes.

Accessing Independence provides services that align with ODP's mission and values.  The provider offers community participation supports.  As this is a new service, the provider continues to seek out additional opportunities for community involvement that meet the interests of the individuals they support.

*Attachments*

A.  CAP- QAI Cycle 1 Year 1

B.  QAI MCI Review Cycle 1 Year 1