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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Berks AE Mental Health/Developmental Disabilities

Administrative Entity review of Advantage Home Care

*November 29, 2017*

## Introduction

The Office of Developmental Programs (ODP) Quality Assessment and Improvement (QA&I) process is designed to conduct a comprehensive quality management review of county programs, Administrative Entities (AE), Supports Coordination Organizations (SCO), and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders. The focus of this process is on quality assessment and improvement as it relates to the participants' experience with services and supports.

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. The office seeks to continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered. In keeping with the mission and vision, the QA&I process integrates Everyday Lives Values in Action, ISAC recommendations, and the Consolidated and/or Person/Family Directed Support (P/FDS) waiver performance measures. Additionally, the QA&I process collects data for and validates that AEs comply with the AE Operating Agreement.

The QA&I process is accomplished by using a combination of self-assessment, desk review, onsite review and corrective action and quality improvement plans. The Quality Assessment and Improvement Comprehensive Report has been developed to provide you with both information and data that has been collected during the self-assessment you have completed,

the review of the sample that has been selected for your organization, and information both gathered and shared during the on-site portion of the process. As we discussed during your on-site visit, this year's focus areas include ensuring everyone has an Everyday Life and promoting the ISAC recommendations: specifically, assuring effective communication, increasing employment, and improving quality.

### Summary of Advantage Home Care

Advantage Home Care (hereafter referred to as Advantage) is a provider organization located in Berks County, PA. They are a part of a larger organization that includes Home Health Care Management, Berks Visiting Nurse Association and Visiting Nurse Association of Pottstown and Vicinity. Advantage currently provides services to 1 individual with an Intellectual Disability in Berks County and they have provided services to this individual for over 15 years.

Advantage is qualified to provide the following services; Respite Care, Home and Community Habilitation, Homemaker/Chore and Companion.

The mission of Advantage is to provide home and community-based health care related services with a focus on helping individuals achieve a level of physical and emotional well being and independence in their home of choice. This is in accord with the Office of Developmental Programs philosophy of Everyday Lives.

Tracey Johnson is the Home Care Manager; however she has only been in this position for 4 months.

### QA&I Summary

Advantage completed a self-assessment during the QA&I Cycle 1 Year 1 consisting of 1 record and a review of data and policy. The Self-Assessment was finalized on August 31, 2017.

SAM, Inc. reviewed 1 record as part of the on-site review. The onsite review was completed on November 29, 2017.

### Data Analysis

Advantage's self-assessment was reviewed, and the performance was evaluated. The self-assessment demonstrates solid performance in most areas including Person Centered Planning Service Delivery, staff documentation and staff training. The Self-Assessment and AE desk and onsite review were consistent, producing similar if not identical scores for most areas. Strong

performance (100% compliance) was noted in many areas to include Person Centered Planning Service Delivery and Outcomes, Staff Training and progress notes.

There were no areas that required a Plan to Prevent Reoccurrence, however, a recommendation was made for Ms. Johnson to familiarize herself with MYODP and the updates to policies and procedures related to waiver services.

### Results and Performance Evaluation

Advantage is committed to the provision of quality services. This is most evident through the longevity of the support staff who work with this consumer and the families satisfaction. The family was contacted for input but this writer has not heard from them. This agency and consumer were included in the Provider Monitoring Cycle 3, Year 1 and this writer had discussion with this family and they were totally satisfied with the supports they receive from Advantage. A review of the service notes, Monthly Monitoring Forms and ISP confirm the family's satisfaction. It should be noted that the support staff for the gentleman served by Advantage remain the same from the previous monitoring. In addition, during the previous monitoring, a Corrective Action Plan was issued for appropriate documentation on progress notes. This writer was please to see that the process put in place by Advantage in the CAP continues to be followed despite turnover in management staff.

The Quality Management Plan provides current data and its focus is on assuring they are providing individualized services and honor the preferences of the consumer. It also collects data regarding consumer satisfaction every 90 days. A recommendation was made to Ms. Johnson to review the Quality Management information on MYODP to familiarize herself with the ODP priorities related to Quality Management.

Advantage Home Care is committed to the provision of quality services. They continue to provide quality services to this individual with consistent staff. We thank them for their service.