
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Advocates Outreach Inc.

November 3, 2017

Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred from October 13, 2017 through November 2, 2017.

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

QA&I Summary

Your organization was included in this review based on your MPI number. Your organization submitted the provider self-assessment on time and submitted required policy documents prior to the onsite review which included the agency's quality management plan, restrictive interventions plan and annual training curriculum. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures, staff training and client record review took place on the first day of the review and the interviews were completed on the second day.

Five consumer records were chosen for review and five staff training records were audited for compliance. One consumer interview was completed, and one staff was interviewed for the purposes of assessing the consumer's satisfaction with services and staff's knowledge on the consumers they work to support.

Data Analysis and Performance Evaluation

Advocates Outreach performed well on the administrative portion of the review. There were no policies and procedures that were out of compliance. Advocates Outreach also maintains supporting documentation for the services delivered as required by regulation. Documentation is clearly written and legible to support the submitted claims.

Training practices and the maintenance of training documentation is an area that requires improvement. The expectation for staff training remediation is that staff is trained within 30 days of submitting the plan of correction with remediation actions. Advocates Outreach did fall below the 86% compliance threshold and will be required to update the agency quality management plan to reflect staff training as an initiative to focus on. The QA&I lead for Chester

County will follow up with the provider at times to ensure staff training is occurring and being documented per regulatory requirements.

The consumer interview took place in the individual's home with the consumer's family and staff member present.

Overall the consumer and family are satisfied with services that they receive when the individual works with their originally assigned staff person. They highly praise this staff person for their dedication to the individual and would like to continue working with this staff going forward.

During the consumer interview concerns were raised about staff changes and staff attendance. The consumer's family reported this individual was assigned a new staff person who has had issues with calling out of shifts. This leaves the consumer's family to fill in when staff is not available which can sometimes disrupt the consumer's day. Back up planning is essential, and the family was encouraged to discuss back up planning with the provider.

The staff person that was interviewed was very knowledgeable in regards to the consumer and the contents of the ISP. It was observed that the staff and the consumer have a strong relationship, and the staff was able to read the consumer's non-verbal cues when the consumer became overwhelmed with the interview. The consumer did leave the interview, but was able to relax in a calming space away from the group. The interviewer did check back in with the consumer at the end of the interview and the consumer showed the interviewer their bedroom which is completely personalized and outfitted with things that are important to the individual.

No areas of non-compliance were remediated during the onsite review for your agency.

Appendices

QA&I MCI tracker

QA&I Corrective Action Plan