
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Alma Health dba MedStaffers

November 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.

This year, the focus areas for Quality Assessment and Improvement are:

- Employment
- Quality Improvement
- Communication

QA&I Summary

Each year, all providers will complete a self-assessment tool. The tool will be submitted online and the supporting documentation will be submitted electronically to the Provider's Assigned Administrative Entity.

Every three years, providers will participate in an on-site review. The on-site review consists of a review of the following areas:

- Quality Management Plan
- Policies and procedures
- Staff training records
- Individual record review
- Staff interview
- Individual interview

The onsite review is completed by the provider's assigned AE only. The review of Alma Health dba MedStaffers encompassed the following:

- Alma Health dba MedStaffers is a new provider, and as such, did not have a sample. The onsite review consisted of a policy review and training/education on the QA&I process. We reviewed requirements that would be in place once the provider starts serving individuals.
- Since there was no sample, there were no interviews conducted.

Data Analysis and Performance Evaluation

During completion of the onsite review for Alma Health dba MedStaffers, the following information was noted:

- Policies and procedures are very detailed and well organized. Although this provider is not yet serving individuals, they have spent a great deal of time preparing and researching what is needed once staff begin working with ODP individuals.
- Focus areas
 - Employment – no data to review
 - Quality Improvement – no data to review
 - Communication – no data to review
- Recommendations
 - Documentation of staff training is important – once you have staff in place, please be aware that training must encompass all of the requirements, and must be documented clearly in order to show that it has been completed.
 - Policies have been written to meet guidelines. Once services are in place, continue to follow all policies as written.
 - The QM Plan related to increasing employment opportunities for individuals. As there are currently no individuals utilizing services, the QM plan did not have a baseline or target percentage goal to meet. Once services are being provided, please update the QM plan with a baseline and target percentage that you hope to meet. EX. Baseline – 2 individuals competitively employed. Target – increase baseline by 2%.
- Self-assessment results matched my findings from the on-site review. You completed your self-review with a thorough knowledge of the guidelines and expectations for each question.
- There are no items requiring remediation.

Appendices

Attachment #1 – Corrective Action Plan