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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Amada Senior Care

Happy Helpers

*September 5, 2017*

Amada Senior Care (Happy Helpers) is a new provider qualified in May of 2017. Amada Senior Care was not serving any waiver individuals at the time of the on-site quality assessment and improvement monitor.

Amada Senior Care (Happy Helpers) completed the self-assessment and submitted the Provider Checklist documents on August 25, 2017.

The on-site quality assessment and improvement monitor occurred on September 5, 2017. In attendance were Rosiland Lauchman, York/Adams AE Program Specialist, Louis Castriota and Victoria Lamas, Amada Senior Care (Happy Helpers). An overview of the QA and I process was provided including steps and timelines and improvement focus areas statewide. The provider was given the opportunity to ask questions regarding the process and encouraged to contact the AE as questions and concerns arise moving forward.

A review of all policy and procedure documentation, training curriculum records and documentation was completed. Taking into consideration that this is a new provider, the content compliancy of all required documentation was very good.

The Quality Management Plan was reviewed and found to be in compliance. The plan addressed areas of Participant Safety, Health and Welfare, Participant Engagement and Satisfaction and Staff Training and Retention. As a new provider with no individuals being served at the time of review, analyses of performance would not be available. The provider acknowledged that the Quality Management Plan will require additions/revisions after services begin. The Plan should be reflective of the services provided and be relevant to the recruitment of individuals/staff.

Staff received all trainings as outlined in the QA and I Question Tool. Although the provider was not serving any waiver individuals during the review period, staff has been trained in readiness.

The provider utilizes Pre-check for all staff screenings newly hired and on an ongoing monthly basis.

The comparison of the on-site review with the provider's self-assessment demonstrated the same results.

The AE has not found any areas of needed remediation.

The AE is looking forward to working with Amada Senior Care.

# Table of Contents

## Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

## QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

## Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

## Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.