
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Bedford Somerset DBHS

Administrative Entity

October 14, 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 core and level of care sample that has been selected for your organization, and information both gathered and shared during the on-site portion of the process. This year the QA&I process focused included ensuring everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

Summary of Entity

Bedford Somerset DBHS is currently providing services in Bedford and Somerset Counties.

Mission “to ensure that services are high quality, cost effective, timely, and accessible. We promote family centered services in our Early Intervention program, recovery and resiliency in our Mental Health program, and self-determination in our Intellectual Disabilities program.”

Vision “Every person and family that we serve will have a network of family, friends, advocates, and supportive services to provide assistance in living a full and productive life in our community”.

QA&I Summary

Bedford Somerset completed a self-assessment. Their self-assessment sample included 6 individual records. 2 Base, 2 PFDS and 2 Consolidated. The self-assessment also included a review of data and policy. The self-assessment was finalized and submitted to ODP by the established deadline of August 31, 2017. The onsite review began September 12, 2017. Mary Gerhard, Waiver Program Specialist was present for the entrance and exit meeting. The Office of Developmental Programs pulled a core sample of 13 individual records, 6 Level of Care and a review of data and policy. The Core and Level of Care sample was shared with Bedford Somerset on August 30, 2017. All participants in the Core sample was offered an opportunity to participate in face to face interviews with ODP staff. Individual interviews began on September 11, 2017 and concluded on September 14, 2017.

Data Analysis

Bedford Somerset completed a self-assessment that included 6 individual records and a review of data and policy. Results were reviewed and evaluated. Bedford Somerset self-evaluation results show AE has a Quality Management Plan (QMP) that implements the Departments QM Strategy, and provides information and resources to individuals and families upon intake/eligibility and ongoing. The onsite review was completed on September 12, 2017. Bedford Somerset was well prepared and organized. All records were labeled and color coded based on the questions in the QA&I tool. Staff was available to assist as needed. During the exit meeting results of the QA&I process was reviewed and shared with Mary Gerhard.

10 Individuals from the Core Sample participated in face to face interviews. All interviews concluded that they are satisfied with the current support they receive from providers, SCO, and the AE of Bedford Somerset DBHS.

Results and Performance Evaluation

The self-assessment results and onsite review results are similar to show that Bedford Somerset scored 100% in most areas of the review. 29.00.00. The AE works with Providers and SCO to ensure wellness resources are available is an area where this AE excels. They have resources available to families that ensure wellness during intake. This AE also works with the HCQU, providers, and SCO to provide ongoing training opportunities that focus on health and wellness. ISAC recommendations to Improve Quality, Employment, and Communication are also focus points of this AE and is reflected in their current Quality Management plan.

Question 06.0B.00. The AE uses a process to share IM4Q information with stakeholders, is an area where Bedford Somerset DBHS can enhance their current practice. ODP made recommendation and the AE had great suggestions for developing a process to share IM4Q data with stakeholders. 30.00.00. The AE Human Rights Committee reviews and authorizes all restraint and restrictive interventions, and 31.00.00. The AE analyzes systemic concerns related to restrictive procedures and restraints are areas the AE is interested in receiving technical assistance to add to their current policy. Remediation is required for the Core Sample and available in the AE database. Remediation is also required for 1 record in the level of care of sample that will sent as an attachment to this report. The score report highlights areas that require systematic improvement and are identified on the CAP. The data collected during the self-assessment, desk review, onsite review, and individual interviews shows the quality of work Bedford Somerset DBHS provides to individual and families, and their commitment to ensure everyone has an Everyday Life.