

---

# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

---

Pennsylvania Office of Developmental Programs

## **Behavior and Learning Support**

*12/8/2017*

# Table of Contents

## Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

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.

## QA&I Summary

Per ODP's requirement, Behavior and Learning Support completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 28, 2017. Additionally, as required, Behavior and Learning Support submitted their Quality Management and Annual Staff Training policies to the AE. These policies and the completed provider Self-Assessment were reviewed by the AE as part of the desk review. The On-Site review portion occurred on December 5, 2017.

At the entrance meeting the AE reviewed ODP's focus including Quality Improvement, Employment, Community Participation and an increased focus on staff training. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion.

During the entrance meeting the provider expressed concern about the changes occurring in behavioral supports for individuals that are effective January 1, 2018. They currently have 127 individuals across five counties, receiving behavioral supports. Approximately 70% of those are residentially placed and about 50% of those will begin to receive behavioral services from the residential provider directly. The subject of true individual choice was broached. The provider feels that this will present a drastic interruption in services for many individuals.

The provider arranged for the individual interview to occur. They also provided transportation to the individuals home. The provider sample reviewed was five individual records. There was a total of thirteen staff files, of which seven were newly hired.

#### Data Analysis and Performance Evaluation

During the desk review it was noted that the provider submitted a Restraint Policy, not a Restrictive Intervention Policy. While onsite the provider was not able to present the AE with a policy addressing Restrictive Interventions.

The provider had information needed for the onsite review ready and in an organized fashion. Any additional information that was required was obtained in a timely fashion. All the Behavioral Specialists were available to answer any questions that the AE during the review. The daily and monthly progress note documentation was very well written.

The individual who was interviewed was not able to answer the specific questions asked by the AE, however the individual clearly enjoyed the company of his Behavioral Specialist. She was very knowledgeable about the individual, how to best work with him, likes, dislikes, etc....

Behavior and Learning Supports recently began providing Home and Community Habilitation services. They intend to expand on this service. The director of the program asked some general questions regarding documentation and records for that service provision.

#### Appendices

Behavior and Learning Support QA&I Tool

Behavior and Learning Support CAP

