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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

(CBHNP)

*(10/12/17)*

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## Introduction

QA&I is a new process by ODP designed to conduct a comprehensive quality management review of AE's, SCO's and Providers. The process is intended to follow an individual's experience throughout the system, measure progress toward implementing "Everyday Lives: Values in Action", gather timely and useable data to manage system performance and use data to manage the service delivery system with a continuous quality improvement approach. ODP's statewide focus areas for this year include employment, quality improvement and communication.

For the AE review of providers, the Comprehensive Report provides a summary of the provider's performance based on their self-assessment, AE onsite review, interviews and record reviews. The AE will note promising practices as well as areas of non-compliance and areas needing performance improvement. Specific results of the QA&I review will be outlined as well.

## QA&I Summary

CBHNP is registered in HCSIS as an ISO – Fiscal/Employer Agent. ODP does not require CBHNP to complete Provider Qualification and they did not need to sign a provider agreement. They were not involved with provider monitoring in the past. In the ODP system, they are a vendor-only provider, processing base-funded vendor invoices for Lebanon and Lancaster counties. They do not provide any direct services to any individuals.

Because they were not involved in previous provider monitorings, etc., ODP did not have a provider contact for them, CBHNP was not signed up to receive ODP's emails and they were unaware of the QA&I process. Therefore, they did not complete the self-assessment by the 8/31/17 deadline. Upon receiving the DCAP from the AE, CBHNP was extremely responsive in getting their self-assessment completed prior to ODP's new deadline of 9/27/17 as well as with scheduling and preparing for the onsite review.

The onsite review was completed on 9/28/17 with the AE and CBHNP. Due to CBHNP not being familiar with much of the ODP system, the entrance discussion was an opportunity for the AE to review some of the history as well as current practices implemented by ODP regarding provider oversight. The AE again expressed appreciation for CBHNP's cooperation and willingness to complete whatever steps were deemed necessary for this year's process as well as in the future.

CBHNP is currently only authorized for one individual in Lebanon County so there was only one individual in the sample. An interview was conducted for this individual and the mother/legal guardian is

fully satisfied with CBHNP's service which consists of processing invoices for her to receive mileage reimbursement.

CBHNP and the AE were in agreement that nearly all of the questions in the QA&I tool do not apply based on the type of agency and service that CBHNP provides. CBHNP's self-assessment and the AE's onsite review both reflected this belief.

The exit discussion focused on timelines and next steps as well as future actions being dependent on ODP's decisions going forward regarding vendor-only providers.

### Data Analysis and Performance Evaluation

As noted above, both CBHNP and the AE agreed that nearly all questions in the tool were not applicable due to the type of service CBHNP provides. Per ODP's direction, questions were marked N/A where possible and where not, both the provider and AE noted why it was felt the questions did not apply and maintained documentation to that effect.

As far as a promising practice regarding CBHNP, the AE would again note that the provider was very cooperative with the process and is willing to follow whatever steps are determined to be necessary going forward.

As noted above, ODP's focus areas for this year do not seem to apply to CBHNP. The same is true for extra areas reviewed in the QA&I process.

The AE's onsite review results were nearly identical to CBHNP's self-assessment. The only difference was that the AE felt that the question regarding a grievance policy would be applicable and CBHNP had marked that question N/A. CBHNP does have a grievance policy in place that meets ODP criteria so there were no issues with that area.

There were no issues discovered during the onsite or desk review. The only issue, as already noted, was that CBHNP had not met the original timeline for their self-assessment but they had already remediated that prior to the onsite visit.

There were no other issues found, therefore no further remediation is needed.

There were also no areas found regarding system improvement. As already explained, CBHNP is now aware of the QA&I process and has demonstrated their willingness and cooperation with completing the process as directed by ODP going forward.

### Appendices

QA&I review results:

CBHNP was compliant with Q. 10 – policy/procedure to screen employees and contractors and with Q. 11 – documenting grievances. All other questions were marked N/A. Some questions needed to be marked No because N/A was not an option. In this case, an explanation was added to the comments section explaining why the question did not apply.

A DCAP was required due to CBHNP missing ODP's initial deadline of 8/31/17 for the self-assessment. They did complete the self-assessment on 9/18/17, prior to the new deadline of 9/27/17. They have also indicated their assurance to be compliant with all QA&I requirements going forward as directed by ODP.