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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

CT Home Care Services

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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 CT Home Care Services encompassed the following:

- CT Home Care Services 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 CT Home Care Services, the following information was noted:

- Policies and procedures are very detailed and well organized. Although this provider is not yet serving individuals, they have developed a power point to encompass the annual training curriculum that will be put into place 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, please make sure that you are following all policies as written.
  - The QM Plan did not include the effective date/target date of the plan, or the when the plan was most recently revised. I recommend using the standardized QM plan template to ensure that you are meeting all requirements in this area. \*This was corrected on-site - the provider transferred the QM plan onto the QM plan template.
- Self-assessment results varied somewhat from the on-site review. There were several questions that were answered “yes” on the self-review, but should have been marked “n/a” as there are not currently any services being provided. It is recommended that a more thorough review of the questions and guidelines is completed when doing the self-review.
- There are no items requiring remediation.

### Appendices

Attachment #1 – Corrective Action Plan