
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Cambria County

Administrative Entity

November 1, 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 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, 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

Cambria County BH/ID/EI is currently providing services children, adults, and families. <https://www.cambriacountypa.gov/behavioral-health.aspx>

Mission “to view a new horizon of hope and recovery, empowering every individual to direct their treatment and rehabilitation in a manner that is

responsive to their individual needs and values and which promotes a satisfying and sustainable lifestyle.”

QA&I Summary

Cambria County completed a self-assessment. The self-assessment sample included 5 individual records. 1 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 25, 2017. Mary Ann Arnone, ID Director and Heather Bond, ID Program Specialist was present for the entrance and exit meeting. The Office of Developmental Programs pulled a core sample of 12 individual records, 8 Level of Care and a review of data and policy. The Core and Level of Care sample was shared with Cambria County on September 18, 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 25, 2017 and concluded on November 16, 2017

Data Analysis

Cambria County completed a self-assessment that included 5 individual records and a review of data and policy. Results were reviewed and evaluated. Cambria County self-evaluation results shows that this AE has a Quality Management Plan (QMP) that implements the Departments QM Strategy, AE promotes experiences and services that enables participants to obtain and benefit from competitive integrated employment, and The AE reviews and authorizes plans that have evidence that the individual is provided with on-going opportunities and support necessary to participate in community activities of the person's choice. The onsite review was completed on September 26, 2017. Cambria County was well prepared and organized. All records and supporting documentation was prepared and organized for the onsite review. AE Staff were available to assist as needed. During the exit meeting results of the QA&I process was reviewed and shared with Mary Ann Arnone and Heather Bond. During the exit meeting this AE requested additional guidance on the structure of their Human Rights Committee and the expectations of the Department.

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 Cambria County.

Results and Performance Evaluation

The self-assessment results and onsite review results are identical to show that Cambria County scored 100% in all areas of the review. The AE works with Providers and SCO to support individuals with complex needs and to ensure wellness resources are available to individuals and families. 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. The AE uses a process to share IM4Q information with stakeholders, during advisory board meetings and share results based on employment. The AE currently has a Human Rights Committee and reviews and authorizes all restraint and restrictive interventions that meets on a quarterly bases. While the AE has requested additional guidance on how to structure their HRC they are currently going beyond current expectations by working with providers to review restraints and restrictive interventions agency wide. Giving the AE an opportunity to analyze systemic concerns related to restrictive procedures and restraints as it pertains to each provider.

There are no areas to be remediated from the desk review or onsite review. No areas have been identified for systematic improvement. The data collected during the self-assessment, desk review, onsite review, and individual interviews shows the quality of work Cambria County provides to individual and families, and their commitment to ensure everyone has an Everyday Life.