
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Centre Co MH/ID/EI

Administrative Entity

December 18, 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

Centre Co MH/ID/EI is responsible for coordinating and assuring the quality of Early Intervention and Intellectual Disability services throughout Centre County.

QA&I Summary

Centre Co MH/ID/EI completed a self-assessment. Their self-assessment sample included 5 individual records. 2 Base, 1 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 December 5, 2017. Tom McDermott, Centre County Administrator; Deb Tate, ID Coordinator; and Paul Zimmerman were present for the entrance and exit meeting. The Office of Developmental Programs pulled a core sample of 11 individual records, 7 Level of Care and a review of data and policy. The Core and Level of Care sample was shared with Centre County on

November 21, 2017. All participants in the Core sample was offered an opportunity to participate in face to face interviews with ODP staff. 2 individuals of the core sample completed an interview that was held on December 5, 2017.

Data Analysis

Centre Co. AE completed a self-assessment that included 5 individual records and a review of data and policy. Results were reviewed and evaluated. Centre's CO self-evaluation results match the results of onsite review completed by the department with the exception of ISP documentation. Such as The AE ensures all health evaluations were current prior to authorizing the ISP and all assessed needs are addressed in the ISP. The onsite review data show this to be an area of improvement for Centre Co. Highlights for this review are around their Quality Management Plan, and OBRA determinations. Centre CO has improved performance in the areas of Provider Monitoring and provider Qualification. Centre Co AE has made changes to current policies and procedures along with their Quality Management plan based on the results of their self-assessment and past monitoring process.

The onsite review was completed on December 5, 2017. Centre Co AE was well prepared and organized. All records and supporting documentation was prepared and organized for the onsite review. All AE Staff were available throughout the onsite as needed. During the exit meeting results of the QA&I process was reviewed and shared with Tom McDermott, Centre County Administrator; Deb Tate, ID Coordinator; and Paul Zimmerman. During the exit meeting the results were shared and recommendations were made in the areas of Level of Care (service initiation), and ISP documentation and approval.

Centre CO AE assisted in the completion of face to face interviews with 2 Individuals from the Core Sample. The interviews concluded that they are satisfied with current services and supports.

Results and Performance Evaluation

The self-assessment results and onsite review results are identical to show that Centre Co. AE scored 100% in most areas of the review. Highlights discussed during the onsite review and submitted by the AE include:

- *Longstanding Human Rights Committee (has been meeting since 1991): This group will provide a good foundation in preparation for the changes related to restrictive procedures and risk management. The group includes the AE, SCO, local providers, psychologist and HCQU nurse.*
- *The AE and SCO worked diligently and completed all 2017/2018 Fiscal Year Renewal ISPs prior to the end of the 2016/2017 fiscal year*
- *In the past year our office hired an Assistant Administrator of Service and Supports Coordination – overseeing the case management components of ID and Early Intervention. Allows for more distinction between SCO and AE.*
 - *We have an active Transition Council/Employment Coalition*
 - *OVR maintains office space in our facility which fosters collaboration*

Remediation is required for the Core Sample and available in the AE database. Remediation is also required for the level of care of sample and will be 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 Centre Co AE provides to individual and families, and their commitment to ensure everyone has an Everyday Life.