
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Chadds Ford Alternacare

December 12, 2017

Summary of Findings

Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred from October 16, 2017 through December 7, 2017

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

QA&I Summary

Your organization was included in this review based on your MPI number. Your organization submitted the provider self-assessment on time and submitted required policy documents prior to the onsite review which included the agency's quality management plan, restrictive interventions plan and annual training curriculum. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures, staff training and client record review took place on the first day of the review. The interview was completed December 7, 2017.

One consumer records was chosen for review and six staff training records were audited for compliance. One consumer interview was completed on December 7, 2017 at the consumer's day program.

Data Analysis and Performance Evaluation

Chadds Ford Alternacare performed well on the administrative portion of the review. The quality management plan does not reflect ODP's mission, vision and values. The QM plan does not contain required components per the chapter 51 regulations. Chadds Ford Alternacare is also missing a restrictive intervention policy that addresses allowable and prohibited types of restrictive interventions.

Training practices for Chadds Ford Alternacare are excellent. Staff is trained on all required trainings and documentation is maintained in a method that is comprehensive and easy to understand. It is strongly recommended your agency continues these practices.

The progress notes for service delivery are not clear on the type of service that is being delivered by the staff at Chadds Ford Alternacare. This is an area of non-compliance that must be remediated in 30 days. The progress notes should be clear about the type of service being delivered and document all of the activities that took place during service provision.

The consumer record was reviewed and it was determined that the individual has a communication outcome that Chadds Ford Alternacare is attached to in the ISP. Chadds Ford Alternacare is required to report on progress made towards the communication outcome and provide any needed communication assistance that is identified in the ISP. There is no documented evidence that communication assistance or that the communication outcome is being worked on. Chadds Ford Alternacare should address this with staff and also in the setting of a team meeting to determine whether or not it is appropriate for Chadds Ford Alternacare staff to carry out the activities related to this outcome.

The consumer interview took place at the individual's day program. The QA&I lead made several attempts to contact the staff person for the individual in the sample but was never able to make contact with the staff. In the future it must be communicated to the staff that the QA&I process is a requirement as an ODP provider and interviews should be prioritized. The consumer has limited ability to communicate verbally so the reviewer was unable to ascertain whether or not the consumer is satisfied with services.

No areas of non-compliance were remediated during the onsite review for your agency.

Appendices

QA&I MCI tracker

QA&I Corrective Action Plan