QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Clinton County Community Connections

1/3/2018

Introduction

The Quality Assessment and Improvement purpose was developed to conduct a comprehensive quality management review of Clinton County Community Connections who provides services and supports to individuals with an intellectual disability and autism.

QA&I Summary

Clinton County Community Connections (CCCC) submitted their QA&I self-assessment on a timely fashion to ODP on 8/27/17, which was also forwarded to the AE. The onsite review occurred on 11/29/17, 12/13/2017 and finished the last interviews on 12/27/17.   During the course of the onsite review 5 individuals and 5 staff were reviewed and interviewed. The sample selected by the AE had 3 consolidated waiver and 2 person/family directed support waiver individuals. During entrance and exit discussions, the provider was very organized, presented information in a logical and timely sequence.

Data Analysis and Performance Evaluation

CCCC provides a safe, supportive, accessible, and a barrier free environment to enhance the quality of services provided to their individuals. The focus areas that were reviewed consisted of reviewing case records of the selected individuals; policies, interviewing the staff and individuals, and completion of the QA&I MCI tracker. Comparison of the providers' self-assessment and the onsite results were unbiased and valid. The reviewer did not discover any discrepancies between the self-assessment and the onsite review and no areas fell below the 86% compliance. It was found throughout the onsite review that the provider promotes self-direction, choice, and control and follows ODP's mission, vision, and values. A system improvement may include the provider as a whole to continue to educate themselves on the incident management process. This may include attending trainings offered by the administrative entity or ODP.

Appendices

Self-Assessment
Report of Findings
On-site review results (MCI Tracker)

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The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.