
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)

Table of Contents

Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

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.