
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Community Services Group

01/05/2018

Introduction

The purpose of this report is to convey the overall results of the onsite QA&I review of Community Services Group which took place on September 28, 2017, October 13, 2017, November 17, 2017, December 7, 2017 and December 12, 2017. Since Community Services Group is a large agency, they needed additional time to gather all of their new hire training records.

This report will cover an evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. Community Services Group is a qualified provider of employment services. However, none of the individuals within the sample receive employment services from CSG. Individuals served by Community Services Group have opportunities for socialization through community participation supports, in-home and community supports, and companion services.

QA&I Summary

Community Services Group (CSG) submitted their self-assessment on August 31, 2018. CSG records are kept electronically. Discussion focused on the QA&I process and timelines, as well as remediation actions for areas of non-compliance. Five individual records were reviewed; one individual utilizing base funds, one individual with P/FDS waiver, and three individuals with consolidated waivers. Three interviews were conducted. One individual interviewed receives in-home and community supports. He is very satisfied with the services he receives from Community Services Group and shared that he has had the same direct support staff for about 10 years. Without these services, he would not be able to maintain his health and would have limited access to the community. The two other individuals who were interviewed are also satisfied with the supports they receive at CSG's Concepts program.

Data Analysis and Performance Evaluation

Community Services Group is a qualified provider of multiple services in 9 different counties. They provide residential supports under the 55 Pa. Code Chapter 6400 License & family living services under the 55 Pa. Code Chapter 6500 license. They have a few programs that operate under the 55 Pa. Code Chapter 2380 License (Adult Training Facilities) which now fall under Community Participation Supports. In addition to their licensed services, they also are qualified to provide unlicensed services, such as in-home and community supports, employment services, and companion supports.

CSG's quality management plan focus areas include: participant safeguards, participant outcomes & satisfaction, and system performance. CSG incorporated participant safeguards into their QM plan by creating outcomes that center around aspects of incident management. The provider will be analyzing the following incident categories: individual to individual abuse, fall incidents, and medication errors. Examining these three areas will allow CSG staff to identify areas of improvement for all individuals. In order to improve participant satisfaction, CSG has an outcome to increase integrative and inclusive

opportunities for individuals to experience everyday lives. This is a new outcome which they are currently gathering data for. The third outcome will assist CSG in measuring compliance with program guidelines as they will develop and implement their own monitoring tool. This tool will allow CSG to provide feedback to programs and staff to enhance the overall experiences of the individuals being supported.

The onsite review revealed four areas of non-compliance, two of which were also noted on the self-assessment. Two of the four areas were related to training needs. Although CSG's annual training curriculum includes all the required components, CSG failed to provide the annual training on their quality management plan. In addition, there was no documentation to validate that training on incident management and recognizing, reporting, and responding to incidents took place during the provider's training year. CSG's training year aligns with the fiscal year, so all required trainings should have taken place between July 1, 2016 and June 30, 2017. The third area of non-compliance relates to incident management as well. The provider did not finalize all incident reports within 30 days. The final area of non-compliance is that CSG did not include the frequency and duration of services in the monthly progress notes of two individuals within the sample. This information was included within the monthly progress notes of the other three individuals who attend Concepts, CSG's day program.

CSG indicated on their self-assessment that not all staff received training to meet the needs of the individuals they support as identified in the current, approved ISPs. This was a misunderstanding. CSG staff review the individual's ISPs prior to supporting them. However, CSG has a new hire checklist with additional trainings which they give staff 90 days to complete. CSG's onsite review was extended due to the time needed to gather all the staff training records. Although records are kept electronically, supervisors must submit them to the main office to be entered into the CSG's electronic system which causes the process to take additional time.

Remediation actions are needed for all identified areas of non-compliance. Actions should include training on the topics that were required, but not covered during the prior training year. In addition, the provider should consider adding an outcome to their quality management plan to ensure that annual trainings are taking place as required. CSG should continue their efforts to finalize incident reports within 30 days. Remediation action should include a review of incident management monitoring and implementing any changes to improve timeliness of finalizations. Regarding frequency and duration on individual's monthly progress notes, remediation should consist of documenting the frequency and duration of the authorized and delivered services within monthly progress notes. Recommendations for this include, documenting monthly notes in a similar format to Concepts or using the ODP monthly progress notes form.

Community Services Group has policies and procedures per ODP requirements but need to implement them as written. In doing so, they will address all of the areas of non-compliance identified in this report. The areas of non-compliance are mostly administrative in nature. Record reviews indicated that CSG is providing services that increase individuals' quality of life and further their independence. Overall, the provider engages in practices that align with ODP's mission and values.

Attachments

- A. CAP- QAI Cycle 1 Year 1
- B. QAI MCI Review Cycle 1 Year 1