
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Continuum Pediatric Nursing

12/6/2017

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments that were completed for your agency as part of ODP's QA&I Process. This report will:

- i. Highlight those areas the Provider is doing well related to person-centered services delivery and promising practices.
- ii. Analyze performance in ODP's quality focus areas for the current QA&I cycle.
- iii. Compare results of the desk and onsite reviews with the entity's self-assessment.
- iv. Summarize those instances of non-compliance that were remediated during the onsite review.
- v. Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt.
- vi. Recommend PPRs where compliance is below established thresholds of 86%.
- vii. Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

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. ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered. The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

QA&I Summary

Per ODP's requirement, Continuum Pediatric Nursing completed and forwarded their completed self-assessment to the assigned Administrative Entity (AE) on August 31, 2017. In addition, Continuum Pediatric Nursing submitted a copy of their Quality Management Plan, Restrictive Procedure Policy, and Annual Staff Training curriculum as part of the desk review. All information submitted was compliant with the Chapter 51 Requirements.

The onsite portion of the QA&I process occurred on December 6, 2017 at the Continuum Pediatric Nursing office in Pittsburgh, PA. At the start of the onsite process, AE provided information to the provider regarding the focus of the QA&I process. More specifically, the AE explained that there has been a shift in the monitoring process from compliance to quality, with

focus on promoting and achieving an Everyday Life. Additional focus is around the Information Sharing Advisory Committee (ISAC) recommendations including improving quality, employment, and communication.

As part of the QA&I process, individual face to face interviews are offered to the core sample selected to be interviewed by the AE staff. Continuum Pediatric Nursing had one individual selected for their core sample. This individual and the family chose to be interviewed by phone. This interview was conducted on 12/27/2017.

Data Analysis and Performance Evaluation

During the onsite review portion of the QA&I process Continuum Pediatric Nursing made available all the required records. All of the staff were very pleasant and knowledgeable about the participants selected. Staff were available to answer any questions that the AE had throughout the process. The overall experience was positive.

Provider Strengths and Highlights:

- While Continuum Pediatric Nursing is new to the provider world in Office of Developmental Programs, they displayed great strides in understanding the system.
- The agency has gone as far as hiring a consultant that specializes in Office of Developmental Programs policy and procedure to ensure that they are providing the most effective, compliant, and quality services.
- Continuum Pediatric Nursing had all information for the QA&I onsite process organized and prepared for the review. It was apparent that a lot of time and energy had been spent to ensure information was readily available.

Recommendations for System Improvement:

- As an overall program, it is recommended that Continuum Pediatric Nursing work on creating and implementing effective training protocols; including appropriate documentation and effective training timelines.
- Completing daily documentation or progress notes that are compliant with the standards set forth in the Chapter 51 Regulations.

Appendices

Appendix A: Continuum Pediatric Nursing, QA&I Tool

Appendix B: Continuum Pediatric Nursing, CAP