
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

CritiCare Lancaster Inc.

December 7, 2017

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of CritiCare Lancaster Inc. which took place on October 3, 2017 and November 17, 2017. This report covers an evaluation of the provider's performance and highlights any required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement.. CritiCare is a home health care company with a focus on maintaining & improving the health and quality of life of the individuals they serve.

QA&I Summary

CritiCare submitted their self-assessment results on July 14, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. Discussion focused on the new QA&I process and timelines as well the provider's quality management plan. CritiCare has no areas of non-compliance to address. A total of four records were reviewed; all four individuals have consolidated waiver. The individuals receiving services were not interviewed as they engage in non-verbal communication such as gestures and facial expressions. A family member of one individual participated in an interview and was very satisfied with the services her family member receives but feels that the individual benefit from additional staffing. This concern was shared with the individual's support coordinator and provider.

Data Analysis and Performance Evaluation

CritiCare Inc. is a qualified provider of private duty nursing, in-home and community supports, companion services, and respite. All of the individuals currently being supported in Lancaster County receive nursing supports.

CritiCare's quality management plan focuses on participant satisfaction, participant access, and provider capacity. These three areas are interconnected. CritiCare's provider capacity goal focuses on employee satisfaction. Staff turnover is a systemic issue; by decreasing turnover within their agency, CritiCare is also able to address their outcome of staffing authorized hours. In doing so, CritiCare is working towards their outcome of family satisfaction with their home care experience. Each area of the quality management plan lends itself to improving the overall quality of services and care.

CritiCare's documentation was organized and detailed. Their services primarily focus on maintaining one's health and safety. Their documentation reflects the focus of their services. The individual records contained all required documentation. The onsite review confirmed the self-assessment findings. CritiCare's policies and procedures continue to meet ODP requirements. All incident reports were finalized within 30 days and there were no investigations during the review period. There were no areas of non-compliance to address.

CritiCare supports individuals with complex medical needs so that they can maintain a healthy life in the comfort of their own home. Overall, the provider's policies and practices align with ODP's mission and values.

Attachments

A. QAI MCI Review Cycle 1 Year 1