
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

(Doors to Success, Inc.)

(12/13/17)

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Introduction

QA&I is a new process by ODP designed to conduct a comprehensive quality management review of AE's, SCO's and Providers. The process is intended to follow an individual's experience throughout the system, measure progress toward implementing "Everyday Lives: Values in Action", gather timely and useable data to manage system performance and use data to manage the service delivery system with a continuous quality improvement approach. ODP's statewide focus areas for this year include employment, quality improvement and communication.

For the AE review of providers, the Comprehensive Report provides a summary of the provider's performance based on their self-assessment, AE onsite review, interviews and record reviews. The AE will note promising practices as well as areas of non-compliance and areas needing performance improvement. Specific results of the QA&I review will be outlined as well.

QA&I Summary

Doors to Success submitted their self-assessment on 8/18/17, within ODP's timeframe for the first year of QA&I.

The onsite review was completed on 11/17/17 with Lebanon County AE QA&I staff meeting with Doors to Success's President. The entrance discussion included a review of the new process by the AE including an overview of QA&I, process steps and timelines as well ODP's focus areas for the year. Doors to Success indicated that their mission is to provide the best quality services for individuals to be successful on the job and to have a quality life. Regarding quality improvement priorities, the President of Doors to Success noted that she is now looking at patterns for incidents to determine what's going on and why. She is also looking to find better methods to prevent recurring incidents. The AE agreed that this was a positive and necessary step to take regarding incident management.

The QA&I consisted of an AE review of 3 records (1 Consolidated, 1 PFDS and 1 Base). These 3 people are the only individuals currently receiving services from Doors to Success with funding through the ODP system. The individual contacted by the AE for an interview declined to be interviewed.

The exit discussion included a review from both the AE and Doors to Success as to their impressions on the new process. Both entities agreed that overall, the review went pretty smoothly. There was also agreement that Doors to Success has made substantial improvement in comparison to previous years with the provider monitoring process. Because Doors to Success is a very small agency and only provides Supported Employment – Job Coaching and Support, they have had difficulty with understanding, keeping up with and following all of ODP's requirements. Both the provider and the AE agreed that although there are still areas that need improvement, the provider is headed in the right direction. The provider indicated

that the process is helpful, that she learns something each time and that she appreciates the process as it has helped her to do a better job.

The AE emphasized the use of the Quality Management Plan as the tool to be used for improvement areas noted during the onsite as well as during the self-assessment reviews in between AE onsite reviews. Doors to Success was also encouraged to contact the AE's Quality Management staff for technical assistance in order to improve their current QMP. The AE also strongly encouraged the provider to keep up to date with ODP's processes through email correspondence, MyODP and attendance at the AE's regularly scheduled provider meetings and employment meetings.

Data Analysis and Performance Evaluation

Although Doors to Success had 14 areas of non-compliance with this QA&I cycle, as noted above, this is a significant improvement from a number of years ago during the provider monitoring process. The AE continues to see improvement with the provider's overall understanding of ODP's expectations in regards to policies and the overall service system.

Another promising practice for Doors to Success is in regards to incident management. The provider now has a certified investigator and has been recognizing, reporting and investigating incidents per ODPs requirements. The provider also took steps towards best practices with their analysis of incidents including looking at how to prevent future incidents. Where the provider is not yet in compliance regarding incident management is with the peer review process and with reviewing and analyzing incidents on a quarterly basis.

Regarding ODP's focus areas of employment, quality improvement and communication, Doors to Success's main focus is employment as that is the only service they are qualified to provide. Additionally, the provider only chose to provide Job Coaching and Support as individuals they serve typically access OVR funding for the Job Finding and Development phase. Doors to Success continues to serve a small number of individuals through the ODP system. As noted above, the AE hopes that the provider will follow through with contacting the AE's Quality Manager for assistance with improving their QMP and ultimately, improving their quality of compliance with ODP's requirements and focus areas.

As far as a comparison between the onsite and Doors to Success's self-assessment results, the AE found 14 areas that were not in compliance although the provider had marked nearly all of these areas as compliant. The provider had marked no to the questions regarding review and analysis of incidents and the peer review process. The AE agrees with the noncompliance in those areas and found the same result during the onsite. What's concerning is that the provider did not take the necessary steps to remediate the areas prior to the onsite.

Also of concern is that the provider was providing services to an individual with base funding but had not yet reviewed or printed out his ISP from HCSIS. The provider noted that they had been working with him through OVR funding and were aware of pertinent psychological and medical information. However, the

provider did recognize and acknowledge the AE's concern of providing services without review of the ISP and did immediately remediate this issue.

2 areas were immediately remediated so there are 12 remaining areas found during the onsite that will require remediation within 30 days. These include policy questions regarding incident analysis and the peer review process, record review questions regarding ISP participation and documentation, progress notes and back-up plan, and training questions regarding annual training, emergency response training and disaster response training. Please reference the MCI review spreadsheet for the specific findings of non-compliance.

Most of the areas of non-compliance will also need to be addressed on a systemic level to prevent recurrence. As already noted, Doors to Success has shown consistent improvement over the years, and the AE would encourage the provider to continue their efforts towards full compliance in all areas.

Appendices

MCI Review Spreadsheet

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