
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Eagle Valley

November 22, 2017

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Introduction

The purpose of this report is to review and compile a written summary of the official findings from the desk review, interviews and onsite visit conducted by the Administrative Entity. The focus areas of Cycle 1 of the Quality Assessment and Improvement Process are employment, quality improvement and communication.

QA&I Summary

Eagle Valley submitted their self-assessment and supporting documentation on July 6, 2017. The Administrative Entity reviewed the self-assessment and supporting documentation then completed the identification of review sample on September 13, 2017. The 2 week notification letter/email was sent to the provider on September 27, 2017, scheduling the onsite visit for October 11, 2017. The entrance interview, onsite visit and exit interview all occurred on October 11, 2017. It should be noted that the reviewing entity returned to the provider on 10/12/2017 and 10/17/2017 to finish the review of the daily logs as required by question # 41. No issues were noted.

The participant face-to-face interview occurred on November 6, 2017 with the staff interview occurring the same day. Feedback from the interview noted that the individual felt that staff could do a better job talking to him in order to better understand his wants and needs instead of making assumptions. In addition there was confusion regarding having the bedroom door closed when there are visitors. This feedback was given to the Resident Care Coordinator (Program Specialist) on November 6, 2017, same day as the interview.

Data Analysis and Performance Evaluation

There were no areas of noncompliance found during the onsite review of Eagle Valley. The review and comparison of the self-assessment to the onsite review yielded no issues. The provider is newer to the ID service system, providing ID services since 2013 and licensed residential habilitation since 2016. The parent agency is a long term provider of Personal Care Home services. Eagle Valley serves 5 individuals, all with chronic behavioral health issues as well as health changes related to the aging process.

The overall documentation was detailed and well organized. The daily logs are documented using an electronic system. It was evident that both the Resident Care Coordinator (program specialist) and the CEO regularly review daily logs, making comments and providing feedback. The annual training plan is robust, with detailed documentation of training content. The Quality Plan is well thought out and identifies areas to improve both on the system level and the individual level.

Four of the five individuals have chosen not to participate in traditional day services. The provider supports these 4 persons in exploring their community based on individual interests and physical tolerance. The Resident Care Coordinator has chosen to participate in the Community Participation Services (CPS) training to enhance the agency's knowledge and improve services.

One recommendation from the onsite review relates to the Room and Board Contracts. Each individual has a contract from the initial start of service. The provider added an addendum to the initial contract each year documenting the new rate, with a new signature and review date. The reviewing entity recommended that a new contract be completed and signed each calendar year or whenever there are any changes related to the Room and Board rates.

Appendices

See attached Corrective Action Plan (CAP) and MCI tracker.