
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Easter Seals Society of Western Pa, Inc

9/26/2017

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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, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- 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, Easter Seals of Western Pa completed and forwarded to the assigned Administrative Entity (AE) their Self-Assessment on August 31, 2017. Additionally, as required, Easter Seals of WPA submitted their Quality Management Plan, Restrictive Procedure and Annual Staff Training policies as part of the desk review. The On-Site review portion was scheduled and occurred on September 26, 2017. During the entrance discussion, the AE reviewed ODP's focus including Community Participation, Employment and overall Quality Improvement utilizing the Quality Management Plan. Also noted was the change that the AEs were no longer reviewing the specific service billing history of the

provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. There were five individuals in the sample. The individual who was selected for the interview process was not in attendance at program. An individual was selected who was available and interested in participating.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Easter Seals of WPA made available all required records. The process went very smooth as Easter Seals was able to obtain additional information or clarification needed as identified by the AE.

Highlights and Provider Strengths:

- The primary contact for the QA&I process ensured that both programs selected for this review were prepared. He was very knowledgeable of the process and had the administrative information required for the review process prepared.
- The administrative staff who were present for the on-site review had the information in a very organized, easy to follow format.
- The on-site review took place in their Pre-Vocational facility. The program seemed organized and had a pleasant atmosphere. All the participants appeared to be happy and engaged in some type of vocational activity. The program had several computer stations available for the participants, one was being used at the time of the AE's visit.
- The individual interviewed was very happy with the services that she receives from Easter Seals Vocational Program. She would like to find a job in the community. She understands that the goals that she has are to assist her in reaching her objective.

Recommendations for system improvement:

- While completing the desk review the AE noted some specific information in two individual's ISP's that were not noted in any of the daily or monthly notes in their charts. The AE advised that they contact the SC to verify that the information is accurate, and then ensure staff training.
- It was suggested that the provider include additional information on the individual specific ISP training records that would better indicate specific information that staff need to be aware of to provide quality service. Information could include diets, adaptive eating equipment, etc....
- The monthly progress notes for one individual had all the required information, however the section that discusses progress in achieving the outcome was copied and pasted in all the monthly

notes reviewed. The AE discussed with the provider that specific information about that month should be added to provide a better picture of progress made or not made.

Appendices

Easter Seals of Western Pa QA&I Tool

Easter Seals of Western Pa CAP