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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

*Emmaus Horsemanship, Inc.*

*10/20/2017*

## Introduction

This comprehensive report for Emmaus Horsemanship, Inc. is a compilation of the official findings from Westmoreland County's desk review, onsite review, and interviews completed during the Quality Assessment and Improvement Process. ODP's quality focus areas for this cycle include Employment, Communication, and Quality Improvement.

## QA&I Summary

On August 15, 2017, Westmoreland County notified Emmaus Horsemanship, Inc. that their organization was selected to participate in the Quality Assessment and Improvement Review through the ODP QA&I Process. Emmaus completed their self-assessment on August 22, 2017 and submitted their supporting documents (Quality Management Plan, Restrictive Intervention Policy, and Annual Training Plan) to Westmoreland County on August 29, 2017. Westmoreland County sent Emmaus their two-week notification letter of the individuals selected for review on September 12, 2017 and completed the desk review for the individuals in the sample. Westmoreland County and Emmaus scheduled the onsite review for September 26, 2017 at 9:30am.

During the entrance discussion, the QA&I team discussed with Emmaus the new QA&I process as a whole, explained what to expect during the onsite review, what documentation Emmaus would need to have available for review, and logistics of individual interviews. Emmaus discussed their mission and vision of providing horsemanship activities to individuals with developmental disabilities and autism that are inclusive in the community, individualized for strengths and needs, sensory integrated, and provide opportunity for individuals to achieve greater independence.

During the exit discussion, Westmoreland County reviewed findings and discussed timeframes of corrective action plans and remediation response. Also discussed were recommendations for Emmaus' Quality Management Plan. Westmoreland County also highlighted areas of promising practices such as the commitment Emmaus Horsemanship, Inc. has to being an inclusive and community based environment with a very person-centered focus to provide individualized supports.

Westmoreland County reviewed three waiver records, as Emmaus is currently serving three individuals. The owner, and only employee at this time, was interviewed for all three individuals and her training documentation was reviewed as well. One individual was interviewed via phone and the other two were non-verbal and unable to participate. Services reviewed include Behavior Support and In-Home and Community Support.

Emmaus Horsemanship, Inc. timely submitted their documentation throughout the process, was very organized and thorough during the onsite review, and kindly noted all suggestions for improvement from Westmoreland County to implement.

### Data Analysis and Performance Evaluation

Emmaus Horsemanship, Inc. promotes the focus areas of the Office of Developmental Programs, including communication, quality improvement, and employment. The organization facilitates individuals working on increasing communication and social skills through various techniques based on individuals' abilities. One great example demonstrated onsite was a picture board that listed in order each step needed to complete a task. The organization focuses on quality improvement through participating in ODP's QA&I process following any recommendations for improvement and taking suggestions from each individual's team members. Emmaus takes great care to stay up to date on ODP communications and bulletins and implementing any new changes into their practices. Though Emmaus is not a Supported Employment provider, the organization promotes employment by being a supportive team member to help individuals take steps toward reaching their goals including building skills and confidence.

Westmoreland County did not discover any issues that had to be corrected while onsite or during desk review. There were no large discrepancies between Emmaus' self-assessment and onsite results. Westmoreland County did issue a Corrective Action Plan for Emmaus Horsemanship, Inc. for items requiring remediation within 30 days as progress notes did not include an area to discuss progress made or lack of progress made toward goals. Westmoreland County suggested the Corrective Action Plan include adding this section to future progress notes, utilizing the revised version during the following month, and providing documentation to Westmoreland County for validation of the Corrective Action Plan.

Westmoreland County reviewed Emmaus' Quality Management Plan while onsite. The organization's QM Plan reflects the mission and vision of the Office of Developmental Programs as well as ODP's focus areas. Westmoreland County did suggest choosing fewer focus areas at a time so that more precise analysis could occur in each area pertaining to the type of service provided.

Westmoreland County recommended the organization reach out to other Supports Coordination Organizations and other counties to promote services in attempt to expand service to more individuals. Emmaus Horsemanship, Inc. promotes wellness, individual strengths, and community inclusiveness throughout all aspects of the program and would be a great resource for any individual seeking supports in a unique environment customized for their individual needs and abilities.

### Appendices

The MCI Review Spreadsheet and Corrective Action Plan are attached to include specific data for each QA&I question. The organization submitted the Corrective Action Plan on November 2, 2017 and Westmoreland County approved the CAP on November 7, 2017. Emmaus Horsemanship, Inc. set a target date of November 15, 2017 to complete their Plan to Prevent Recurrence and submit sample progress notes to Westmoreland County for validation.