
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Ephrata Area Rehab Services

1/4/2018

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of Ephrata Area Rehab Services (EARS) which took place on November 29, 2017 and December 5, 2017. This report will cover an evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. EARS' quality management plan focuses on increasing the number of individuals who are competitively employed.

QA&I Summary

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, remediation actions for areas of non-compliance, and suggestions for improvement. EARS has one area of non-compliance to address. A total of five records were reviewed; two individuals with consolidated waiver, two individuals with P/FDS waiver, and one individual utilizing base funds. Three individuals were interviewed. All three individuals were satisfied with their services.

Data Analysis and Performance Evaluation

Ephrata Area Rehab Services (EARS) provides services under the 55 Pa. Code Chapter 2380 & 55 Pa. Code Chapter 2390 licenses. EARS is qualified to provide services in both Lancaster and Lebanon Counties. Their service offerings include: employment supports, community participation supports, in-home and community supports, and transportation. EARS submitted their self-assessment results on August 9, 2017. The self-assessment results mirrored the results of the onsite. Discussion focused on the new QA&I process and timelines, remediation actions for areas of non-compliance, and suggestions for improvement.

The only area of non-compliance EARS has to address is that all incidents were not finalized within 30 days of entry. They also did not request extensions when needed. Recommendations for the corrective action include implementing a process to track incident deadlines and requesting extensions if needed.

EARS' primary goal outlined in their quality management plan is to assist more individuals in becoming competitively employed. The progress notes reviewed during the onsite visit indicate that staff are trying to assist individuals in achieving this goal by teaching job skills on a daily basis. The quality management plan also focuses on participant satisfaction by distributing satisfaction surveys to individuals. The provider also distributes a separate survey to family and advocates to identify any areas requiring improvement.

EARS has policies and procedures per ODP requirements. Through the utilization of these policies and procedures, EARS is able to provide services to individuals to increase their skills

for employment and further their independence. Overall, the provider engages in practices that align with ODP's mission and vision.

Attachments

- A. CAP- QAI Cycle 1 Year 1
- B. QAI MCI Review Cycle 1 Year 1