
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

(Faithful Homes LLC)

November 1, 2017

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of Faithful Homes which took place on October 3, 2017 and October 4, 2017. This report will cover overall 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. Faithful Homes does not provide employment services since they are a residential provider.

QA&I Summary

Faithful Homes submitted their self-assessment results on August 3, 2017. 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. Faithful Homes has one area of non-compliance to address, however, suggestions on how to improve staff daily documentation were discussed during the exit interview. The daily documentation was organized and completed for each individual, but could be improved by having staff complete the forms in a similar fashion. A total of five records were reviewed; four individuals with consolidated waiver and one individual utilizing base funds. Three individuals were interviewed. All three individuals were satisfied with their services; however, one individual chose not to complete the full interview.

Data Analysis and Performance Evaluation

Faithful Homes LLC is a qualified provider of residential supports under the 55 Pa. Code Chapter 6400 License. Faithful Homes does not offer employment services and is not currently serving anyone with a specialized communication plan.

Faithful Homes LLC quality management plan focuses on complying with state regulations while providing individuals the support they need to live fulfilling lives. The quality improvement goals include: determining that services have been performed as outlined in the ISP, complying with incident management policies & procedures, and consumer satisfaction. The provider continues to ensure staff participation in ISP meetings and compliance with all training requirements.

The provider's documentation was extremely organized. The individual records contained all required documentation. The provider's self-assessment findings mirrored the onsite review findings with the exception of one question. Faithful Homes LLC completed room and board contracts, but were not utilizing the department-approved form. Remediation will include using the department-approved room and board contracts for all consumers.

During the team meeting, there was discussion about areas that did not require remediation, but could still be approved upon. Since daily documentation is essential to ensure that individuals are receiving their authorized services appropriately, discussion focused on increasing consistency and detail of daily notes.

Faithful Homes LLC has policies and procedures per ODP requirements. Through the utilization of these policies and procedures, Faithful Homes is able to provide services to individuals to increase their quality of life and further their independence. Overall, the provider engages in practices that align with ODP's mission and vision.

Appendices

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