
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Family Services Inc

November 17, 2017

Introduction:

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

QA&I Summary:

Family Services Inc of Blair County was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. Family Services Inc completed the agency self-assessment on August 29, 2017 in accordance with the required time of submission. Their agency onsite review portion was completed on October 18-20, 2017. During Family Services Inc's entrance discussion, the Administrative

Entity noted the alignment of their vision and mission statements with that of ODP's, their desire to hire a medical coordinator for the intellectual disabilities program, as well as their ambitious approach to a health/safety goal on their agency quality management plan. During the onsite portion, 10 individual records were selected as part of the review with 4 individuals interviewed. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review of Family Services Inc, an exit discussion occurred with their organizational staff, highlighting areas of needed remediation and promising practices.

Data Analysis and Performance Evaluation

As noted, Family Services Inc's quality management plan was taking an aggressive approach to ensuring the health and safety of those they support to be much more proactive and less reactive. Their policies and individual records were well written and organized with only 1 of 13 questions regarding policy review needing remediation and 1 of 22 questions regarding individual record review needing remediation. Family Services Inc's organizational staff during the entrance/exit discussions showed a true desire to improve and provide quality service and support to those individuals receiving services.

Noted areas needing remediation were more prevalent under the training review questions with 3 of 8 questions needing remediation. Either no documentation was found or only partial, that all staff required to complete said training had done so. The one record review remediation involved noting progress/lack of progress on the individual's monthly progress note. And the one policy review remediation involved only one reportable incident not meeting the required ODP timeframes. Areas needing remediation as a result of the onsite review portion did not align with Family Services Inc's self-assessment submission. But this could be attributed to this being the first year of the QA&I process and interpretation

and differing of questions from traditional provider monitoring. Retraining and policy/process review will need to be completed within 30 days for remediation purposes.

*March 1, 2018 - Corrective Action Plan submitted by Family Services Inc on February 9, 2018 was approved by the assigned AE for Blair Co., Southern Alleghenies Service Management Group.

Appendices

Appendix A: Family Services Inc – QA&I MCI Review and Score

Appendix B: Family Services Inc – Corrective Action Plan