
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Farm Of Hope

September 21 & 22, 2017

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Introduction

Farm of Hope was monitored on September 21 & 22, 2017 for the QA& I onsite review. The focus areas for this cycles statewide review include employment, communication and quality management. The Dauphin County AE reviewers were Joy Hafer and Barb Jumper

QA&I Summary

The onsite review included a entrance interview, record review, tour of facility, policy review, interview of individual and staff and exit interview. At total of 5 records were reviewed and one individual was interviewed during the onsite review.

Data Analysis and Performance Evaluation

A number of promising practices for Farm of Hope were identified by the review team and are outlined below:

- Documentation was well organized, color coded, incident management reports included target info attached for ease of location, and progress notes were organized and in an easy to read format
- QM Plan is a working document with monthly data included and reported to the FOH board. What is being measured is clear and percentages are up to date and understandable
- New employee training log highlights the date the employees are “good to go” with working with individuals.
- Use the language “Growers” to refer to individuals who come to the program to promote the farm community and used by all staff and in all policies
- Use outside resources to support he FOH such as volunteers, interns(not just social work but those involved in agriculture)
- Non “program” environment & implement the use of day to day real activities into building of skills
- Emphasis on non formal communication techniques to improve conversation skills. All individuals who are involved are conversing at the greatest extent possible.

Two (2) areas were found that will need to be remediated in the next 30 days through the Corrective Action Plan (CAP) process and are as follows

- FOH needs to update their grievance plan to assure they resolve issues within 21 days, instruct families of where to go for assistance if they need help in filing a grievance, and track number of grievances through their quality management plan on at least an annual basis
- There was a situation when victim assistance was not offered to an individual per the incident management bulletin. FOH should obtain retraining and strengthen their policy around when to provide victim assistance to individuals.

One individual was interviewed during the onsite review. It was evident that he thoroughly enjoys coming to the farm and interacting with the animals and helping with the chores. He was not very interested in being involved with the interview but was more focused on completing the chores that were being completed by the growers. He interacted well with the other growers and staff. He was able to choose what tasks he wanted to be involved in and those he did not. It is evident he enjoys his day at the Farm.

Appendices

- CAP
- MCI reviewer