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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Goodwill of the Southern Alleghenies

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## Introduction

The Comprehensive Report provides an overview of the results of your agency's Quality Assurance and Improvement Self Assessment, Desk Review and On-site audit which occurred on September 19, 2017. It also contains a summary of the findings from the interview held on September 27, 2017. This report highlights areas where your agency is doing well regarding person centered services delivery and promising practices; analyze performance in ODP's quality focus areas for the current QA & I cycle; compare results of the desk and onsite reviews with the self assessment; summarize instances of non-compliance that were remediated during the onsite review, if applicable; outline non-compliances, if applicable; recommend PPRs where compliance is below established thresholds of 86% and recommend improvement activities to be addressed during the remainder of the QA & I cycle including systemic quality improvement projects to incorporate into QM plans.

The focus areas for the year's review statewide include positive practices and employment. Services should be accessible, flexible, innovative and person-centered.

## QA&I Summary

Goodwill of the Southern Alleghenies submitted their self assessment on August 30, 2017 along with the required documents – Quality Management Plan, Restrictive Intervention Policy and their Annual Training Plan. The self assessment was completed on 5 individuals. No non-compliances were noted on the self assessment and the required documentation met the established criteria as outlined in ODP's QA & I guidelines.

The onsite audit was conducted on September 19, 2017. Ann Torledsky, Tara Burkey and Amy Horwath were present for your agency. Mary Ann Arnone and Heather Bond were the QA & I Leads for Cambria County. Five individuals were selected for the on-site audit sample. The sample included two individuals enrolled in consolidated Waiver, two individuals enrolled in PFDS waiver and one base funded individual. The individuals are authorized to receive small group employment or supported employment.

Goodwill was very well prepared for the onsite audit. A binder was created that contained all the information needed for the review. Everything was tabbed and highlighted which made the review go quickly. All documentation was readily available for review. The QM plan's focus areas centered on individual's choice, access to services and satisfaction with services. Goodwill reviews the performance data on a quarterly basis which is recorded in a different binder rather than directly on the QM Plan. It was recommended that the quarterly review documentation be recorded directly on the QM plan.

Goodwill staff receives training on the individuals' ISP prior to working with them. Goodwill has developed a template which includes various sections of the ISP that pertain to the individual while they

are receiving services. It was recommended to print the entire ISP and highlight sections that pertain to the individual and the services they are receiving, such as outcomes, special health care needs, behavior, accessibility, nutrition/diet, communication and risk mitigation strategies. All staff reviewed participated in the required annual trainings. There was documentation to support the provider's attendance at the ISP annual review meetings. Compliance was noted with progress notes.

Goodwill is promoting employment with the individuals they support. Small group employment and supported Employment are authorized for the individuals in the sample. Each person's schedule and job duties are based on their choice and abilities. Outcomes are based on assessed needs.

One individual in the sample requires communication assistance. There was documentation present to verify the Provider's implementation of the communication assistance needed.

One individual in the sample was interviewed at the Goodwill Store. She answered all questions asked of her and reported no issues or concerns with the services she receives from Goodwill. She is authorized for small group employment and said she is very satisfied with this support. She attends 5 days a week and her attendance is very good. She noted she has friends at work and likes her staff.

#### Data Analysis and Performance Evaluation

As stated in the previous section, Goodwill of the Southern Alleghenies submitted the self assessment and supporting documentation as required by ODP. They were very well prepared for the on-site audit which occurred on September 19, 2017 with an interview being conducted on September 27, 2017. Goodwill's Quality Management plan has good focus areas that pertain to individual choice, access and satisfaction with services. They maintain staff training records which ensure all staff are trained prior to providing services.

Both the self assessment and the on-site audit identified no non-compliances.

Recommendations include –

1. Recording quarterly performance data directly on the QM plan.
2. Printing the entire ISP for staff training.

Based on the results of the on-site audit, a Corrective Action Plan will not be issued.

#### Appendices

The QA & I MCI review spreadsheet is attached for your review.