
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Greater Hearts Human Services

12/28/2017

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of Greater Hearts which took place on November 20th, 2017 and December 1st, 2017. This report will cover an 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. Greater Hearts does not provide employment services and is not currently serving anyone with a specialized communication plan.

QA&I Summary

Greater Hearts submitted their self-assessment results on August 27, 2017. This was the provider's first time participating in an onsite review. The provider was mostly prepared for their visit, but gained a better understanding of what will be expected for future visits. Discussion focused on the new QA&I process and timelines, remediation actions for areas of non-compliance, and suggestions for improvement. The provider discussed their ongoing efforts to get access to the Enterprise Incident Management (EIM) system. Greater Hearts Human Services continues to work with the HCSIS help desk to address this issue.

The provider's daily documentation was organized and complete. Two records were reviewed because the provider only serves two individuals from Lancaster County. Both individuals are enrolled in the consolidated waiver. One individual in the sample was interviewed. The individual is very satisfied with their services from Greater Hearts Human Services.

Data Analysis and Performance Evaluation

Greater Hearts Human Services is a qualified provider of adult residential supports under the 51 Pa. Code Chapter 6400 License. Greater Hearts does not offer employment services and is not currently serving anyone with a specialized communication plan.

Greater Hearts Human Services quality management plan focuses on providing quality care to individuals and ensuring compliance with incident reporting. According to progress notes reviewed, there is evidence which shows that quality care is being provided to individuals. Greater Hearts is a new provider and has had difficulty in gaining access to the EIM system in HCSIS; therefore, they have not been able to enter incident reports as required. This is an area that the provider needs to strengthen to meet their quality management goals, in addition to meeting ODP requirements. The provider has been completing incident management contingency forms when incidents occur and will enter these into the system once they gain access. In addition, Greater Hearts Human Services needs to review and analyze incident data at least quarterly and implement their peer review process. In implementing these procedures, Greater Hearts will be able to work towards achieving their quality management goals & outcomes.

The documentation the provider kept 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 seven questions.

Remediation will include gaining access to HCSIS in order to gain the ability to report incidents, making sure incidents are finalized within 30 days, making sure the provider meets to analyze incidents quarterly, and engaging in the peer review process using the forms mandated by ODP. In addition, there was no documentation to indicate that the provider was implementing their exclusion check list policy.

Greater Hearts Human Services is a new provider that completed the enrollment process in 2017. They have policies and procedures in accordance with ODP requirements but need to improve upon their implementation of these policies. Greater Heart Human Services 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.

Attachments

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