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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

H V Camberg Services, Inc.

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## Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

## QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

## Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

## Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.

## **Introduction**

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide information and data that have been collected during the self-assessment and the desk/onsite review of a core sample of individuals that has been selected by the assigned Administrative Entity (AE). This year's focus area included ensuring that everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

## **Summary of Community Links**

The headquarters for H V Camberg Services, Inc. is located at 11368 Tyrone Pike – Irvona, PA 16656. H V Camberg Services Inc. currently has service contracts in HCSIS to support individuals registered with Clearfield/Jefferson, Administrative Entity. Service offered is transportation mile.

As reported by business President, H V Camberg Inc. began transportation services over fifty years ago when they purchased their first bus. During the early 70's, the business began transportation services with the local Intermediate Unit. H V Camberg Inc. President, David Camberg reports that in 1996 the business began transporting exclusively with vans. In addition to transportation services, the business also has a service center available for mechanical repairs.

## **QA&I Summary**

H V Camberg Services Inc. completed the QA&I self-assessment in FY 17-18 which was finalized and received by the assigned AE on August 25, 2017. The assigned AE had 1 enrolled individual receiving transport from H V Camberg Services Inc. at the time of the onsite review, which was conducted on November 16, 2017.

Highlights of the AE's review were:

- The provider was able to supply needed information for the onsite
- During the course of this QA&I onsite period this provider received their Pennsylvania Public Utility Certificate (PUC) effective December 5, 2017

## **Data Analysis**

During the onsite visit, the assigned Administrative Entity met with David Camberg, President & Howard Camberg, Secretary. They were able to supply all requested information for the review.

## **Results and Performance Evaluation**

The results of the onsite review were shared with David Camberg, President & Howard Camberg, Secretary. Several areas needed improvement. These areas related to implementing the agency policy & procedure to screen employees utilizing the 3 exclusion lists. The provider while doing this monthly check omitted one of the exclusion sites. The other areas cited related to staff training. This was confusing with the new QA&I tool as in prior years these questions did not apply to transportation only providers.

H.V. Camberg is a conscientious provider and is concerned about the health and safety of the individuals they transport.

In addition, there was a delay in completing the Comprehensive Report and Plan of Correction related to Questions on the QA&I tool about Quality Management that required ODP clarification. The timeframes per the QA&I process could not be followed.

All other areas were in compliance.