
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Entity Name: HOME CARE ASSOCIATES

DATE(S) OF ONSITE REVIEW: OCTOBER 2, 2017 - OCTOBER 3, 2017

Date of Report: November 2, 2017

Onsite Review conducted by Philadelphia IDS

QA&I Review Team: Lillie Jefferies, Public Health Program Analyst

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Introduction

This comprehensive report contains a detailed analysis of the Office of Developmental Programs (ODP) Quality Assessment & Improvement (QA&I) process for HOME CARE ASSOCIATES. This report will include the official findings of the desk review and on-site review processes conducted earlier this year by your assigned Administrative Entity, Philadelphia Intellectual disAbility Services.

The ODP QA&I Process for providers, which replaced the ODP Provider Monitoring process on July 1, 2017, is one piece of a comprehensive quality management review designed to evaluate the supports and services offered by county AE's, Supports Coordination Organizations, and Provider agencies across the Commonwealth of Pennsylvania. The purpose of the revised process, as stated by ODP, is to eliminate unnecessary duplication across Commonwealth and county review procedures, to allow more time to focus on individual experiences and quality improvement, to improve methods of collecting and reporting useful data in a timely manner, and to foster collaborative partnerships and opportunities for technical assistance and shared learning.

Upon completion and approval of this comprehensive report, the results are shared with ODP in order to assist with the evaluation of the current system of supports, and to identify ways to improve the system for all individuals and key stakeholders. Additionally, QA&I assists with data collection that measures Consolidated and PFDS, compliance with Title 55 PA Code Chapter 51 regulations, and compliance with the Medicaid Waiver Provider Agreement.

ODP's focus areas for this year's statewide QA&I review are consistent with the desired outcomes of the 2017 waiver renewals and the ODP quality management strategy. These focus areas include but are not limited to the following:

- Families with infants and toddlers and people with Autism get the support they need
- People will be connected with their community and increase community participation
- People will live with people they like and who care about them
- People will be physically and mentally healthy
- Assuring effective communication
- Increasing employment
- Ensuring individuals are free from abuse, neglect, and exploitation
- Ensuring that people with complex needs have the support they need

Quality Assessment & Improvement Summary

The steps of the ODP and QA&I process are inclusive of the following procedures:

Self-Assessment:

Home Care Associates successfully completed their self-assessment on time, prior to the deadline prescribed by ODP. However, some aspects of the Home Care Associates self- assessment results were inconsistent with the findings of the on-site review. Home Care Associates' response to question 23 did not indicate a thorough understanding of the question asked because the correct response was N/A. Also, when asked if the provider participated in the development of the ISP, Home Care Associates indicated yes, however the reviewer determined during the on-site review that there was no documentation to validate this claim. Finally, Home Care Associates was asked the question regarding staff being trained on the person's communication plan and/or formal communication system. This was answered as one staff trained, however, the one individual supported by the provider has no communication plan, formal or otherwise.

Desk Review of Providers:

The desk review includes an analysis of the provider agency's Quality Management Plan, the Annual Training Plan, and the Restrictive Intervention Policy, which are submitted to the AE by the provider upon completion of the self-assessment. The desk review also consists of a review of data collected from Home & Community Services Information System (HCSIS), the Enterprise Incident Management system (EIM), and the Individual Support Plans (ISPs) of the individuals selected by the assigned AE for the onsite review sample. Representatives from Home Care Associates management team provided the reviewer with a copy of HCA Quality Management plan, which had been newly revised on 9/29/2017. The focus areas of the QM plan included, (1) the maintenance, gathering and reporting of information aimed at addressing all health and safety concerns related to an individual. HCA QM plan met regulatory standards.

The review further established that Home Care Associates Restrictive Intervention Policy and handling of Incidents as well as their Training Curriculum met regulatory standards with no areas of non-compliance or further recommendations needed.

AE Onsite Review of Providers:

Philadelphia IdS conducted the onsite review of HOME CARE_ASSOCIATES from October 2, 2017 through October 3, 2017. The process began with an Entrance meeting, held on the first day of the scheduled onsite review. A copy of the Entrance meeting signature sheet documenting all attendees is included in the appendices of this report. Discussion during the entrance meeting included introductions, a general

overview of the QA&I process, including the mission, vision and quality improvement priorities of ODP, IDS, and the reviewed provider, and a discussion of the specific details of the onsite process.

One individual was selected as a part of this provider's sample, and of those sample individuals, one interview was conducted during the onsite review. For the sample individual, Home Care Associates provided In Home & Community Supports at the 1:1 support level.

Upon the opening of the onsite review Home Care Associates was requested to provide the reviewer with documentation of the policies and procedures outlined within the QA&I tool. The tool had been provided to the agencies prior to the review and the HCA management member was able to provide this information with very little delay.

After completing the record and training review, one interview was conducted with the sample individual. The interview was held at the home of the individual. Staff interviewed was the sample individual's mother and employee of HCA. The home was impeccably maintained. It was clear that the individual's personal taste and personality is reflected throughout the home, including areas other than the personal bedroom. The individual spoke freely and was very responsive to interview questions. One thing that stood out during the interview was how connected the individual was to the surrounding community. On the final day of the onsite review, an Exit meeting took place. A copy of the Exit signature sheet documenting all attendees is included in the appendices of this report. Topics of discussion during the Exit meeting included introductions, an overview of the process from the perspective of the reviewer and the reviewed provider, an overview of the findings documented during the review, and an overview of the comprehensive report and the corrective action process.

Data Analysis and Performance Evaluation

Analysis of performance of focus areas:

- At least one promising practice in which the entity excels:

This QA&I process revealed that Home Care Associates is making great strides in the area of minimizing and managing incidents as they have not had one reportable incident during the entire period under review nor since 2010. Service delivery documentation was accurate and detailed, and information was easily obtained by the reviewer, as their systems for maintaining and storing data is very effective.

- Analysis of performance based on focus areas:

Home Care Services is doing a great job at ensuring that the Individual served receives all medical care and follow up care as recommended by the treating physicians. The review showed that the provider effectively communicated with medical professional's changes and/or concerns that occurred related to the individual's health to assure timely follow up and holistic care.

- Issues discovered and corrected while onsite or during desk review:

There were no areas of concern remediated on-site

- Items requiring remediation within 30 days:

Q.20 The Provider participates in the development of the ISP: The provider was unable to locate a copy of the ISP signature sheet.

- Recommendations for entity's system improvement:

The provider was recommended to ensure that a program specialist or someone from the program acting in the role of a program specialist attend the next ISP meeting for the individual and ensure that accurate documentation be brought back to the agency and maintained for final review.

Appendices

Appendix A: Corrective Action Plan

Appendix B: Entrance Signature Sheet

Appendix C: Exit Signature Sheet

Appendix D: MCI Review Spreadsheet