
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Integrity Home Health, LLC.

November 16, 2017

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Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

QA&I Summary

Integrity Home Health completed the self-assessment on August 24, 2017 and sent it to the AE on September 5, 2017. The onsite review took place on October 30, 2017. The AE staff Meagan Smolsky and Lauren Foell met with Shelbia Whitfield-Verdieu and George Verdieu of Integrity Home Health. The AE reviewed records for three individuals as well as all relevant policies and procedures. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- ODP Quality Management Training
- Staff training expectations
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

One staff and one individual (MCI# 800116888) were interviewed on November 6 in the community by AE staff Lauren Foell.

Data Analysis and Performance Evaluation

Integrity Home Health has strong policies in place. They were well prepared and organized for the onsite review. All individual records reviewed were found to be in compliant. The provider maintains clear documentation, including when individuals cancel a shift. Currently, Integrity Home Health does not serve individuals who require additional communication supports and they are not an employment provider. The Quality Management Plan meets requirements and utilizes the ODP format, but the AE recommended separating the three target objects to fall under three separate goals. The restrictive procedure in place includes all necessary language; additionally, Integrity Home Health also has an "Elimination of Restraints through positive practices" policy in place. The Emergency Disaster Response

Plan is very thorough and includes very helpful language for the staff to remain calm and assist the individual in the event of an emergency. The provider self-assessment answers varied where the AE found items of noncompliance. Questions found to be out of compliance during the AE onsite review were:

Q8. The Provider reviews and evaluates performance data in selecting priorities for the QMP.

Q14. Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.

Q15. If a Provider has any new hire staff, the new hire staff received training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP) before providing services to the individual.

Q16. The Provider has an Annual training plan that meets all requirements.

Q17. The Provider and the Provider's staff completed all components of the Annual training plan as required.

Q18. Provider staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe.

It is clear the provider is collecting satisfaction surveys for all individuals served, but additional reports are needed to demonstrate evaluation of quality performance data. Additionally, all Quality Management Plan goals need to be reflected in the data (i.e. incident, grievance, and transition data). The annual training plan is missing "recognizing, reporting and investigating an incident." Competency exam results were available for staff, but there was no proof that staff received annual training (i.e. signature pages). Because more than one question about staff trainings were out of compliance, the AE recommends Integrity Home Health update their Quality Management Plan to include documentation and evaluation of staff training and compliance.

During the interview, the individual expressed that she enjoys working with her staff and staff demonstrated an understanding of her interests and supports needed.

Appendices

See CAP attached in email

See MCI Review attached in email