
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Just Life, Inc.

November 17, 2017

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Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to 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 entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- 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 mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

QA&I Summary

Per ODP's requirement, Just Life, Inc. completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 8, 2017. Additionally, as required, Just Life, Inc. submitted their Quality Management, Restrictive Procedure and Annual Staff Training policies to the AE. These policies and the completed provider Self-Assessment were reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on November 7, 2017.

During the entrance discussion, the AE reviewed ODP's focus including Quality Management, Employment, Communication and increased focus on Staff Training. Also noted was the change that the AEs are no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. The Just Life administrative team shared their concerns about the upcoming changes regarding Behavior Support services in residential facilities. Just Life also informed the AE of their plans to offer trainings to providers on PTSD and Trauma and Victimization. Just Life had arranged for the individual interview portion to occur sometime after 12 pm the home of the individual. The provider sample reviewed consisted of five individual records. The associated staff training records reviewed included three files. One individual interview was also completed.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Just Life made available the required records as well as arranged for the one individual to be interviewed. The process advanced without delays as Just Life was able to retrieve all additional information needed and clarify any questions as identified by the AE.

Findings:

Highlights and Provider Strengths:

- Progress notes completed by Just Life are detailed and comprehensive. The reviewer could gain a clear insight into how the services that were provided impacted the individuals' lives.
- Even though Just Life does not currently serve any deaf participants, their program specialist took the initiative to complete the deaf services training offered by ODP.
- Just Life was fully prepared for the On-Site review with organized binders and carefully labeled agency policies and files. All Just Life personnel were very knowledgeable of the participants they serve, the organizational flow of their charts and their agency practices. This made it easy to locate the necessary information to determine compliance with the QA&I tool.
- Just Life demonstrates dedication to the participants to whom it provides behavior support. Before transferring a participant's case to a new Behavior Specialist, Just Life takes the extra time and resources to ensure a systematic, thorough transition. This allows the BSC and the participant the chance to become well-acquainted before the transfer occurs.
- The Behavior Specialist accompanied the AE to the individual's home for the interview and served as the informal interpreter for the AE. During the interview, it was evident to the AE that the BSC and the individual share a long-standing, respectful and mutually-satisfying relationship.

Areas for Corrective Action:

- No Findings of Non-Compliance

Suggestions for consideration of improvement:

- The AE recommends that Just Life administrative staff complete the Deaf Services Training on the MyODP website to be prepared should a deaf participant require their services in the future.

Appendices

- Just Life, Inc. QA&I Tool
- Just Life, Inc. CAP
- Just Life, Inc. MCI