
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

(Landis Homes)

(10/13/17)

Introduction

The purpose of this report is to convey the overall results of the onsite QA&I review of Landis Homes which took place on 9/19/17 and 9/22/17. 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. While this particular agency does not provide employment services, the supports they provide do focus on communication. Individuals have many opportunities to socialize with each other during various recreational activities. Landis Homes focuses greatly on improving the quality of services for everyone they support.

QA&I Summary

Landis Homes submitted their self-assessment results on 8/29/2017. The provider was well-organized and prepared for their onsite visit. All the necessary documentation was readily available for review. Discussion focused on the QA&I process and timelines, as well as remediation actions for areas of non-compliance. Three records were reviewed and the provider's documentation met the standard requirements. Two interviews were conducted during the onsite visit. One individual chose not to participate in the interview. The individuals interviewed expressed satisfaction with the services they receive from Landis Homes.

Data Analysis and Performance Evaluation

Landis Homes offers licensed day habilitation services, under the 6 Pa Code Ch. 11 License, Older Adult Day Living Center. The provider excels in ensuring that all staff receive appropriate training and review individuals' ISPs. Their quality management plan is comprehensive and includes all necessary components. All quality management documentation was organized in a QM binder including meeting notes and quarterly review documentation. Landis Homes focuses on promoting the health, wellness, and safety of individuals. The agency also strives to improve the quality of their services and elicits feedback through satisfaction surveys. Individual complaints are primarily related to transportation, for which the provider is not responsible. Landis Homes is not an employment provider and none of the individuals within the sample have extensive communication-based needs.

The onsite review was consistent with the provider's self-assessment with the exception of question number 44. This is due to the provider not using the required Certified Investigation (CI) Peer Review forms. Landis Homes had one investigation, which they did complete a peer review for; however, they did not utilize the required forms. Remediation actions will incorporate the use of ODP CI Peer Review Forms.

The provider indicated on their self-assessment that not all staff reviewed one individual's ISP prior to receiving services; this was done two days after the individual's start date. Remediation was completed prior to the on-site visit and the provider has a tracking mechanism in place to ensure ISPs are reviewed

prior to the service start date. During the onsite record review, it was noted that the outcome statements listed on the monthly progress notes were not identical to the outcomes listed in the ISP. It was suggested that the provider use the exact statement from the ISP. Overall, the agency engages in practices that increase the quality of life for individuals while meeting ODP's requirements.

Appendices

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