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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Entity Name: Lending A Hand Homecare

Date of Onsite Review: December 20, 2017

Date of Report: January 19, 2018

Onsite Review conducted by Philadelphia IDS

Reviewer: Lynette Pinckney McMillan, Manager

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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 Lending A Hand Home Care. 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 Administrative Entities, 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 Person/Family Directed Support waiver performance measures, 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 QA&I process are inclusive of the following procedures:

#### **Self-Assessment:**

All providers complete the self-assessment on an annual basis. Providers are expected to remediate issues that are discovered during their self-assessment within 30 days, and to engage in quality improvement activities based on the results of self-assessment. Lending A Hand Home Care successfully completed their self-assessment on time, before the deadline prescribed by ODP.

- Lending A Hand Home Care is a new provider that has been in existence for less than a year.
- Lending A Hand Home Care not currently provide services to any ODP waiver individuals.
- Lending A Hand Home Care answered “NO” to many of the questions and the answered should have been “N/A” because this provider does not have staff nor do they provide service at this time.

#### **Desk Review of Providers:**

The assigned Administrative Entity will conduct a desk review of providers that are assigned for on-site review prior to the date of on-site. This 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.

- Lending A Hand Home Care submitted the requested documentation for desk review.
- The Restrictive Procedure Policy met the ODP guidelines.
- Lending A Hand Home Care was instructed to remove the word “client” from their Quality Management Plan and to also use the ODP Quality Management Plan template to create their plan.
- The Training Curriculum complied; however, some of the time frames for the various training should be reevaluated.

#### **AE Onsite Review of Providers:**

Philadelphia IDS conducted the onsite review of Lending A Hand Home Care on December 20, 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.

- Lending A Hand Home Care was very organized and prepared for the on-site review.
- Lending Some Hand Home Care’s policies met the guidelines and was specific to their agency.
- Lending A Hand Home Care Director sat with the reviewer during the entire on-site to and answered and asked questions.

A total of zero individuals were selected as a part of this provider’s sample, and of those sample individuals, zero interviews were conducted during the onsite review.

- Lending A Hand Home Care does not presently provide service to any ODP waiver individuals.

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.

- During the exit interview the reviewer discussed the Everyday Lives principles and values.
- The reviewer discussed “Person First” language and not to use the word client.
- The reviewer advised Lending A Hand Home Care that training times need to be expanded for example training for Department Policy or Intellectual Disability Principles and Values was only allotted an half our of training time.
- Lending A Hand Home Care stated that they wanted to expand services to include residential but they first want to become proficient in the services they presently provide.

#### **Data Analysis and Performance Evaluation**

- The director of Lending A Hand Home Care did not check to ensure their name was not on the exclusions list. The reviewer explained that all staff, contractors, volunteers, who are receiving funds and working within the ODP waiver services must be checked. The provider corrected this on-site and had their 3 checks completed.
- Lending A Hand Home Care was reminded of “Person First Language” and to revise their Quality Management Plan to reflect the philosophy and principles of ODP.

**Appendices**

Appendix A: Corrective Action Plan

Appendix B: CR Letter

Appendix C: MCI Review Spreadsheet