
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Life's New Beginning

Date of Self-Assessment and Provider Checklist Document Submission: August 31, 2017

Date of Desk Review: July 31st through August 9th 2017

Date of On-site Quality Assessment and Improvement Monitor: October 16, 2017

In Attendance: Rosiland Lauchman: York/Adams AE

Tammy Snyder: Life's New Beginning

Life's New Beginning (LNB) is qualified to provide the following services: Residential, Home and Community, Companion and Behavioral Supports to those individuals enrolled in the Consolidated and PFDS waiver programs. LNB is recognized for providing services to individuals with dual diagnoses and demonstrating challenging behaviors.

The comparison of the on-site review with the provider's self-assessment demonstrated the same results.

A sample of ten individuals was selected by the AE. Six individuals receive home and community based services and four individuals receive residential services. Four of these individuals also receive behavioral supports.

Desk Review Results:

Provider participates in all scheduled ISP's. Forty-two staff received training in each individual's ISP prior to providing direct care services.

The provider does not provide employment services, however, there is documentation that the provider supports and encourages community employment.

There are no individuals in the sample with a communication plan and/or formal communication system. It was noted that one individual may be difficult to understand at times due to a speech impediment and staff will simply encourage the individual to speak slowly.

The provider does not serve any individuals who are deaf.

All but one home and community participants have a back-up plan written and recorded in the ISP. There were no instances of neglect due to non-implementation of a back-up plan.

There were no instances of need to replace an individual's lost or damaged property.

A report for incidents was run for the period of January 1, 2017 to June 30, 2017. There were twenty-four incidents, one of which was still open and involved law enforcement activity due to individual calling 911. Staff were retrained to keep phones on person to prevent another incident from occurring. The incident was open at time of desk review but has since been closed. Three individuals from the sample had incidents reported. Three reports had a request for extensions. All reports were finalized within a compliant time frame. All individuals were offered victim's assistance as appropriate.

There are four individuals receiving residential services and the provider completed all necessary medical appointments and health care screenings and follow-ups as prescribed.

Four individuals have a dual-diagnosis and all receive needed mental health services. There are Behavioral Support Plans for all four individuals and two individuals have Restrictive Plans. Quarterly medication reviews are conducted for the individuals and one individual receives weekly counseling. A PHD, CRNP and LSW, BSW are on call for the individuals 24/7.

The provider promotes health and welfare for several individuals including dental hygiene to healthy weigh maintenance.

On-Site Review Results:

A review of all policy and procedure documentation was completed. The content compliancy of all required documentation was very good.

The Quality Management Plan was reviewed and found to be in compliance. The plan was very comprehensive and addressed focus areas of Education, Health and Fitness, Safety and Welfare, Personnel and Administration Oversight. The plan is current for the 2017-2018 year. Performance measures are reviewed during board meetings on a quarterly basis as well as informal weekly reviews occurring with management staff.

The provider utilizes an appropriate check system for all staff screenings newly hired and on an ongoing monthly basis. The provider was able to present the most current monthly check.

There are four individuals in the sample receiving residential services and all four have signed department approved room and board contracts.

The annual training policy was reviewed as well as all training documents. There are forty-two staff that provide direct support to the individuals and all received training on the ISP's prior to working with the individuals. There are twenty-seven

newly hired staff included in this review. The staff and training records were very organized, comprehensive and met all training requirements as outlined.

Documentation of delivery and services/supports type, scope, amount, frequency and duration was included on all progress notes and delivered as documented. A recommendation was made to name the service as authorized rather than a description. All progress notes reviewed showed individuals maintaining or progressing in outcomes. One individual accomplished an outcome of living independently however the accomplished outcome was not documented. The provider was informed and noted.

Individual and Staff Interview Results:

One individual who receives funding for Companion and Behavioral Support services was interviewed. The individual resides independently with a significant other and enjoys an Every Day Life. The individual is ambulatory and can access the community very well. The individual is verbal and able to express self very well. The individual was able to describe the services she receives and states is very happy with staff and the help they provide. The individual enjoys grocery shopping and going to the gym (Crunches). The provider has also given the individual the opportunity to clean at the LNB office which individual enjoys doing. The individual states staff assists with these activities and provides encouragement at the gym. Individual states that being overweight is “a problem”. Reviewer was informed that individual began working with this provider in April of 2017 but has known one of the staff for many years. Individual reports loving to live in own apartment with significant other and spending time with their friend. Individual stated that they have the freedom to choose activities of their choice during times of service and alone. The individual is not employed at this time, but states future interest in community work and talks with staff about work in the community. Individual would like to get a job close to apartment.

As stated, staff has known the individual for many years as was obvious during the interview with staff. Staff was very knowledgeable in all aspects of the

individual's life and very encouraging to promote even more independence in living. Staff demonstrated concern for the individual's health in regards to being overweight and discussed actions being taken to address this issue for the individual.

Need for Remediation:

The AE has not found any areas of needed remediation at this time. It will be recommended to direct the Supports Coordinator to add the back-up plan to individual's ISP.