
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Reviewed Entity: Main Line Adult Day Care

Date of Onsite Review: October 16, 2017

Date of Report: November 15, 2017

Onsite Review conducted by Philadelphia IDS

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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 Main Line Adult Day 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. **Main Line Adult Day Care** successfully completed their self-assessment on time, before the deadline prescribed by ODP. After review of the provider's self assessment, the results were consistent with the on-site review conducted by Philadelphia IdS. The only exception was question #8. As identified in corrective action, the provider did not have evidence of documentation, review, or evaluation of performance data when developing focus areas or outcomes in the QM plan.

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. The provider submitted their Quality Management Plan. The plan includes methods for measuring quality through performance outcomes. The plan addresses customer participation, customer satisfaction, and complaint management, and was consistent with the ODP Quality Management strategy and priorities. There are additional outcomes that include incident management review and staff training. The agency also submitted their restrictive intervention policy and annual training plan prior to the onsite review, as required. All three submitted documents meet the requirements set forth by ODP regulations. A review of EIM incidents revealed no incident reports filed by this provider in the last six months from the review date. ISP'S were reviewed for the two individuals. There were no concerns identified.

AE Onsite Review of Providers:

Philadelphia IdS conducted the onsite review of **Main Line Adult Day Care** on October 16, 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. The provider was well prepared for the on-site review. Documentation was readily available. The provider was available to the reviewer as needed. The provider gave a tour of the program, where they provide Licensed Day Habilitation to older adults. Program participants were engaged in activities with program staff. The facility was well kept and very organized. The program offers on-site qualified medical services by experienced nursing staff. There are planned daily exercises to promote healthy lifestyles. The program provides additional services that include hairdresser, podiatry, and dental services. Staff was professional and provided adequate information during the interviews. One individual was interviewed on site and the other individual was interviewed at their home.

A total of two individuals were selected as a part of this provider's sample, and of those sample individuals, two interviews were conducted during the onsite review. The first interviewee could not communicate using words. As a result, the assigned staff was very helpful to the interviewer and provided assistance to the interviewee during the interview. With staff assistance, the individual participates in group socialization, arts, music, and physical fitness. The individual is happy with the services of the program. The second interviewee did not require staff assistance to communicate. They were able to answer questions they understood. The individual participates in socialization, music, and fitness activities. Sometimes the individual just enjoys sitting and watching other participants engaged in program activities. The individual is happy with the services and wants to continue attending the program.

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. The provider was made aware of the one corrective action identified during the on-site review. There were no other areas of concern identified.

Data Analysis and Performance Evaluation

The Main Line Adult Day Care Center provides daytime supports to individuals with intellectual disabilities. The facility is well maintained and offers a variety of activities to the individuals they serve. The staff is professional and courteous. Training documentation was well organized. One really impressive fact about this program is there was no newly hired staff in the last twelve months. This fact shows the dedication and consistency the staff has for the program. Progress notes were completed on a regular basis. Individuals interviewed indicated they were happy at the program. The one corrective action identified was question# 8. There were no other areas of concern identified.

Appendices

Appendix A: Corrective Action Plan

Appendix B: Entrance Signature Sheet

Appendix C: Exit Signature Sheet

Appendix D: MCI Review Spreadsheet