
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Maxcare

11/2/17

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Maxcare was monitored on November 2 , 2017 for the QA& I onsite review. The agency recently changed ownership and in the process of updating all policies and procedures. It is not currently serving any individuals with ID or with ODP. The QA& I review was limited to a policy review since no staff are currently hired to support individuals.. The Dauphin County AE reviewer was Joy Hafer.

QA&I Summary

The onsite review included an entrance interview, policy review and exit interview.

Data Analysis and Performance Evaluation

A number of promising practices for Arcturus were identified by the review team and are outlined below:

- The new owners are enthusiastic about supporting individuals with ID and have experience in the field while working at other agencies in the past
- The new owners plan to attend the New Provider Orientation Training to update themselves on ODP policy and procedures

Items discovered during the review that require remediation within 30 days are as follows:

- Quality Management Plan must be retooled in the ODP format using data. A policy saying what they were going to do exists and the bones of a plan exist but the agency should put the plan in the correct format. Without actually serving individuals actual data does not exist.
- Grievance Policy does not meet the requirements as set forth in Chapter 51 and does not include a process to review and document
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Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.