
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Olive Branch of Hope

12/13/2017

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of Olive Branch of Hope which took place on November 2nd, 2017 and November 16th, 2017. 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. Individuals served by Olive Branch of Hope have opportunities for socialization through various activities such as expressive art, outdoor activities, and interaction with animals.

QA&I Summary

Olive Branch of Hope submitted their self-assessment results on July 5, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. Discussion focused on the new QA&I process and timelines, remediation actions for areas of non-compliance, and suggestions for improvement. In addition, Olive Branch of Hope was encouraged to accept more referrals since they currently only serve two individuals. The provider wants to ensure they are complying with waiver regulations as well as ODP standards prior to expanding. Olive Branch of Hope is only serving one individual from Lancaster County. This individual's record was reviewed and she participated in the interview. The individual is very satisfied with services provided by Olive Branch of Hope.

Data Analysis and Performance Evaluation

Olive Branch of Hope is qualified provider of respite, companion, and in-home and community supports. The provider does not offer employment services and is not currently serving anyone with a specialized communication plan. Their quality management plan focuses on complying with state regulations while promoting participant improvement and independence. The provider's progress notes reflected this as the participant consistently was working toward becoming more independent.

The provider's documentation was extremely organized. The individual's record contained all required documentation. The provider's self-assessment findings mirrored the onsite review findings with the exception of one question. While the provider indicated that they were screening employees monthly, they kept no documentation to validate this. In order to remediate this area, the provider is expected to save documentation that confirms they are engaging in this practice.

Olive Branch of Hope has policies and procedures per ODP requirements. Through the utilization of these policies and procedures, Olive Branch of Hope is able to provide services to individuals to increase their quality of life and further their independence. The provider was encouraged to support more individuals as they are currently providing supports in accordance with the waivers. Overall, the provider engages in practices that align with ODP's mission and vision.

Attachments

A. CAP- QAI Cycle 1 Year 1

B. QAI MCI Review Cycle 1 Year 1