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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

**Our Own Home, Inc**

***November 20, 2017***

# Table of Contents

## Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered.

The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

## QA&I Summary

Per ODP's requirement, Our Own Home completed and forwarded to the assigned Administrative Entity (AE) their Self-Assessment on August 2, 2017. Additionally, as required, Our Own Home submitted their Quality Management Plan, Restrictive Intervention Policy and Annual Staff Training Curriculum as part of the desk review. These were compliant with Chapter 51 requirements.

The on-site review was scheduled for and occurred on November 2, 2017. During the entrance meeting the AE reviewed ODP's focus including Community Participation, Employment and Everyday Lives. As Our Own Home is a new provider we discussed the overall QA&I Process, including self-assessments and the onsite review cycle. The AE explained the process for the day as well as what occurs after the on-site review. Our Own Home administrative staff gave a history of how the agency came to be an ID Waiver service provider. They are in the process of expanding their services to include licensed adult residential. They have an individual identified through the Benjamin Settlement.

There were two individuals in the review sample. Both individuals receive In Home and Community Supports. Our Own Home staff arranged for the interview to take place at the convenience of the individual.

### *Data Analysis and Performance Evaluation*

During the on-site review portion of the QA&I process, Our Own Home administrative staff made available all the required records. They obtained additional information as needed throughout the meeting. The administrative staff were very pleasant, welcoming and knowledgeable about the individuals that they serve. The overall experience was extremely positive.

Our Own Home looks for ways for their individuals to be exposed to community activities and make choices as to how they want to spend their time. One individual that they have has never received services within the system. They began services mostly in the home for the individual and her family to get to know the staff and become comfortable. The individual was not very social and would become uncomfortable at events. She now enjoys participating in some event, such as bingo activities. This individual also is an active member of her community. With the assistance of Our Own Home staff she volunteers at "Global Links" and "412 Rescue". According to the documentation reviewed, she enjoys these activities.

The daily and monthly documentation for both individuals was very thorough. It gave clear information as to what occurred during the service provision.

The individual who was interviewed for the QA&I process expressed that he was very happy with his staff. He feels the staff know him very well and he enjoys spending time with staff. He makes choices as to what they do each day. He volunteers with "Meals on Wheels" and spoke of some of the people that he has met while delivering meals.

### *Recommendations for System Improvement*

- The AE had a difficult time determining hire dates of employees. It was suggested that the staff files have a hire date documented clearly on or in the chart.

- Our Own Home received one non-compliance for not checking the Exclusion lists as per 55 Pa. Code Chapter 51 Sections 51.62, 51.141, 51.151 and 51.152 and MA Bulletin 99-11-05. See attached CAP for details.

### Appendices

Our Own Home, QA&I Tool

Our Own Home CAP