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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

PD Home Care Associates

*November 20, 2017*

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## 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, PD Home Care Associates completed and forwarded to the Administrative Entity (AE) their Self-Assessment on July 27, 2017. Additionally, as required, PD Home Care Associates submitted their Quality Management, Restrictive Procedure and Annual Staff Training policies to the AE. These policies and the completed provider Self-Assessment were reviewed by the AE as part of the desk review. The On-Site review portion was scheduled and occurred on November 16, 2017. During the entrance discussion, the AE reviewed ODP's focus including Communication assistance and Employment services. Also noted was the change that

the AEs are no longer reviewing the specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site and potential timeframes for completion. The provider sample reviewed was five individual records. The associated staff training records reviewed included twelve files. One individual interview was conducted. This occurred on 11.16.2017 at his home.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, PD Home Care Associates made available all required records. The process went very smoothly as PD Home Care Associates was able to retrieve all additional information or clarification needed as identified by the AE.

#### Findings:

#### Highlights and Provider Strengths:

- The training records were very organized and thorough. It was clear that the curriculum related to ODP requirements has been developed and is being conveyed to staff.
- The AE could see that the provider continues to prioritize keeping updated regarding ODP bulletins, Incident Management and the Everyday Lives philosophy.
- Overall, the provider was very prepared and organized for the On-Site review.

#### Areas for Corrective Action:

- Question #22: The provider documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the Individual Support Plan (ISP). For one individual, (#890101487) the progress note being used did not contain the required elements per ODP regulation.

#### Suggestions for consideration of improvement:

- In comparing individual progress notes with the required frequency and duration as specified in the ISP, deviation existed in all cases. The provider keeps track of deviation and implementing the back-up plan on a daily report format which does cover the

requirement. However, the AE suggests that this area continues to be closely documented and monitored. In some cases, family/ individuals schedule when they want the service which does meet the client's need but does not often match frequency and duration. It is important for the provider to have documented communication with the Service Coordinator about the changing needs of the individual that ensures the provider's compliance with the ISP contract.

### Appendices

- PD Home Care Associates, LLC QA&I Tool
- PD Home Care Associates, LLC Corrective Action Plan (CAP)
- PD Home Care Associates, LLC AE MCI Review (upon approval of CAP)