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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Personal Habilitation Services, LLC

*November 28, 2017*

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## Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

## QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

## Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

## Appendices

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

## **Introduction**

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide information and data that have been collected during the self-assessment and the desk/onsite review of a core sample of individuals that has been selected by the assigned Administrative Entity (AE). This year's focus area included ensuring that everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

## **Summary of Community Links**

The headquarters for Personal Habilitation Services, LLC is located at 150 W. DuBois Ave, Suite G, DuBois, PA 15801. Personal Habilitation Services (PHS) currently has service contracts in HCSIS to support individuals registered with Armstrong/Indiana, Cameron/Elk, Centre, Clearfield/Jefferson Administrative Entities. Services offered include companion, home and community, respite services and behavioral support.

As reported in the agency brochure,

*Our mission is to serve people with developmental disabilities by promoting Self-determination, Dignity and Quality of Life. Self-determination is about making your own choices. Dignity is about being treated with respect. Quality of Life is about being active, aware and engaged.*

*Our vision is a community where disability is a distinction without a difference.*

## **QA&I Summary**

Personal Habilitation Services completed the QA&I self-assessment in FY 17-18 which was finalized and received by the assigned AE on August 23, 2017. The assigned AE had 56 currently enrolled individuals receiving support from Personal Habilitation Services at the time of the onsite review, which was conducted on November 7, 2017. Therefore, six individuals were reviewed in addition to staff training records.

Highlights of the AE's review were:

- Staff records reviewed by the AE indicated that required ODP trainings had been achieved.
- Under the management of Grace Marshall, Director, the agency's Quality Management Plan is a fluid document, which is updated periodically as they identify new areas for concentrated efforts.
- Personal Habilitation Services made all necessary training records and policies and procedures available to the assigned AE.
- Personal Habilitation Services continues to grow in the numbers of persons supported in the In Home & Community Support and Companion Services.

- The AE conducted 3 interviews utilizing the QA& I Interview Question Tool and all responses were favorable.

### **Data Analysis**

Personal Habilitation Service's self-assessment indicated complete compliance with all assessment areas. During the onsite visit, the assigned Administrative Entity met with Grace Marshall, Director. She supplied all needed information for the review.

### **Results and Performance Evaluation**

The results of the onsite review were shared with Grace Marshall, Director. Only two areas needed improvement. These areas related to updating the agency grievance policy & procedure for individuals and families and two progress notes that did not match the written frequency/duration of services as written in the Individual Support Plan.

Personal Habilitation Services LLC corrected both these items in a timely matter. They have developed a chart for use monthly by office staff that will monitor this area. In addition, the Director will forward quarterly to the QA&I lead at the AE this chart for review in order to prevent reoccurrence.

All other areas were in compliance.