
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Safe Haven Group Home

12/29/2017

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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

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.

Per ODP's requirement, Safe Haven Group Home completed and forwarded to the assigned Administrative Entity (AE) their Self-Assessment on August 29, 2017. Additionally, as required, Safe Haven Group Home submitted their Quality Management Plan, Restrictive Procedure and Annual Staff Training policies as part of the desk review. The on-site review occurred on December 28, 2017.

During the entrance discussion, the AE reviewed ODP's focus areas of Community Participation, Employment and overall quality improvement of services through staff training. Safe Haven Group Home became a provider agency in May of 2017. The AE spent some time explaining what the QA&I Process is and its purpose. We discussed what a CAP (Corrective Action Plan) is along with its purpose. The AE reviewed what would be reviewed during the on-site review and potential timeframes for completion.

Safe Haven Group Home currently has a licensed group home; however, they do not have any individuals receiving residential services. They currently have two service authorizations, both individual's files were reviewed during the on-site. They are receiving In Home and Community Supports. The owner of Safe Haven Group Home is the only person providing the supports.

Safe Haven Group Home is looking forward to eventually providing residential services to an individual who is in need of placement. They are excited and interested to learn more about the ID system.

The individual who was interviewed for the QA&I process expressed that she is happy with the service that Safe Haven Group Home provides for her. The individual's mother also was present for the interview. She also expressed satisfaction thus far (services began early December 2017). The mother is pleased with the actual "teaching" that occurs as part of the service; such as money, appropriate social interaction, cooking skills, 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.]

Highlights and Provider Strengths:

- The owner, who is also the only person providing services at this time, has quickly gained the trust and respect of the mother of the individual who was interviewed for the QA&I process. During

the interview, she informed the AE that she is particular about who provides services for her daughter. As stated previously she is very pleased with how Safe Haven Group Home's owner interacts with and teaches her child.

- During the on-site review portion of the QA&I review process, Safe Haven Group Home made available all required records. Safe Haven Group Home's owner was very pleasant and accommodating to the AE. The process was very smooth.
- During the desk review it was noticed that the Annual Training Curriculum did not include one of the required components; "Identification and prevention of abuse neglect and exploitation of an individual". While on site it was noted that this topic is part of the training material that had been put together by Safe Haven Group Home. She added it to the actual curriculum while the AE was on site.

Recommendations for system improvement:

- While the progress/service notes that were written for each individual contained all of the required information, the actual service description was focused on one outcome action even when more than one was worked on during a shift. The AE suggested adding space to their form to be able to document a description of all outcomes worked on during a provision of service.
- Safe Haven Group Home had not completed monthly progress notes. They have one individual who has been receiving services more than a month and therefore should have completed a monthly progress note. This will be part of the CAP.
- The AE suggested a more detail ISP training record. She currently has a sign off sheet for each individual's ISP. We discussed when she hires staff ways to ensure that they understand the ISP, such as developing a quiz for staff to take.
- Although Safe Haven group Home currently has no employees, the owner had not checked herself on the Exclusion Lists. She has not followed her policy to screen employees on the Exclusion List. This will be part of the CAP

Appendices

Safe Haven Group Home QA&I Tool

Safe Haven Group Home CAP

