
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Serenity Care LLC

October 10, 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, Serenity Care LLC completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 25, 2017. Additionally, as required, Serenity Care LLC 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 October 4, 2017.

Two administrators of Serenity Care LLC were present for the entrance meeting which commenced at 930am. During the entrance discussion, the AE reviewed ODP's focus including Quality Management,

Employment, Communication, Restrictive Procedure Policy compliance and increased focus on Staff Training. 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 had arranged for the individual interview portion to occur at 830am at the home of the individual. The On-Site review took place in at Serenity Care's administrative office. The provider sample reviewed consisted of one individual record. The associated staff training records reviewed included twenty-two files. One individual interview was also completed.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Serenity Care LLC made available the required records as well as arranged for the one individual to be interviewed. The process advanced without delays as Serenity Care was able to retrieve all additional information needed and clarify any questions as identified by the AE.

Findings:

Highlights and Provider Strengths:

- Serenity Care LLC was fully prepared for the On-Site review with organized binders and carefully labeled agency policies and files. This made it easy to locate the necessary information to determine compliance with the QA&I tool.
- The feedback from the individual that was interviewed as part of the On-Site review was positive. The individual conveyed to the AE that she is very happy with her new home and gets to go out a lot to shop and eat; two activities that are important to her. She is also happy about being able to have friends visit her home.
- It was clear to the AE that Serenity Care has adopted the Every Day Lives philosophy as evidenced by some of their practices. It was explained that since the individual must be accompanied by three staff during community outings for safety reasons, Serenity Care tries to match staff according to an age range in line with that of the individual. The rationale is that instead of drawing attention to the person, it will appear as though four young women are hanging out together. They also do not purchase vans to transport as Serenity Care believes that is also stigmatizing.
- Serenity Care treats the individual receiving supports as one of their own family and include her in their family celebrations and gatherings.
- Serenity Care is invested in the community participation aspect of the individual's care as well. Their policy is for the individual to be afforded at least two opportunities to go out per day. Some of the frequent destinations for outings include Kennywood, LA fitness, local swimming

pools, the library, stores, the mall, restaurants, Pet Stores and a local lounge where she likes to play pool.

- Serenity Care is also working on employment skills with the individual. They create mock interviews and teach skills such as folding clothes, sorting according to color and type of clothing, going to stores and asking the individual where certain items can be found. It is hoped that this will enable the individual to become competitively employed in the future.
- Committed to supporting individuals whom have been involved with the criminal justice system, Serenity Care is willing to provide services to individuals that can be difficult to place.

Areas for Corrective Action:

- **No Findings of Non-Compliance**

Appendices

- Serenity Care LLC QA&I Tool
- Serenity Care LLC CAP