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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Sierra Transportation LLC

*10/02/17*

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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

In following the Quality Assessment and Improvement process set forth by the Office of Developmental Programs, a yearly self-assessment was completed by Sierra Transportation LLC and a confirmation e-mail was forwarded to and received by the assigned AE on 8/31/17. The Provider Checklist Documents were submitted before the on-site review took place. These documents, the self-assessment, MCI review and the ISPs of the individuals in the sample were included in the desk review. The On-Site review portion was scheduled and occurred on 9/21/17. During the entrance discussion, the AE reviewed ODP's focus on Quality Management, Restrictive Procedure Policy compliance and emphasis on Staff Training. Also

noted was the change that the AEs were 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 **5** individual records. The associated staff training records reviewed included **8** files. One individual interview was also completed.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Sierra Transportation LLC made available all required records and arranged for a family member to be interviewed due to the individual being non-verbal and attending day program. The process went well as Sierra Transportation LLC retrieved all additional information or clarification needed as identified by the AE.

### **Highlights and Provider Strengths:**

- Sierra Transportation LLC utilized the full provider tool for the first time and was open and flexible in providing the necessary information. Although they are qualified for other services besides transportation, there are no current authorizations for service.
- Much of the training is personalized by the provider by working with each new staff on the highlights of each individual's ISP and important aspects are noted on the daily log sheets. It was evident that on-going training is occurring for *Sierra Transportation LLC's* staff.
- Quality Management Plan reflected goal and mission of ODP.
- The Restrictive Procedure Policy was noted to be deficient in requirement during desk review and Sierra Transportation LLC was notified. Policy was reviewed during On-site and had been revised to include needed information.
- The Grandmother of one individual was interviewed by the AE as part of the QA&I process. The Grandmother stated that she is "very satisfied" with the services provided to her grandchild services through *Sierra Transportation LLC*.

### **Items requiring remediation:**

- **Question # 7 & 17:** The Quality Management Plan was missing 2 components. Once approved, staff will be trained and it will be implemented as part of the Annual Training Curriculum.
- **Question # 20:** The Emergency Disaster Response Plan was unable to be located. The policy will need to be developed and staff trained upon approval.

**Recommendations for system improvement:**

- Creating additional training documentation requirements that includes date completed and individual signature.
- Implementation of quality management plan by utilizing performance measures listed.
- Increased utilization of MYODP and other communication modalities to keep current with changes through announcements, bulletins and other information systems.

**Appendices**

- Sierra Transportation LLC - QA&I Tool
- Sierra Transportation LLC - Corrective Action Plan (CAP)