
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Stellar Support Services

December 11, 2017

Table of Contents

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, Stellar Support Services (SSS) completed and forwarded to the Administrative Entity (AE) their Self-Assessment on June 18, 2017. Additionally, as required, SSS 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 December 6, 2017.

The Entrance meeting commenced at 9:40am. During the entrance discussion, the AE reviewed some of ODP's focus areas including Community Participation, Staff Training and Communication. 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 consisted of five individual records and the associated staff training records reviewed included ten files. Technical assistance was also provided during the On-site review by the AE on the following topics: Incident Management, staff training, outcomes and progress note/documentation.

Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Stellar Support Services made available the required records as well as arranged for the one individual to be interviewed at his home.

Findings:

Highlights and Provider Strengths:

- Stellar Support serves deaf persons with Intellectual and Developmental Disabilities. The deaf community is one that has been inadequately served; in particular those with Intellectual Disabilities. Not only is Stellar Supports providing these services but the services are provided by staff whom are also deaf; a great benefit.
- Stellar Support Services also provides opportunities for the participants to socialize with each other. For example, they held a Thanksgiving dinner for the participants and their families and made and delivered cookies to nursing home residents. In addition, they took part in the Pittsburgh Community Gingerbread House Contest at PPG Place and won Third prize in their division! Stellar Supports is planning a group outing to see the display.
- Stellar Support Services has only been a qualified provider for five months and has already grown; reaching five counties and providing services to sixteen individuals.
- The owner of Stellar Support Services is passionate about the people she serves as well as the Deaf Culture and provides education and advocacy on the needs of the Deaf People.
- Another strength is that the Stellar Staff include something positive about the participant in each shift note.

Areas for Corrective Action:

SPECIFIC FINDINGS OF NON-COMPLIANCE

- Stellar Support Services did not document the ISP training that was completed prior to staff working with individuals.

- Stellar Support Services did not complete monthly summaries containing the frequency and duration, delivery of services, or progress with outcomes as stated in ISPs.
- One incident was not finalized within 30 days. As of the time of the on-site review, Stellar Support Services had finalized the incident. SSS had also trained staff on incident management regarding time frames for incidents and developed a process to track incidents. No further corrective action required for this finding.

Suggestions for consideration of improvement:

- To make it easier to find, it is recommended that Stellar Support Services include hire dates and dates the exclusion lists were checked prior to hiring employees on the same form.
- The AE suggests that Stellar Supports retrain staff on proper outcome documentation

Appendices

- Stellar Support Services QA&I Tool
- Stellar Support Services CAP
- Stellar Support Services QA&I Tool