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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Supports Incorporated

*October 19<sup>th</sup> and 31<sup>st</sup> 2017*

## **Introduction:**

This report will include a review of the results from the Provider's self-assessment, AE desk review and onsite review. This report will compile all findings from the review and include analysis of Quality Improvement focus areas as well as recommendations for improvement activities.

## **QA&I Summary:**

Supports Inc., completed and submitted their agency self-assessment on August 21, 2017. Supports self-assessment did not include any areas of non-compliance. Administrative Entity (AE) led discussion with Supports regarding new service definitions and the new QA&I process as well as the new Provider Qualification process. There was discussion surrounding ODP's Mission, Vision, Values and

expectations for Quality Management as well. AE QA&I onsite review included the review of five individual records, review of all policies and procedures as well as a total of 11 staff records, two of which were new hires. One individual was interviewed as well as his staff. Supports had all QA&I information very well organized and available for the AE to review. Exit interview included discussions about increasing communication skills for those individuals that are deaf, hard of hearing or have other communication barriers as well as exploring employment opportunities for all consumers.

### **Data Analysis and Performance Evaluation**

Supports Inc. is a smaller agency that is qualified to provide a variety of services to 22 individuals, including Residential Habilitation, Life Sharing, In-Home and Community Supports (IHCS), Community Participation Supports (CPS), Employment services and transportation services. Supports Inc., does not provide licensed day program options; however, those options are available to the consumers through several other Provider agencies in the local area.

Supports Inc., has a current Quality Management Plan (QM) that reflects ODP's Mission, Vision and Values. The QM Plan is reviewed on a quarterly basis and updated at least every two years. Supports Inc., has focused on staff training, compliance with previous Provider Monitoring, Incident Management, Individual/consumer satisfaction and collaborating with system partners by attending Quality Council meetings that are held on a quarterly basis by Crawford County Human Services. The Quality Council meetings are valuable in the fact that local Providers and the AE are able to share information and discuss concerns and problem solve specific issues that a Provider may be experiencing. Consumer Satisfaction is assessed by having the Program Specialist complete a short survey with each individual on a quarterly basis. The Program Director then reviews all responses and facilitates any improvement actions to ensure all individuals continue to be satisfied with their services. Incident management is another focus

area. Supports has a Risk Management/Quality Management Committee which reviews and completes an overall analysis of requirements related to incident management on a quarterly basis. Supports Inc., had a total of two reportable incidents that were finalized within the 30 day required time frame during the previous six months. The Provider completed corrective actions for both incidents. There were not any critical incidents reported for the selected sample. Supports also has a peer review process in place and had one incident that required a peer review. After a peer review is completed prevention/quality improvement activities and recommendations for any changes or follow up activities are reviewed and completed with staff.

Supports Inc., had all required policies and procedures available for AE review. In addition, Supports Inc., continues to implement the screening of all employees and contractors on a monthly basis to determine if they have been excluded from participation in the Medicare, Medicaid or any other federal health care program. Four of the individual records required a department approved room and board contract which were on file and signed.

Supports Inc., has an Annual Training plan that meets all department requirements. All staff records reviewed met the criteria for annual training as well as training on all aspects of the individuals ISP's. The Provider also participated in the development of all ISP's. One administrative staff had completed the ODP required deaf services training. Supports Inc., plan to have additional staff trained, including administrative staff in the future. Teams will also be working with any individuals that have had communication assessments and plan to make accommodations as needed to improve effective communication.

The AE reviewed documentation of service delivery. Supports Inc., excels at completing progress notes as they are well written and concise. Progress notes were easy to read and focused on the individual and what accomplishments they were making on a daily basis. There were no indications that a backup plan was needed to provide service to the selected sample in the past three months.

Supports Inc., also excels at working with individuals who have a dual diagnosis and challenging behaviors. Four out of the five selected sample had a mental health diagnosis and Supports is responsible for assisting them with receiving the appropriate treatment. All health care appointments for those four individuals were completed as recommended.

QA&I monitor interviewed one male consumer and his staff, who has worked with him for one year. This consumer was able to communicate verbally to the monitor and answer all questions. There were no physical mobility or accessibility issues for this consumer. This consumer indicated he was extremely happy with all of his services and did not feel anything needed to be changed. This consumer lives in a Life Sharing home with his own room and also receives community supports services (CPS) up to 30 hours per week. Favorite hobbies for this consumer are bowling, bingo, playing air hockey, playing pool and walking on local trails. Special events attended recently included a train ride, visiting a Railroad Museum and spending the afternoon at Port Pumpkin Farms. This individual also volunteers at a local women's shelter on a weekly basis. Consumer reported he visits with his friends on a weekly basis and usually attends at least two community activities weekly. Consumer reported he visits with his family on major holidays and on special occasions like his Mom's birthday. Consumer indicated he is not interested in any type of employment opportunities at this time. Staff interviewed was very knowledgeable on all aspects related to the individuals ISP and was able to discuss known medical issues, likes/dislikes, progress on outcomes, as well as risk mitigation strategies.

During the QA&I on-site visit the AE did not find any areas of non-compliance. Supports Inc., self-assessment also did not show any areas of non-compliance. There were several reportable incidents with the selected sample, however neither were critical incidents and both were completed and approved in a timely manner. Supports Inc., is a small, very well run and organized agency who provide excellent services to 22 individuals who reside in a rural community in Crawford County.

Recommendations for system improvement are to include:

- Improve communications systems for those individuals who have been identified as having a need.
- Increase the number of individuals who are interested in competitive employment.

### **Appendices**

There were not any areas of non-compliance noted; therefore there will not be a need for a Corrective Action Plan.

