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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

CCND CORPORATION d/b/a SYNERGY HOMECARE

*November 2, 2017*

*Remediated November 28, 2017*

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## Introduction

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve great 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. ODP's focus areas for this year's review are Employment, Quality Improvement and Communication.

The Comprehensive Report is a packet of information compiled from your agency's self-assessment, desk reviews, individual interviews and an onsite review. Synergy HomeCare was reviewed on September 26, 2017 and an individual receiving services was interviewed on October 19, 2017. This report includes findings from your agency's review along with the MCI tracker.

## QA&I Summary

Synergy HomeCare is currently delivering services/supports for 1 Bucks County individual receiving ID services/supports through ODP. They have developed all required policies and have a training curriculum in place.

Synergy HomeCare submitted their self-assessment on 7/19/2017, prior to the deadline.

Entrance interview discussion involved ODP's statewide focus areas for this year, recommendation that they agency review ODP's Quality Management Certification training. Exit interview discussion involved: 1) completing monthly screening of List of Excluded Individuals and Entities (LEIE), System for Award Management (SAM) and DHS Medichex and adding the outcome statement to progress notes.

Review Process Summary: 1 Bucks County individual's record was reviewed and 1 Bucks County individual was interviewed. Family and individual are very satisfied with the services they receive from Synergy HomeCare; individual has had the same staff for 8 years.

## 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.

**POLICY -- The follow numbers represent the correlating questions in the Onsite Question Tool for Providers (Q's 7, 8, 9, 10, 11, 12, 16, 23, 39, 43, 44, 45, 47)**

- Policy #10-The policy/procedure for checking the exclusion lists (List of Excluded Individuals and Entities (LEIE), System for Award Management (SAM) and DHS Medichex) includes all three exclusion lists occur prior to hire and on an ongoing monthly basis after hire. Synergy HomeCare was checking all 3 lists prior to hire and periodically after hire since they only provide services to 1 individual. Synergy HomeCare has been proactive and began addressing this issue immediately. **Synergy HomeCare completed their Corrective Action Plan which was submitted 11/28/17, and remediated issue. Provider will screen employees per MA Bulletin 99-11-05.**
- Provider has all other policies and implements as required

**RECORD REVIEW— The follow numbers represent the correlating questions in the Onsite Question Tool for Providers (Q's 21, 22, 24, 30, 31, 32, 33, 36, 37, 40, 41, 42, 49)**

Synergy HomeCare has compliance with the following record review questions:

21) Participated in the development of the ISP, (100%)

22) Documents delivery of services/supports in the type, scope, amount, frequency and duration specified in the ISP, (100%)

31) Provides communication assistance as indicated in the ISP, (100%)

32) Individual does not have a formal communication plan, however provider works with individual to maintain communication abilities,

36) Implements individual's back-up plan as specified in the ISP,

37) Provider has implemented back up plan as designed

40-42) Provider did not have any incident reports for Bucks County individual,

49) Provider is not responsible for individual's health care, however assists individual with health promotion strategies

**TRAINING— The follow numbers represent the correlating questions in the Onsite Question Tool for Providers (Q's 14, 15, 17, 18, 19, 20, 34, 35)**

Synergy HomeCare had 100% compliance for staff trainings. Synergy HomeCare administrative staff completed ODP's Deaf Services for Provider Administrators & Agencies webinar even though they do not currently serve deaf individuals.

Appendices

Synergy HomeCare AE Tool

Synergy HomeCare AE MCI Tracker

