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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Tempo Music Therapy Services

*January 22, 2018*

# Summary of Findings

## Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred on December 18, 2017 and was completed December 28, 2017.

The Quality Assessment and Improvement Process has been designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and promoting employment.

## QA&I Summary

Your organization was included in this review based on your MPI number. Your organization submitted the provider self-assessment on time. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures, staff training & client record review took place on December 18, 2017. The consumer interview took place on December 28, 2017. Two consumer records and their assigned staff training records were reviewed. The agency had zero new hire staff.

## Data Analysis and Performance Evaluation

Tempo! Music Therapy Services, LLC performed well on the policy review portion of the audit. The quality management plan does not exist for the organization, and it is highly recommended that the provider attend the Quality Management Certification class and use the QM templates that have been developed by ODP to develop and enhance quality management functions. The provider is not completing quarterly reviews of data, and the quality management plan is not being updated every other year. Going forward it is the expectation that monthly data collection and quarterly data reporting will be a function of someone in the organization.

The provider does not have a restrictive interventions policy that is in compliance with chapter 51 regulations.

Staff trainings are not being completed and documented per the chapter 51 regulations. The staff needs to be trained in all eight of the required chapter 51 regulations.

There were no issues documented in the record review section of the on-site review. Consumer progress notes meet chapter 51 regulations and are well written. Progress notes substantiate

the provision of services. No consumers had any incidents entered into EIM, and no incidents were discovered through the review of progress notes.

One consumer was interviewed to assess her satisfaction with services. She was interviewed at her home with her mother on December 28, 2017. The individual is highly satisfied with services. The participant demonstrated how Tempo!'s services are benefitting her by playing a few short pieces of music on the piano during the interview.

No areas of non-compliance were remediated during the onsite review for your agency.

### Appendices

QA&I MCI tracker

QA&I Corrective Action Plan