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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

*The Comprehensive Learning Center*

*November 15, 2017*

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## Introduction

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. 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. The Comprehensive Learning Center was reviewed on October 26, 2017 and 2 individuals receiving services were interviewed on October 26 and 27, 2017. This report includes findings from your agency's review along with the MCI tracker.

## QA&I Summary

The Comprehensive Learning Center is currently delivering services/supports for a number Bucks County individuals receiving ID services/supports through ODP. They have developed all required policies and have a training curriculum in place.

The Comprehensive Learning Center submitted their self-assessment on 8/31/2017.

Entrance interview discussion involved review of their self-assessment and recommendation that their agency review ODP's Quality Management Certification training and ODP's Deaf Services for Provider Administrators and Agencies. Exit interview discussion involved review of the findings, the 2018 Self-Assessment will be due 7/1/18-7/31/18 and a recommendation to review Chapter 6100s.

Review Process Summary: 5 Bucks County individual's records were reviewed and 2 Bucks County individuals were interviewed. One individual works part time scanning records at a cardiology office and volunteers at a nursing home and the local library. The other individual works at a gym cleaning equipment and volunteers at a local church. Both individuals are satisfied with their services through the Comprehensive Learning Center.

## 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 following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 7, 8, 9, 10, 11, 12, 16, 39, 43, 44, 45, 47)**

The Comprehensive Learning Center was compliant with the following regarding policies:

7-9) Provider has a Quality Management Plan which is analyzed and evaluated quarterly and updated every 2 years

10) Provider implements policy to screen employees and contractors

11) Provider has a grievance policy but has not had to implement it

12) Provider has a policy that addresses restrictive procedures

16) Provider has an annual training plan that meets all requirements

39-43) Provider has an incident management policy; ensures all incidents are finalized within 30 days; reviews and analyzes incidents quarterly but has not had any incidents for Bucks County individuals in the past 6 months.

44-47) Provider has a peer review procedure and ensures that recommendations from the Certified Investigation peer review process are followed-up and ensures all required investigations are completed by a Department certified incident investigator. Provider did not need to implement this process for the past 6 months since there were no investigations conducted for Bucks County individuals in the past 6 months

**RECORD REVIEW— The following numbers represent the correlating questions from the Onsite Question Tool for Providers (Q's 21, 22, 31, 32, 36, 38, 40, 41, 42)**

The Comprehensive Learning Center 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%)

31-32) Individuals do not have formal communication plans, however provider works with individuals to maintain communication abilities

36) Implements individual's back-up plan as specified in the ISP, (100%)

38) Provider has a policy to ensure the replacement of an individual's lost or damaged property in accordance with regulation but has not had to implement it.

40-42) Provider did not have any incident reports for Bucks County individuals in the sample for the past 6 months

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

The Comprehensive Learning Center has compliance for the following regarding staff trainings:

14) Staff receive training to meet the needs of the individual they support as identified in the current, approved Individual Support Plan (ISP), (100%)

15) Newly hired staff received training to meet the needs of the individual they support as identified in the current, approved, Individual Support Plan (ISP), (100%)

17) Provider and Provider's staff completed all components of the annual training plan, (100%)

18) Staff receive annual incident management training on preventing, recognizing, reporting and responding to incidents and assuring a participant is safe, (100%)

19) Staff receive training on Provider's policy/procedure on how to respond in cases of individual health, behavioral emergencies and crises, (100%)

20) Staff receive training on Provider's Emergency Disaster Response plan that address individual's safety and protection, communications and/or operational procedures, (100%).

Appendices

The Comprehensive Learning Center AE Tool

The Comprehensive Learning Center AE MCI Tracker