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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

The Learning Community;

Blair Co. Intellectual Disabilities Provider

*January 4, 2017*

*Introduction:*

The Office of Developmental Programs' Quality Assessment and Improvement process is one tool the ODP uses to evaluate the current system of supports and identifies ways to improve it for all individuals. The QA&I process has been designed to be comprehensive, standardized, and measurable. The QA&I process is intended to follow an individual's experience throughout the system; measure progress towards implementing 'Everyday Lives: Values in Action'; gather timely and usable data to manage system performance; and use data to manage the service delivery system with a continuous quality improvement process.

*QA&I Summary:*

Blair County ID provider, The Learning Community was a participant in the Quality Assessment and Improvement Process Year 1, Cycle 1. The provider completed the agency self-assessment on August 30, 2017 in accordance with the required time of submission. The agency onsite review portion was completed on November 20-21, 2017. During the provider's entrance discussion, the

Administrative Entity discussed with the provider their Quality Management Plan with a pursuit of ensuring delivery of service and ongoing support and training of their direct support professionals (DSPs). The Learning Community has been a long-standing member of the county's community of practice which is founded on developing/honing of person centered practices. During the onsite portion, 10 individual records were selected as part of the review. A desk review prior to the onsite review was completed by the Administrative Entity in which areas of health promotion, reportable incidents, medical care, and service(s)' frequency/duration was noted for each individual record. Upon completion of the onsite review of The Learning Community, an exit discussion occurred highlighting areas of good performance and promising practices.

#### *Data Analysis and Performance Evaluation*

Regarding Policy Review, one of thirteen questions will require remediation. The question involved finalization of incidents, something the provider has already begun to take steps to address. Record Review, four of twenty-two questions will need remediation. Remediation will involve noting the progress or actions taken in the monthly progress notes as well as the areas of health promotion. It should be noted that some daily documentation reflected this, it just failed to transition to the progress note. Training record review needed minor remediation in retraining of staff but nothing needing long term prevention of recurrence. The provider was commended by the AE reviewer as it was noted several DSPs had attended annual Individual Service Plan meetings for those they supported. This showed commit to quality by the provider as DSPs can be an asset to ensure accurate information is provided and captured in a person's plan. It was also noted that several DSPs completed detailed daily documentation something the AE reviewer advised to use to support other DSPs that may struggle in this area.

Southern Alleghenies Service Management Group (Blair Co. Administrative Entity) thanks you for your cooperation and time to complete and participate in the self-

assessment and on-site review portions of ODP's Quality Assessment and Improvement process.

Noted area for remediation involving policy/record review will need to be completed within 30 days. Please refer to the appendices.

\*February 23, 2018 - Corrective Action Plan submitted by The Learning Community on February 6, 2018 was approved by the assigned AE for Blair Co., Southern Alleghenies Service Management Group.

### Appendices

Appendix A: The Learning Community – QA&I MCI Review and Score

Appendix b: The Learning Community – Corrective Action Plan