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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Thoughtful Choice

*September 15, 2017*

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## Introduction

The purpose of the Comprehensive report is to compile the official findings from the desk and onsite reviews, face-to-face interviews and self-assessments, as applicable, that were completed for your agency as part of ODP's QA&I Process. This report will:

- Highlight those areas where the Provider is doing well related to person-centered services delivery and promising practices;
- Analyze performance in ODP's quality focus areas for the current QA&I cycle;
- Compare results of the desk and onsite reviews with the entity's self-assessment;
- Summarize those instances of non-compliance that were remediated during the onsite review;
- Outline issues of non-compliance expected to be remediated within 30 calendar days of report receipt;
- Recommend PPRs where compliance is below established thresholds of 86%; and
- Recommend improvement activities to be addressed during the remainder of the QA&I cycle, including systemic quality improvement projects to incorporate into QM Plans.

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.

## QA&I Summary

Per ODP's requirement, Thoughtful Choice completed and forwarded to the Administrative Entity (AE) their Self-Assessment on August 8, 2017. The desk review consisted of the AE reviewing the Self Assessment. The provider did not submit the Provider Checklist and associated policies. However, the provider is a new provider and all policies were approved within the past 6 months. The On-Site review portion was scheduled and occurred on September 7, 2017. During the entrance discussion, the AE reviewed ODP's focus including Quality Management, Restrictive Procedure Policy compliance and increased focus on Staff Training. Also noted was the change that the AEs were no longer reviewing the

specific service billing history of the provider and On-Site is to occur on a 3-year cycle. The AE outlined what would be reviewed during the On-Site. Due to this being a recently qualified, new provider with no current authorizations, the review would only consist of the required policies per the QA&I Process Tool. There was not a sample, no associated staff records, incident reports, etc. to review. Also, there was no individual interview.

### Data Analysis and Performance Evaluation

During the On-Site review portion of the QA&I process, Thoughtful Choice made available all required records/ policies. The policies were easily found in a binder.

### **Findings:**

#### **Highlights and Provider Strengths:**

- Thoughtful Choice was organized with a Policy and Procedure binder.
- Patricia Christian, CEO discussed how she is marketing her business and discussed considering potential individuals for her residential program. It was a positive to see that Ms. Christian was carefully considering what individuals she felt capable of supporting.
- In terms of future, Ms. Christian noted that she is considering providing other services perhaps more in need for individuals, such as Respite.

#### **Areas for Corrective Action:**

- No areas noted for Corrective Action. All policies reviewed met criteria.

#### **Suggestions for consideration of improvement:**

- On-going education and training related to the support of ID individuals.
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### **Appendices**

- QA&I Tool
- Corrective Action Plan- No Findings