QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

UCP of Central PA

October 5 & 6, 2017

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Introduction

UCP of Central PA was monitored on October 5 & 6, 2017 for the QA& I onsite review. The focus areas for this cycles statewide review include employment, communication and quality management. The Dauphin County AE reviewers were Joy Hafer and Barb Jumper. We would like to thank the staff of UCP of Central for their organization of materials and cooperation throughout the QA& I review process.

QA&I Summary

The onsite review included an entrance interview, record review, policy review, interview of individual and staff and tour of facilities and exit interview. At total of 5 records were reviewed and one individual was interviewed during the onsite review.

Data Analysis and Performance Evaluation

A number of promising practices for UCP Central PA were identified by the review team and are outlined below:

- UCP has undergone a change in leadership and is in the process of reorganization. Through the QA& I process they identified a number of areas of deficiencies and immediately started working on remediation activities so that the review team was able to find these areas in compliance at the time of the onsite review. A number of areas that the agency scored themselves as not compliant on the self review the AE review team has scored them as compliant at the time of the onsite review. It is evident that the UCP management team is working hard to come into compliance with ODP policy and regulations.
- Through the agency restructuring the management has sought to employ individual in key management positions that are subject matter experts in their areas of oversight.
- The Quality Management Plan has been re written with key areas of employment, communication, ISP development that are in line with ODP QA& I objective. Barb Jumper, AE review team provided technical assistance to team and suggestion on how to imbed QM plan into day to day operations. UCP management team are registered to attend the ODP QM certification course in October.

Issues discovered and corrected while onsite & requiring remediation within 30 days

- Quality Management plan did not use data therefore moving forward the entity must formulate an ongoing plan for the use of data in the use and analysis of the QM Plan
- Training information for new hire staff could not be validated for questions 14
- Training information for all staff could not be validated for questions #16, 17, 18 & 19
- Monthly notes could not be located for one person in the sample (RH) receiving Res Hab
- AZ uses an IPAD and information could not be located in progress notes or goals about the use or staff training as indicated in the ISP. The provider is responsible to implement the communication outcome as stated in the ISP. This issues encompasses questions #29, 30, 31 in the QA & I review.

Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.