
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Unlimited Staffing Solutions, Inc.

December 27, 2017

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Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

QA&I Summary

Unlimited Staffing Solutions did not complete the self-assessment by the August 30 deadline and a DCAP was sent on September 8. The completed the self-assessment was sent to the AE on September 15, 2017. The onsite review took place on December 18, 2017. The AE staff Meagan Smolsky, Amber Wallace, and Lauren Foell met with Ed Brown of Unlimited Staffing Solutions. The AE reviewed all relevant policies and procedures. Unlimited Staffing Solutions does not currently hold any ODP authorizations, so no individual records were reviewed. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- How to acquire ODP participants
- QA&I Process moving forward
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

Data Analysis and Performance Evaluation

Unlimited Staffing Solutions is a newly qualified agency. The mission is in line with ODP's mission and values. The quality management plan includes a review of all grievances and consumer satisfaction surveys, incidents, and other quality-related documents on a quarterly basis. The AE recommends transitioning to the ODP template once the agency acquires ODP participants. There have been no grievances in the last year; the grievances policy includes clear directions for how the agency resolves consumer and staff complaints. The AE recommends adding additional ODP-specific language to the policy. There are clear procedures in place when a new consumer begins services. The ISP is reviewed with all team members and Unlimited Staffing Solutions reaches out to the SC and other team members

to discuss updates to the ISP. The new consumer policy assists in ensuring all services are delivered as appropriate to the ISP and team agreements. Provider self-assessment responses varied where the AE found questions to be out of compliance:

Q10. The Provider implements a policy/procedure to screen employees and contractors.

Q12. The Provider has a policy that addresses restrictive interventions.

Screenings of exclusion checks were not available during the onsite review, but the provider sent needed documents to the AE prior to the AE sending the CAP. Additional language is needed in the screening policy. The restrictive policy includes no restraints, unless they specified in an ISP. There is clear language surrounding the needed trainings in the event the consumer's ISP states they require restraints during crisis behavior. Additional ODP-specific language is needed for this policy.

Appendices

See CAP attached in email

See MCI Review attached in email