
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Entity Name: Unified Support

Date of Review: December 12, 2017-December 13, 2017

Date of Report: January 8, 2018

Onsite Review conducted by Philadelphia IDS

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Table of Contents

<i>Introduction:</i>	<u>3</u>
<i>QA&I Summary:</i>	<u>4</u>
<i>Data Analysis and Performance Evaluation:</i>	<u>6</u>
<i>Appendices:</i>	<u>8</u>

Introduction

This comprehensive report contains a detailed analysis of the Office of Developmental Programs (ODP) Quality Assessment & Improvement (QA&I) process for Unified Support. This report will include the official findings of the desk review and on-site review processes conducted earlier this year by your assigned Administrative Entity (AE), Philadelphia Intellectual disAbility Services.

The ODP QA&I Process for providers, which replaced the ODP Provider Monitoring process on July 1, 2017, is one piece of a comprehensive quality management review designed to evaluate the supports and services offered by the AE's, Supports Coordination Organizations, and Provider agencies across the Commonwealth of Pennsylvania. The purpose of the revised process, as stated by ODP, is to eliminate unnecessary duplication across Commonwealth and county review procedures, to allow more time to focus on individual experiences and quality improvement, to improve methods of collecting and reporting useful data in a timely manner, and to foster collaborative partnerships and opportunities for technical assistance and shared learning.

Upon completion and approval of this comprehensive report, the results are shared with ODP to assist with the evaluation of the current system of supports, and to identify ways to improve the system for all individuals and key stakeholders. Additionally, QA&I assists with data collection that measures Consolidated and P/FDS waiver performance measures, compliance with Title 55 PA Code Chapter 51 regulations, and compliance with the Medicaid Waiver Provider Agreement.

ODP's focus areas for this year's statewide QA&I review are consistent with the desired outcomes of the 2017 waiver renewals and the ODP quality management strategy. These focus areas include but are not limited to the following:

- Families with infants and toddlers and people with Autism get the support they need
- People will be connected with their community and increase community participation
- People will live with people they like and who care about them
- People will be physically and mentally healthy
- Assuring effective communication
- Increasing employment
- Ensuring individuals are free from abuse, neglect, and exploitation
- Ensuring that people with complex needs have the support they need

Quality Assessment & Improvement Summary

All qualified providers that offer base funded services or services through the Consolidated and/or the P/FDS waivers participate in the ODP QA&I process on an annual basis. All providers are selected for on-site review by ODP once during the three-year QA&I cycle, based on the last digit of their Master Provider Index (MPI) number. The steps of the ODP QA&I process are inclusive of the following procedures:

Self-Assessment:

All providers must complete the self-assessment on an annual basis. Providers are expected to remediate issues that are discovered during their self-assessment within 30 days, and to engage in quality improvement activities based on the results of self-assessment. Unified Support selected a sample of five individuals from the total number of individuals they are currently supporting. Unified Support successfully completed their self-assessment on time, before the deadline prescribed by ODP. See the data analysis section of this report for a review of their results compared to our findings onsite.

Desk Review of Providers:

The assigned AE conducts a desk review of providers that are assigned for on-site review prior to the date of on-site. This desk review includes an analysis of the provider agency's Quality Management Plan, the Annual Training Plan, and the Restrictive Intervention Policy, which are submitted to the AE by the provider upon completion of the self-assessment. The desk review also consists of a review of data collected from Home & Community Services Information System (HCSIS), the Enterprise Incident Management system (EIM), and the Individual Support Plans (ISPs) of the individuals selected by the assigned AE for the onsite review sample. Unified Support submitted the provider checklist along with the required documentation in advance for the desk review. The provider desk review results are as follows:

- **Quality Management Plan:** Provider's Quality Management Plan meets criteria.
- **Restrictive Intervention Policy:** Provider's Restrictive Intervention Policy meets criteria.
- **Annual Training Plan:** Provider's Annual Training Plan meets criteria.

The desk review also indicated that no incidents occurred for the sample during the time frames under review for the monitoring period.

AE Onsite Review of Providers:

Philadelphia IDS conducted the onsite review of Unified Support from December 12, 2017- December 13, 2017. The process began with an Entrance meeting, held on the first day of the scheduled onsite review. A copy of the Entrance meeting signature sheet documenting all attendees is included in the appendices of this report. Discussion during the entrance meeting included introductions, a general overview of the QA&I process, including the mission, vision and quality improvement priorities of ODP, IDS, and the reviewed provider, and a discussion of the specific details of the onsite process.

A total of 5 individuals were selected as a part of this provider's sample, and of those sample individuals, all 5 interviews were conducted during the onsite review.

It was a pleasure meeting the individuals and families being supported by the staff of Unified Support. The individuals interviewed were greatly satisfied with services received by the organization. Also, the staffs were well versed in the plans and lives of the individuals being supported. Here are a few highlights from all 5 of the interviews conducted:

MCI# 420120056: The individual receives In-home and community supports every Tuesday and Thursday for a total of 12 hours per week. The individual is very active in and a part of the community in which they live. The individual relies on their time spent with services from Unified Support to aide with physical activities and healthy food choices.

MCI# 670137045: The individual is supported by the provider for companion services primarily on the weekends. The individual's needs are met; and is pleased with the supports and training provided to ensure quality services.

MCI# 001540123: The individual appears to be extremely satisfied with the services provided by Unified Support. The individual and their staff take full advantage of the hours received to ensure that the individual has opportunities to access the community. The individual has a consistent schedule that allows for activities to take place when and how they like it. The individual was adamant about only having their favorite staff working with them as they enjoy the time spent and interaction.

MCI#260113945: Unified Support provides companion services to the individual to assist with community exploration. The Individual is nonverbal; however, through facial expression and hand gestures it was clear they were satisfied with services.

MCI#320149045: The individual is very independent and utilizes the supports from the provider as assistance to continuously improving self. Unified Support provides In-Home and Community Support to the individual to assist with increased life skills; to aid in community involvement and expose the

individual to educational activities. The individual raved about how supportive and dedicated the staff are.

On the final day of the onsite review, an Exit meeting took place. A copy of the Exit signature sheet documenting all attendees is included in the appendices of this report. Topics of discussion during the Exit meeting included introductions, an overview of the process from the perspective of the reviewer and the reviewed provider, an overview of the findings documented during the review, and an overview of the comprehensive report and the corrective action process. Unified Support appreciated the feedback received throughout the QA&I process; specifically, the technical assistance and opportunities to discuss areas for improvement.

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. [Data for every QA&I question will be provided in an appendix.]

Unified Support administrative staff are well versed in the ODP IDS system. Their mission and vision and core values align with ODP's best practices. Through observation and written documentation, Unified Support provides quality service to those they support. The direct care staffs are well versed in the individuals they serve; they could articulate their wants, needs, and desires. The staffs are dedicated to ensuring that all individuals are working towards their best selves on their terms.

The provider places an importance on ensuring individuals have opportunities to participate in and to become active members in their communities. Individual activities are based on their preferences and needs. For instance, individuals has participated in day trips to NYC and holiday specific activities.

Analysis of performance based on focus areas

People will be connected to their community: The provider places an emphasis on making sure the individuals they support are able to go out into the community. Individuals can go to places and have experiences that are consistent with their preferences and interest.

Ensuring individuals are free from abuse, neglect, and exploitation: The provider had no incidents of abuse, neglect and exploitation during the review period. The provider understands the importance of protecting the health, safety and welfare of the individuals they support.

Analysis of performance for extra areas

The provider places an importance on attending the ISP meetings of the individuals they support. They were compliant with attendance for each of the 5 individuals in the sample. Unified Support ensures the information they've gathered from the progress or lack of progress regarding a specific service supported by them is included in the plan.

Comparison of onsite to self-assessment results

Overall, the providers self-assessment was accurate in comparison to their quality assessment and improvement review. Unified Support did not ensure that all staff were trained on all components of the annual training plan. The new provider did a great job at assessing their organizations progress.

Issues from the desk review corrected while onsite

There were no issues corrected while onsite or following desk review.

Items requiring remediation within 30 days

- Q#17: 37.5% of the provider's staff completed all components of the Annual training plan as required.

All areas of non-compliance require remediation within 30 days of receiving the Comprehensive Report. Unified Support should respond with proof of remediation, CAP responses, and the Plan to Prevent Recurrence (PPR) for the areas of non-compliance.

Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance

A plan to prevent recurrence of non-compliance (PPR) is required for the following questions, because two or more instances of noncompliance were identified within the sample: Q#17.

Appendices

Appendix A: Corrective Action Plan

Appendix B: Entrance Signature Sheet

Appendix C: Exit Signature Sheet

Appendix D: MCI Review Spreadsheet