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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Wellspan Philhaven

*1/11/2018*

## Introduction

The purpose of this report is to convey the results of the onsite Quality Assessment & Improvement Process (QA&I) review of Wellspan Philhaven which took place on December 6th, 2017 and December 28, 2017. This report will cover an evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. While Philhaven does not provide employment supports, the provider focuses on quality improvement which is reflected in the goals and outcomes of their quality management plan.

## QA&I Summary

Wellspan Philhaven submitted their self-assessment results on August 30, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. The daily documentation was organized and complete. Discussion focused on the new QA&I process and timelines, remediation actions for areas of non-compliance, and suggestions for improvement. Philhaven provides behavior support services so discussion also focused on the changes to behavior supports effective 1/1/2018. Philhaven is willing to contract with other agencies to provide behavior supports in residential settings.

During the onsite visit a total of five records were reviewed; four individuals with consolidated waiver and one individual with P/FDS waiver. All individuals receive behavior support services. One individual was interviewed. While he indicated that he did not always enjoy the supports, he did find the supports helpful and learned some coping strategies that he can use on a daily basis.

## Data Analysis and Performance Evaluation

Wellspan Philhaven is a qualified provider of behavior support services and offers services in 5 counties. Their quality management plan focuses on the statewide priority of quality improvement. Philhaven's quality management plan analyzes participant improvement & satisfaction, reportable incidents, staff retention, and service utilization. The provider's progress notes reflect the focus on participant improvement as it was seen that staff work closely with individuals to develop skills and strategies to address challenging behaviors. These strategies often include improved or different ways for individuals to effectively communicate their needs to family or team members.

Philhaven's documentation was extremely organized. The individual's record contained all required documentation. The provider's self-assessment findings mirrored the onsite review findings with the exception of two questions. Although the provider has a policy to screen employees/contractors utilizing List of Excluded Individuals/Entities (LEIE) database, there was no documentation to validate that this policy was being implemented. In addition, individual

progress notes indicated that services were being provided at a higher frequency & duration than what was authorized in the individual support plan (ISP). Remediation is required for both these areas of non-compliance.

Remediation actions were discussed during the exit interview. Staff will attempt to locate the documentation that validates that staff/contractor screenings are completed on a monthly basis. If the documentation cannot be located, the provider will develop and implement a system to ensure screenings are completed and documentation is being kept to validate these screenings. In regards to the frequency & duration of services, it was recommended that the provider discuss the amount of authorized services with each individual's team. If an increase in supports is needed, a request should be made and the frequency and duration will be updated in the ISP. Given the nature of behavior supports, it was suggested that the ISP list the frequency and duration of services as hours needed per month rather than hours needed per week. In doing so, the provider is better able to meet the needs of the individual while still providing services in accordance with the frequency and duration specified in the ISP.

Philhaven provides services to individuals, families, and their teams. They work together to develop strategies to address an individual's challenging behaviors. By utilizing these strategies, the individual is able to improve their quality of life. The individual's family and team also learn ways to support the individual throughout this process. Overall, Wellspan Philhaven engages in practices that align with ODP's mission and vision.

Attachments

- A. CAP- QAI Cycle 1 Year 1
- B. QAI MCI Review Cycle 1 Year 1