
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Bedford Somerset DBHS

Supports Coordination Organization

October 14, 2017

Introduction

The Office of Developmental Programs (ODP) Quality Assessment and Improvement (QA&I) process is designed to conduct a comprehensive quality management review of county programs, Administrative Entities (AE), Supports Coordination Organizations (SCO) and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders. The focus of this process is on quality assessment and improvement as it relates to the participants' experience with services and supports.

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. The office seeks to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered. In keeping with the mission and vision, the QA&I process integrates Everyday Lives Values in Action, ISAC recommendations, and the Consolidated and/or Person/Family Directed Support (P/FDS) waiver performance measures. Additionally, the QA&I process collects data for and validates that AEs comply with the AE Operating Agreement.

The QA&I process is accomplished by using a combination of self-assessment, desk review, onsite review and corrective action and quality improvement plans. The Quality Assessment and Improvement Comprehensive Report has been developed to provide you with both information and data that has been collected during the self-assessment you have completed, the review of the core and level of care sample that has been selected for your organization, and information both gathered and shared during the on-site portion of the process. This year the QA&I process focused included ensuring everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

Summary of Entity

Bedford Somerset DBHS is currently providing services in Bedford and Somerset Counties.

Mission “to ensure that services are high quality, cost effective, timely, and accessible. We promote family centered services in our Early Intervention program, recovery and resiliency in our Mental Health program, and self-determination in our Intellectual Disabilities program.”

Vision “Every person and family that we serve will have a network of family, friends, advocates, and supportive services to provide assistance in living a full and productive life in our community”.

QA&I Summary

Bedford Somerset completed a self-assessment. The self-assessment was finalized and submitted to ODP by the established deadline of August 31, 2017.

The onsite review began September 13, 2017 Kevin Zavorotny, MR Program Specialist was present for the entrance and exit meeting. The Office of Developmental Programs pulled a core sample of 14 individual records, and a review of data and policy. The Core sample was shared with Bedford Somerset on August 31, 2017. All participants in the Core sample was offered an opportunity to participate in face to face interviews with ODP staff. Individual interviews began on September 11, 2017 and concluded on September 14, 2017.

Data Analysis

Bedford Somerset completed a self-assessment that included individual records and a review of data and policy. Results were reviewed and evaluated. The onsite review was completed on September 13, 2017. Bedford Somerset was well prepared and organized. All records were labeled and based on the questions in the QA&I tool. Staff was available to assist as needed. During the exit meeting results of the QA&I process was reviewed and shared with Kevin Zavorotny.

Individuals from the Core Sample participated in face to face interviews. All interviews concluded that they are satisfied with the current support they receive Bedford Somerset DBHS SCO.

Results and Performance Evaluation

The self-assessment results and onsite review results are similar to show that Bedford Somerset scored 100% in most areas of the review such as: Staff training, Quality Management plan, and Employment and ISP development. SCO works with individuals and families to discuss employment opportunities and resources available. They collaborate with OVR and the school district for youth and transition age individuals. In the focus area of communication the SCO also works

with their Administrative Entity to ensure all communications needs are met. Areas where Bedford Somerset can improve is in documenting that individual receives information on how to report abuse, neglect and exploitation and documenting follow up issues after they are resolved.

Remediation is required and available in attachment A. The compliance score report highlights areas that require systematic improvement and are identified on the CAP. The data collected during the self-assessment, desk review, onsite review, and individual interviews shows the quality of work Bedford Somerset DBHS provides to individual and families, and their commitment to ensure everyone has an Everyday Life.