
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Bradford/Sullivan Support Coordination Organization

October 20, 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.

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 sample that has been selected for your organization, and information both gathered and shared during the on-site portion of the process. As we discussed during your on-site visit, this year's focus areas include ensuring everyone has an Everyday Life, and

promoting the ISAC recommendations specifically; assure effective communication, increase employment, and improve quality.

Summary of Bradford/Sullivan

Support Coordination Organization

Bradford/Sullivan Support Coordination Organization - (hereafter referred to as Bradford/Sullivan SCO) is located in Towanda, PA. The organization's service area consists of two Northeastern Pennsylvania counties, Bradford and Sullivan which have a combined population of 69,000 residents. Bradford/Sullivan SCO is the only SCO operating in the Counties.

Bradford and Sullivan counties are in the heart of the Endless Mountains Region in northeastern Pennsylvania. Bradford County is home to nearly 63,000 residents and it is the second-largest county in Pennsylvania by land area and third-largest by total area. Sullivan County, entirely rural is the second-least populous county in Pennsylvania with a population of approximately 6,500 people.

The Bradford/Sullivan SCO mission statement which is a shared statement with Bradford Sullivan Administrative Entity, reflects a dedication and commitment to the values of Everyday Lives in its drive to "promote opportunities for persons with intellectual disabilities to be part of and participate in the same valued experiences and life events as do other citizens."

William Blevins is the Director of Human Services and Angie Vought serves as the newly appointed SCO Director.

QA&I Summary

Bradford/Sullivan SCO completed a self-assessment during the QA&I Cycle 1 Year 1. The Self-Assessment was submitted to ODP via Question Pro on August 22, 2017.

ODP drew a sample consisting of 10 records, three Base, five Consolidated and two P/FDS Waiver records. To fully evaluate the participant's experience with services and supports, individual interviews are considered a critical component of the QA&I process. Interviews were conducted by ODP prior to, and after the SCO onsite review. Charting the Life Course Experiences and Questions Booklet, A Guide for Individuals, Families and Professionals, and PA Family Network information was shared with interviewees and or staff. Seven interviews were scheduled, six interviews were completed, and one interview was canceled.

The names of those selected in the sample was shared with Bradford/Sullivan SCO on September 6, 2017. The onsite review was complete on September 21, 2017. The ODP QA&I team consisted of the Rachel Toman, QA&I Regional Lead, and Allison Smith, QA&I Record Reviewer.

Data Analysis

Bradford/Sullivan's SCO self-assessment was reviewed. The self-assessment as reported by the SCO demonstrates solid performance in most areas including SC training hours, documenting risk, and incorporating risk mitigation strategies into the ISP, etc.

The SCO submitted their self-assessment in a timely manner and although most areas show compliance, the SCO reported non-compliance in the following areas: sharing information with service participants on how to identify and report abuse, neglect and exploitation, timely ISP updates and documentation of follow-up to issues.

The Self-Assessment and ODP desk and onsite review were fairly consistent; producing similar results for most areas. Strong performance is noted in both onsite and record review. The following areas are noted by ODP as areas requiring a Plan to Prevent Reoccurrence:

Question #67 - Abuse, neglect, and exploitation information provided

It is the responsibility of the SC to explain annually to individuals receiving services, the right to be free from and to report abuse. SCs are to review and complete this handout annually with all individuals and record the action in a Service Note and on the ISP Signature Form during the individual's annual ISP meeting. All records reviewed did not document the information was reviewed at a meeting other than the annual ISP meeting.

Results and Performance Evaluation

Using the focus areas identified in the Introduction, and applying those to the results of both assessments, Bradford/Sullivan overall performance aligns with the ISAC recommendations, Everyday Lives Value in Action, and CMS Assurances.

ODP engaged in 6 personal interviews with individuals to obtain first-hand knowledge of their experience with services and supports received. A representative from the SCO was present for all interviews and assisted as needed. The persons preferred mode of communication, staff reporting and reviewer observation were used to gain insight into the participants' experience. Overall, the participants are listened to and satisfied with their services and or supports. Most reported only spending time socializing with family and staff, however the activities are chosen by the participant. The SCO representatives were knowledgeable of the principles and values of Everyday Lives. They promoted the values of community participation, control over services,

and assuring health and safety through their interactions with participants and provider staff. There was one minor issue noted during the interview and promptly addressed by the SCO.

Bradford/Sullivan SCO is committed to the provision of quality services. The action plan and outcomes selected and prioritized in the Quality Management Plan are aligned with the ISAC recommendations and Every Day Lives Values in Action. Upon completion of the QA&I Self-assessment the SCO updated their Quality Management Plan to include outcomes and action steps to address weaknesses they identified in their self-assessment. One staff person will be attending ODP QM Certification Program later this fiscal year.

The SCO works very closely with and has a good relationship with the Administrative Entity. The SCO meets weekly with the AE and works in concert to promote community participation, Supporting Families through the Lifespan and Positive Practices. The SCO is the co-chair of the Local Positive Practices. The SCO was instrumental in planning community events to promote Intellectual Disabilities Awareness through community dances, Court House proclamation, etc.

The QA&I Process includes some questions which are designed to be probing and or exploratory in nature and are not measured for compliance. These questions are included in the process to promote discussion and to assist organizations in preparing for upcoming changes in regulations, and to promote ODP initiatives. The SCO earned an overall compliance score of 99% for those questions in the QA&I Process that are scored. The exploratory questions, those question not included in the score, especially those questions related to promoting employment and assuring effective communication require further discussion by the organization.

Remediation and a Plan of Correction needs to be submitted within 30 days to address the areas of non-compliance noted on the attachments. Please refer to the Excel spreadsheet for additional details. Remediation is to be submitted via the attached Excel spreadsheet.

Thank you to you and your team for your ongoing support during this process, and for the quality work you do every day.

Appendices

Appendix A: QA&I Core Sample Score and Detail Reports

Appendix B: Corrective Action Plan

