



ODP Announcement

Quality Assessment & Improvement Changes for Fiscal Year 2018-2019

ODP Communication Number 060-18

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: Administrative Entities (AEs), Supports Coordination Organizations (SCOs), and Consolidated, Person/Family Directed Support (P/FDS) and Community Living (known as the Intellectual Disability and/or Autism [ID/A]) Waiver Service Providers including Agency with Choice (AWC) Financial Management Services (FMS) Providers.

PURPOSE: This ODP communication provides a summary of the changes related to Cycle 1, Year 2 of the Quality Assessment & Improvement (QA&I) Process for the 2018-2019 Fiscal Year and posting of revised QA&I resource materials on the [MyODP Training & Resource Center](#). As a reminder, any information regarding the QA&I Process can be accessed under the following path on MyODP: Resources > ODP Information > QA&I Process.

All entities and staff with a role in the QA&I process should review all resource materials so they are aware of the changes and can properly implement and complete the QA&I Process.

DISCUSSION: The ODP QA&I Process is designed to conduct a comprehensive quality management review of county programs, AEs, SCOs and Providers including AWC FMS Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders. The following entities are excluded from ODP's QA&I Process: Intermediate Care Facilities for persons with an Intellectual Disability (ICFs/ID) and Vendor Fiscal/Employment Agent (VF/EA) Financial Management Services (FMS) Providers.

The mission of ODP is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives. ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and

person-centered. This QA&I Process is one of the tools that ODP uses to evaluate our current system and identify ways to improve services for all individuals.

The QA&I process is based on a three-year cycle. **All entities are required to complete a Self-Assessment every year and to participate in an onsite review at least once per cycle.** FY 2018-2019 begins the second year of Cycle 1 of the QA&I process. To prepare for Cycle 1, Year 2, ODP has made several changes to the QA&I process based upon a review of processes and tools that were used in Cycle 1, Year 1, the 55 Pa. Code Chapter 51 regulations, the Administrative Entity Operating Agreement, and changes to Federal regulation requirements. In addition, changes and clarifications were made to the processes and tools based on feedback received from AEs, SCOs and Providers.

Changes:

- For FY 2018-2019, ODP has made the following changes to the QA&I process document:
- The due date for submission of QA&I self-assessment for all entities is August 31.
- Requirement for use and completion of QA&I Review Spreadsheet.
- Inclusion of Agency with Choice (AWC) Financial Management Services (FMS) QA&I.
- Inclusion of Claim and Service Documentation Review. Sections of the Process document detail the review process ODP will complete on selected Providers and SCOs including the sampling methodology.
- Revisions made to the Terms & definitions section to clarify current definitions established and include additional definitions regarding Claim and Service Documentation Sample, Individual Interview, and Level of Care.
- New section added regarding Technical Assistance.
- In the Individual Interviews section, a requirement was added for Assigned AEs to complete and data enter individual interview responses into a web-based platform for Provider organizations scheduled for an onsite review.
- Clarification provided in the Remediation, Improvement, and QM Plans section regarding time frames, remediation activities, and plans to prevent recurrence (PPR).
- Clarification provided in the Comprehensive Report regarding what information will be included, review and response by entities, and information posted on ODP website.
- Changes made to the QA&I Process Timeline based on time frames updated throughout QA&I Process document.
- Enhancements to various QA&I templates.

Process for updating contact information:

ODP has issued Announcement #056-18, "Process for Updating AE, SCO and Provider Contact Information for Quality Assessment & Improvement Process" which provides guidance regarding entities updating their primary and secondary contacts. As a reminder, any changes

to the primary and/or secondary contacts should be submitted via the [ODP Quality Assessment & Improvement Contact Information Form](#). It is the responsibility of the entity to ensure that this information remains up to date.

QA&I AE Tool:

ODP completed the following changes to the standard AE tool:

- Questions were renumbered to separate data and policy questions from record review questions.
- Guidance has been updated on some questions to provide additional clarification.
- Three demographic questions were added to the tool to gather identifying information from the AE.
- Other questions have been added based on current ODP requirements.
- NA options regarding data and policy and record review questions have been added as applicable.

QA&I SCO Tool:

ODP completed the following changes to the standard SCO tool:

- Questions were ordered based on subject matter.
- Guidance has been updated on some questions to provide additional clarification.
- Questions have been removed based on current ODP requirements.
- NA options regarding data and policy and record review questions have been added as applicable.

QA&I Provider Tool:

ODP completed the following changes to the standard Provider tool:

- Questions added in Demographic section to capture services rendered by a Provider and whether or not the Provider is an AWC FMS provider.
- Questions were renumbered to separate data and policy questions from record review questions.
- Question regarding Quality Management Plan revised to align with AE and SCO QA&I Tools.
- “Remediation by exception” added where applicable to take into consideration the inability to remediate non-compliance due to staff no longer being employed, or the individual is no longer receiving services from the Provider organization.
- Nine questions have been added regarding the Home and Community Based Services Settings Final Rule. These questions have been labeled exploratory and are not scored.

- Two additional questions have been added regarding employment services; these questions have been labeled exploratory and are not scored.
- Guidance to the training questions has been updated regarding review of staff and administrative staff.
- NA options regarding data and policy and record review questions have been added as applicable.

Availability of resources and materials:

The updated resources and materials for Cycle 1, Year 2 of QA&I are available by logging onto the [MyODP Training & Resource Center](#). As a reminder, any information regarding the QA&I Process can be accessed under the following path on MyODP: Resources > ODP Information > QA&I Process.

NOTE: There may be other changes to the QA&I processes. ODP will update the MyODP website and distribute communications to the field regarding those changes.

INQUIRIES:

Please direct any questions, issues or concerns to your QA&I Regional Coordinator listed below and cc the QA&I mailbox.

Central Region:

Robyn Seville – c-rseville@pa.gov

Northeast Region:

Rachel Toman – c-rtoman@pa.gov

Southeast Region:

Roger Crisanty – c-rcrisant@pa.gov

Western Region:

Cleva (Renee) Bruno – c-clbruno@pa.gov

QA&I mailbox – RA-PWQAIPProcess@pa.gov