

## Quality Assessment & Improvement Process, Cycle 1, Year 3: All Self-Assessments Begin July 1, 2019

### ODP Announcement 19-085

#### AUDIENCE:

Administrative Entities (AEs), Intellectual Disability/Autism (ID/A) Supports Coordination Organizations (SCOs), Adult Autism Waiver (AAW) SCOs, ID/A Providers, Agency with Choice (AWC) Financial Management Services (FMS) Providers and AAW Providers excluding Intermediate Care Facilities for persons with an Intellectual Disability (ICF/IDs) and Vendor/Fiscal Employer Agent (VF/EA) Financial Management Services (FMS) Providers

#### PURPOSE:

This Office of Developmental Programs (ODP) communication announces the start of Cycle 1, Year 3 of the Quality Assessment & Improvement (QA&I) Process.

#### DISCUSSION:

As in the previous years, QA&I activities will begin with the completion of an annual self-assessment by each entity. The self-assessment is an evaluation of an entity's performance on the provision of services and supports to individuals based on key quality metrics and implementation of *"Everyday Lives: Values in Action."* The self-assessment also provides a snapshot of the entity's performance prior to the onsite review and will be used to inform and build quality improvement activities for the QA&I cycle.

It is expected that any issues identified during the self-assessment are remediated within 30 days of discovery. If an entity does not complete a self-assessment, ODP and/or the AE may elect to conduct an onsite review regardless of an organization's regularly scheduled onsite review within the three-year cycle.

For Year 3, all entities' self-assessments must be submitted electronically in QuestionPro utilizing the unique hyperlink that was sent to the entity's primary contacts. The hyperlink was included in an email sent from the QA&I Process mailbox ([ra-PWQAIProcess@pa.gov](mailto:ra-PWQAIProcess@pa.gov)) with the subject line: "Action Required! The (Entity) SELF-ASSESSMENT link to the Office of Developmental Programs (ODP) Quality Assessment & Improvement Tool is now available!" **If the primary contact did not receive the link by the end of the day on July 1<sup>st</sup>, he/she should email the QA&I Process mailbox immediately.**

Each entity should complete the applicable self-assessment by **COB August 31, 2019**. If an entity is enrolled in an ID/A waiver and in the AAW, they will need to submit **TWO** self-assessments using the separate hyperlinks sent by the respective ODP program offices.

Materials and resources related to the QA&I Process are currently posted on the [MyODP Training & Resource Center](#) at the following link:

[Quality Assessment & Improvement Resources](#)

Please note that you must be logged into MyODP to access the information.

ODP strongly recommends that all entities and staff with a role in the QA&I Process review all resource materials so they understand and can properly complete the process.

Thank you in advance for your cooperation and preparation for the QA&I Process.

**INQUIRIES:** Please direct any inquiries, issues or concerns regarding this communication to the QA&I Process mailbox at [RA-PWQAIProcess@pa.gov](mailto:RA-PWQAIProcess@pa.gov).

If there are any questions related to the QA&I Process, please contact the appropriate staff found on the "QA&I ODP Contacts" file.

This communication obsoletes ODP Announcement 062-18.