



QUALITY MANAGEMENT PLAN

OVERVIEW

- Quality Management (QM) is an administrative process at Harmony Health Home Care, designed to guarantee that services are evaluated in accordance with Pennsylvania state law, regulations and accepted standards of home care practice.
- When problems are found as a result of QM, necessary changes are made to organizational and home care processes.

ROLE OF THE DIRECTOR OF OPERATIONS

- Reviews key areas that need to be monitored by the agency.
- Guarantees the activities reflect that the agency and its services are being managed in accordance with agency's mission, goals and appropriate quality standards.
- Creates a summary of the QM program results annually, at which time suggestions for any necessary program changes are initiated in order to improve the program resulting in discussion, new processes or education.

CONTENTS OF QUALITY MANAGEMENT PLAN

- Satisfaction Survey results regarding care and services
- Summary of Client Record Reviews
- Customer Concerns and Complaints
- Reports of any Adverse Events/Reportable Incidents
- Performance Improvement activities that occur as needed

SATISFACTION SURVEYS

- Satisfaction Surveys regarding client services are sent out 1 time per year to clients and/or their families.
- Surveys are always sent to clients and/or families at time of discharge or transfer from services.
- For all other long-standing clients with no anticipated date of discharge, surveys are sent out at 1 time during the year as determined by the Director of Operations.

CLIENT RECORD REVIEW

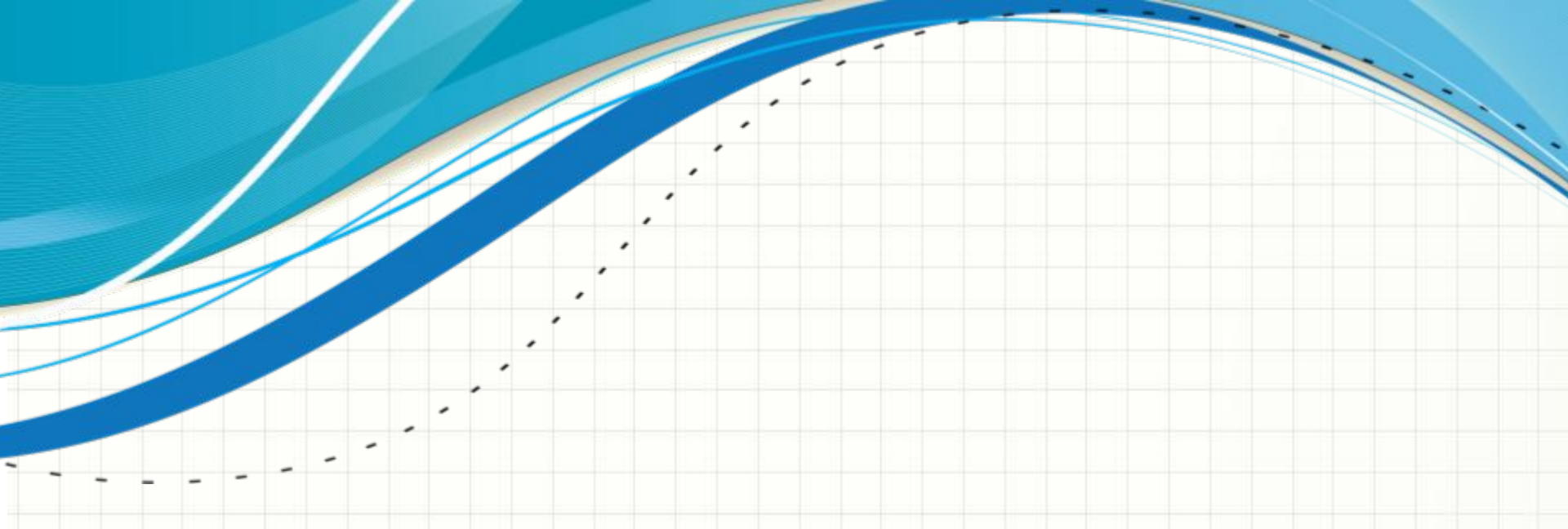
- Client record review consists of a process to randomly review selected records of both active and inactive cases.
- Client record review includes 5% of agency's census of all client services provided and is performed to:
 - Determine adequacy of the care plan;
 - Determine if data is reliable, valid and accurate
- No person involved in care of a client may participate in that client's record review.

CUSTOMER CONCERNS/COMPLAINTS

- Customer concerns are responded to per agency policy.
- If needed, all customer concerns/complaints are reported on a quarterly basis, in a format that allows for evaluation and trending of issues.
 - Quarterly Summary Reports Formats include:
 - Annual Summary Report

ADVERSE/CRITICAL EVENTS

- Reported to the Department of Health online per Pennsylvania Department of Health guidelines through their ERS system.
- Immediate action is taken by the Director of Operations to correct any action or issues that these events reflect in program management.
- Further reporting occurs, based on the events/incidents, as required per the Pennsylvania Department of Aging and Pennsylvania Department of Human Services guidelines through the EIM system.



QUESTIONS?