

Interim HealthCare of Pittsburgh, Inc. (IHC)

Quality Assessment and Performance Improvement Policy (QAPI) Addendum

OLTL Quality Management (QMP) Policy

Interim HealthCare of Pittsburgh, Inc. Quality Management plan or strategy was developed and followed to be in compliance with Chapters 52.24 Quality Management and 1101 (relating to general provisions). IHC of Pittsburgh, Inc. is certified by the PA DOH as meeting requirements for Medicare home health agencies.

IHC, a provider in the Office of Long Term Living (OLTL) and Home and Community Based Waiver Program (HCBS), Quality Management Plan will:

- Include measurable goals and data-driven outcomes to ensure program compliance with regulations under the chapters above and requirements of our provider PA Department of Health license.
- Managerial immediate contact with questions or concerns
- Comply with any current and OLTL/HCBS approved Corrective Action Plan
- Implement promising practices to address self-identified areas that are in need of improvement
IHC's performance is continuously measured, evaluated and improved for compliance to OLTL/HCBS requirements.
- Offer the highest quality of services safeguarding the health, welfare and safety of participants receiving services
- Update IHC's Quality Management strategy annually and as requested by OLTL/HCBS when in receipt of a CAP
- Provide a copy of our Quality Management Plan upon request to the Office of Long Term Living.

Focus of Quality Goals and Outcomes:

- Timely access of services and supports to participants
- Participant centered care in accordance with participant's needs and preferences
- Participant safety and security in their homes and community and their optimal health
- Supporting participants in exercising their rights and accepting personal responsibilities
- Reducing the number of preventable or known Incidents by recognizing participants' safety risks, improving staff communication, using medications correctly, preventing infections and errors and mistakes in treatments etc.
- Human Resources and IHC Management providing a stable, knowledgeable and effective workforce
- Fiscal practices and Information Systems that are state of the art, accurate and efficient, cost effective and support