



CQL | The Council on Quality and Leadership

Who we are ...

International not-for-profit organization dedicated to the definition, measurement and improvement of personal quality of life for people receiving human services and supports.

CQL | The Council on Quality and Leadership

Vision – A world of dignity, opportunity and community for all people

Mission – Provider leadership to improve the quality of life for people with disabilities, people with mental illness, and older adults

CQL Quick History

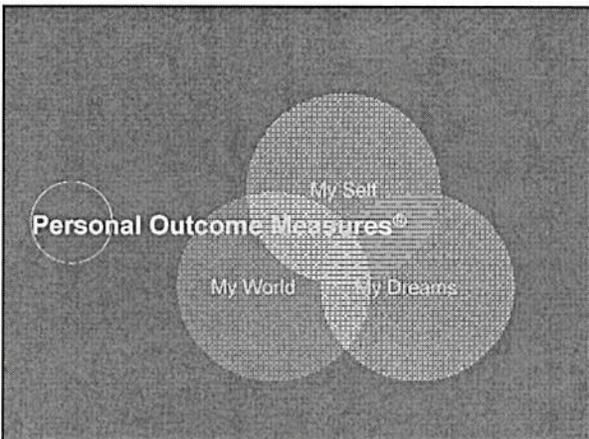
- Founded in 1969 to set standards for large state residential facilities
 - ICF/MR Standards
 - Wyatt v Stickney (Partlow)
- 1969-1989 – National accreditation program based on 800+ organizational process standards
- 1991 – Reinvention
 - Personal Outcome Measures®
 - Community-based Services
- 2009 – What Really Matters Initiative
 - Person-centered Excellence

CQL Metrics

- Personal Outcome Measures®
- Evidence-based Practice/Person-centered Excellence
- Accountability for Health and Safety

Assumptions of Traditional Approaches to Quality

- Uniformity
- Consistency
- Task specialization
- Hierarchy of authority
- Compliance with process



My Self

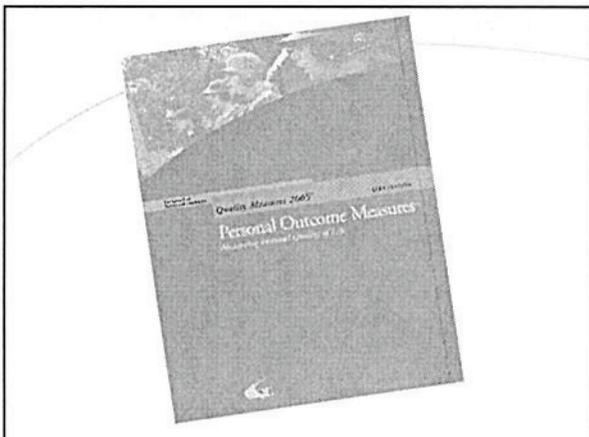
My World

My Dreams

Personal Outcome Measures®

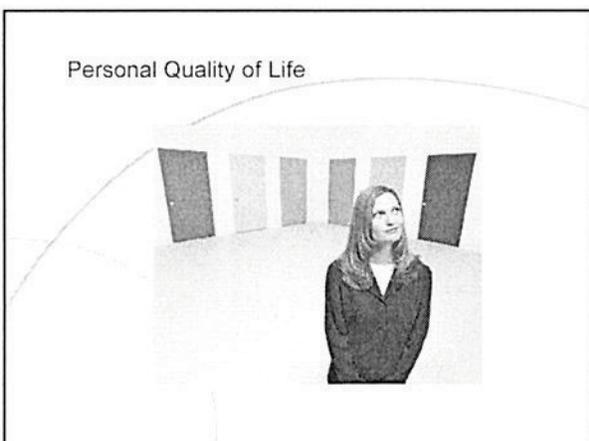
Beginning with People

| | | |
|---------|-----------|----------|
| Family | Friends | Work |
| Health | Safety | Intimacy |
| Respect | Money | Faith |
| Choice | Community | Home |



Understanding Personal Outcome Measures®

- We measure the *presence* of the outcome (yes or no)
- Each person is a unique sample of one ... There is no norm or standard definition for an outcome
- We aggregate data on items that are personally defined rather than standardized in the traditional analysis
- We link outcomes to the services and supports that facilitate – or are needed to facilitate – the outcome
- The Personal Outcome Measures® conversation provides information for the design and provision of person-centered services



Personal Outcome Measures®

PERSONAL

- The person's own view of his or her life



Service or Program Requirements

OUTCOME

- What's important to the person



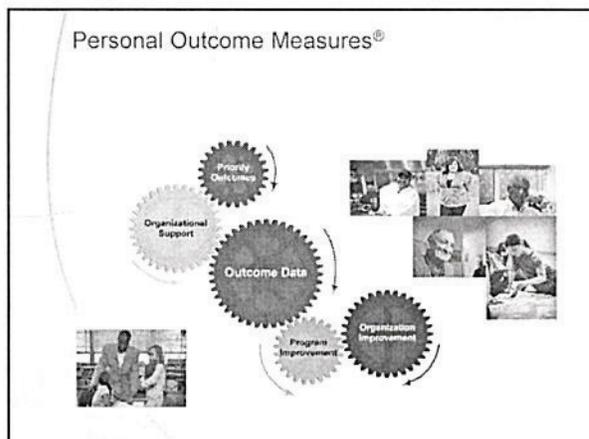
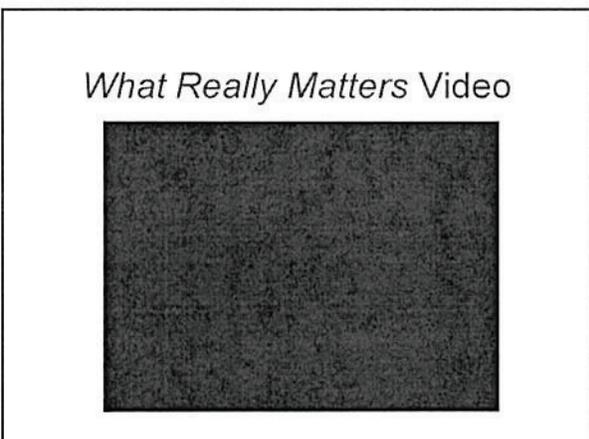
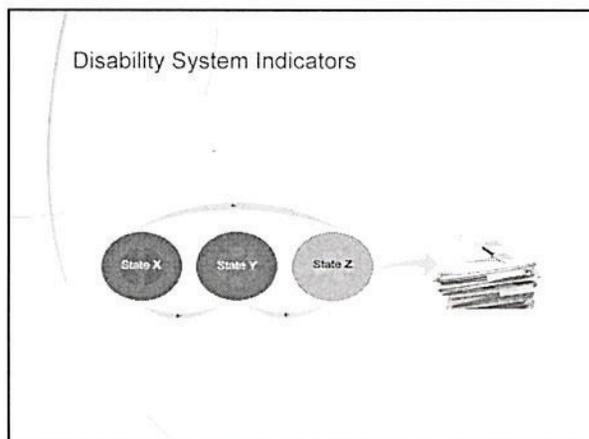
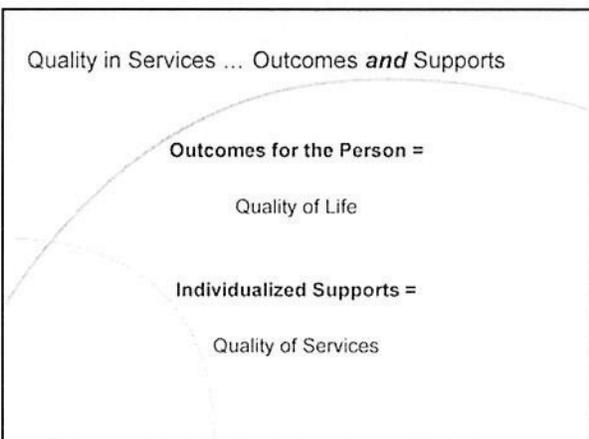
What the organization is doing

MEASURES

- Objective determination of whether people are getting what's personally important



Compliance with external standards

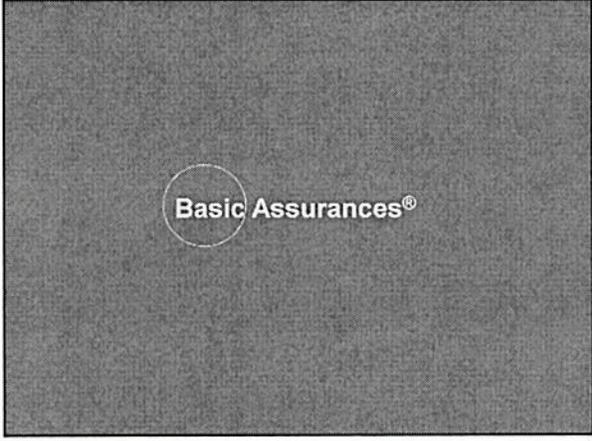


Personal Outcome Measures® Applications

- Design, Implementation, and Evaluation of Person-centered Services
 - International Certification of Trainers and Interviewers
- Quality Measurement at Organizational and State Level
 - International CQL Accreditation program
 - Contracts with the Federal government, states and universities
 - Subcontracts with Federally designated Quality Improvement Organizations to collect Personal Outcome Measures® data for HCBS QA
- System Transformation
 - Training
 - Organization Development
 - Consulting

Basic Assurances®

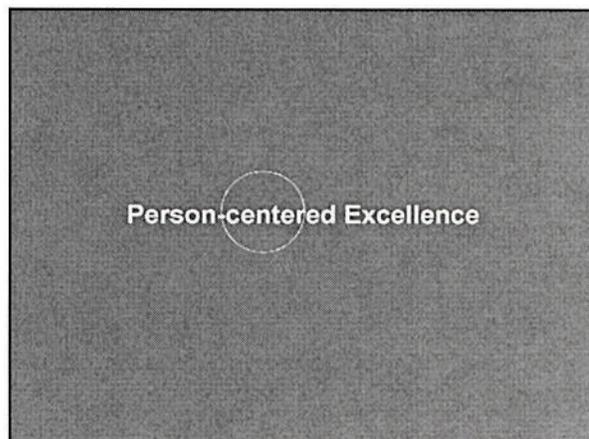
- Accountability and Transparency
- Person-centered and System-linked
- Bedrock of non-profit fiduciary responsibility
- Necessary, non-negotiable, but insufficient



**“Only by selection,
by elimination, by emphasis
do we get at the real
meaning of things.”**
Georgia O’Keeffe

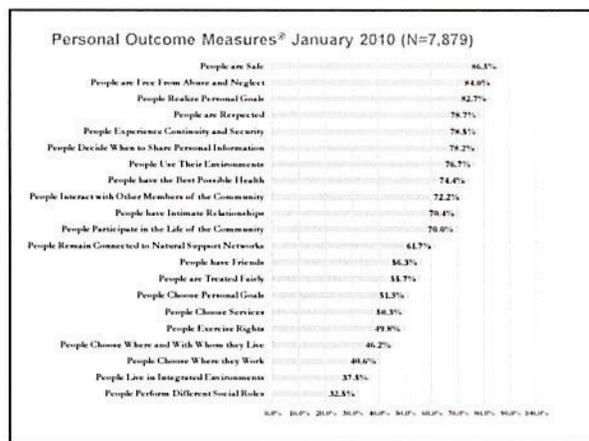
Basic Assurances® – Critical Few

- Started with 10 Factors and 46 Indicators
- Research on 302 organizations narrowed the number to 23 leading indicators



Basic Assurances® Applications

- Memoranda of Understanding (MOU) with states
- Basic Assurances® Network Certification
 - Mosaic
 - Bethesda Lutheran Services
- State QA Monitoring
 - Kentucky
 - Indiana
 - Texas (QAIS)

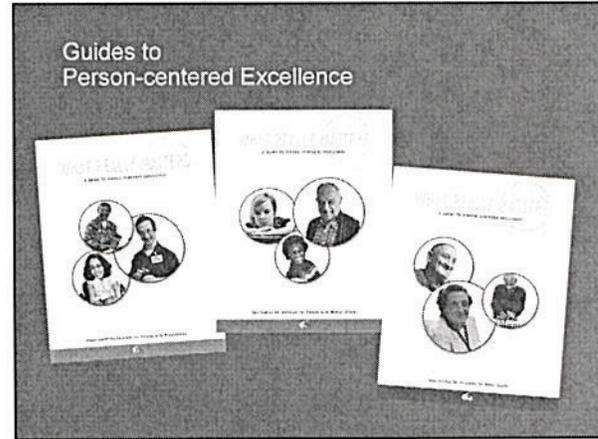
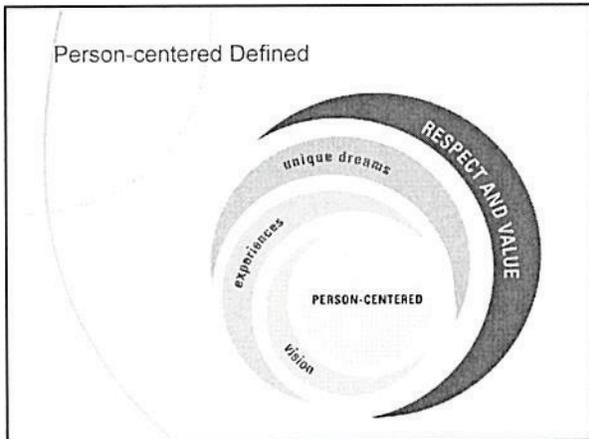


Simple Correlations of Total % Outcomes Present and Each Outcome

Specific Outcomes Correlated with Total Outcomes – Predictors

| | HIGHEST |
|--|---------|
| Exercise rights | .537 |
| Choose where and with whom they live | .528 |
| Treated fairly | .521 |
| Choose where to work | .507 |
| Interact with other members of the community | .500 |
| Perform different social roles | .487 |
| | LOWEST |
| Decide when to share personal information | .332 |
| Have the best possible health | .309 |
| Free from abuse and neglect | .287 |
| Experience continuity and security | .276 |
| Are safe | .189 |

p < .01, note that all correlations are significant



Person-centered Excellence Applications

- Focus Forum Organization Development Engagement
- CQL Accreditation in Person-centered Excellence
- Systems Transformation and Culture Change



A world of dignity, opportunity and community for all people
www.c-qd.org

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BASIC ASSURANCES® – FUNDAMENTAL, ESSENTIAL AND PERSONAL

Basic Assurances® define safeguards from the person's perspective. While the Basic Assurances® require systems and policies and procedures, they measure the effectiveness of systems or the policy by actual practice, person by person. Published in 2005, CQL's Basic Assurances® now include ten (10) factors. Now, after a decade of research with over 302 organizations, we have identified the 23 indicators that best predict Basic Assurances.

BASIC ASSURANCES® FACTORS

| | |
|--------------|--|
| One | Rights Protection and Promotion |
| Two | Dignity and Respect |
| Three | Natural Support Networks |
| Four | Protection from Abuse, Neglect, Mistreatment and Exploitation |
| Five | Best Possible Health |
| Six | Safe Environments |
| Seven | Staff Resources and Supports |
| Eight | Positive Services and Supports |
| Nine | Continuity and Personal Security |
| Ten | Basic Assurances® System |

TOP 23 PREDICTORS FOR SUCCESS WITH BASIC ASSURANCES®

- The organization upholds due process requirements.
- People have supports to manage their own health care.
- The organization monitors Basic Assurances®.
- Staff recognizes and honor people's rights.
- Policies and practices facilitate continuity of natural support systems.
- The cumulative record of personal information promotes continuity of services.
- The organization has individualized emergency plans.
- The organization implements systems for reviewing and analyzing trends potential risks and sentinel events including allegations of abuse neglect mistreatment and exploitation and injuries of unknown origin and deaths.
- The organization provides individualized safety supports.
- People are free from unnecessary intrusive interventions.
- People receive medications and treatments safely and effectively.
- The physical environment promotes people's health safety and independence.
- Decision-making supports are provided to people as needed.
- The organization implements policies and procedures that define prohibit and prevent abuse neglect mistreatment and exploitation.
- People have meaningful work and activity choices.
- The organization provides positive behavioral supports to people.
- The organization ensures objective prompt and thorough investigations of each allegation of abuse neglect mistreatment and exploitation and of each injury particularly injuries of unknown origin.
- The organization respects people's concerns and responds accordingly.
- People's individual plans lead to person-centered and person-directed services.
- The organization implements policies and procedures that promote people's rights.
- The support needs of individuals shape the hiring training and assignment of all staff.
- A comprehensive plan describes the procedures for monitoring Basic Assurances®.
- People access quality health care.

PERSONAL OUTCOME MEASURES®

My Self

- People are connected to natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information

My World

- People choose where and with whom they live
- People choose where they work
- People use their environments
- People live in integrated environments
- People interact with other members of the community
- People perform different social roles
- People choose services

My Dreams

- People choose personal goals
- People realize personal goals
- People participate in the life of the community
- People have friends
- People are respected