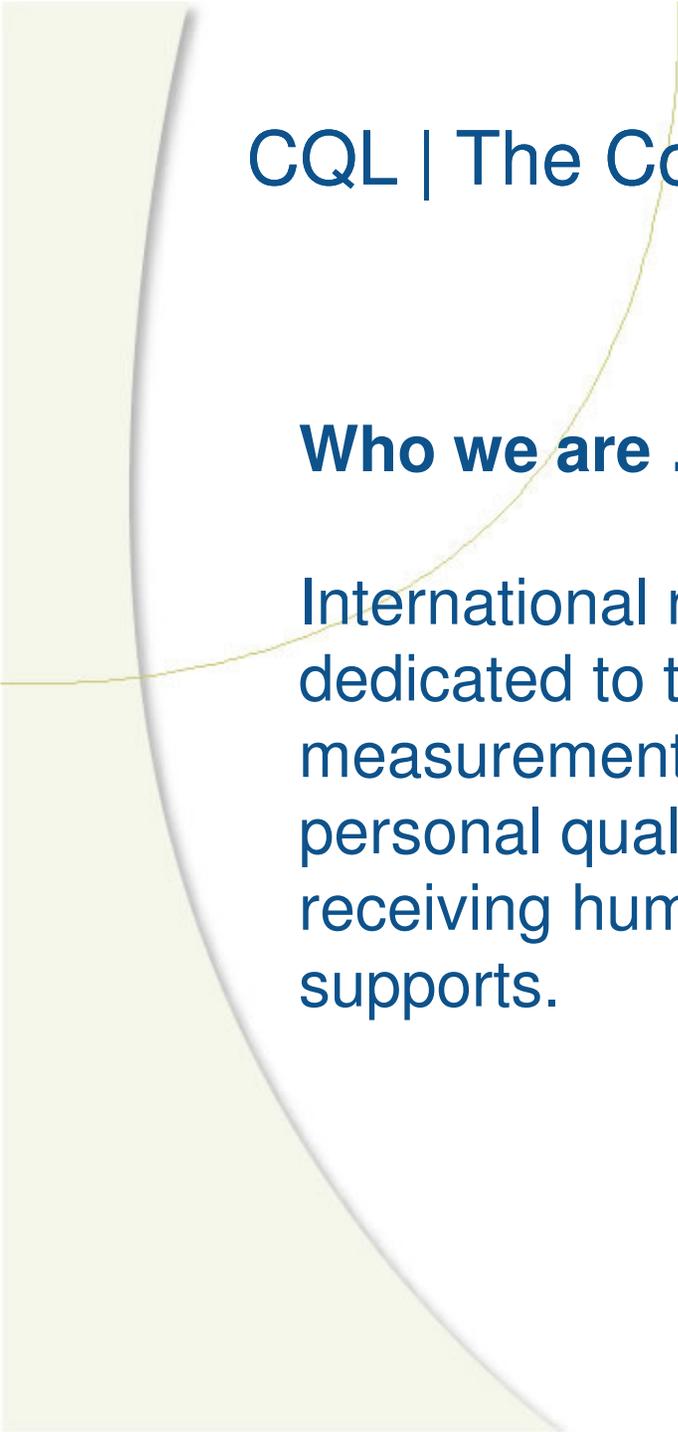




Organizational Change using Outcomes
Cathy Ficker Terrill, President & CEO, CQL





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.

Some Themes

Personal Outcome Measures® – Personally defined quality of life outcomes that people want in their lives. The set of Twenty-One POMs is a scientifically valid metric.

Person-Centered Excellence® -- Evidence based practices that promote personal quality of life and self-direction. Eight Factors and 34 Indicators based on research.



One Organization's Journey

Personal Outcome Measures®

Organizational Change to Enhance
Lives

Individual change

Organizational change

System change

Outcome Measures

	2003	2006	+ or -
People Choose Services	47%	87%	+40%
People Realize Goals	63%	100%	+37%
Connected to Natural Sup.	52%	81%	+29%
Different Social Roles	21%	50%	+29%
People Have Friends	58%	81%	+23%
Use their Environment	78%	100%	+22%

Organization

- Is your organization aware of opportunities for networking?
- Do people have social roles?
- Does your organization ask people what they want and need related to making and keeping friends?

- 
- Does your organization determine people's preferences for being active in their community?
 - Does your organization have strategies to help people be active members of their community?

Individuals

- Do the individuals you support know how to build their own social capital?
- How often do they participate in the life of their community?
- Are there barriers to community participation?
- How is the person informed about options for building social capital?

Outcome Interviews

- Inform the Person-centered Plan
- Allow the person to define their own definition of quality of life with outcomes
- Serve as a metric for supports and outcomes

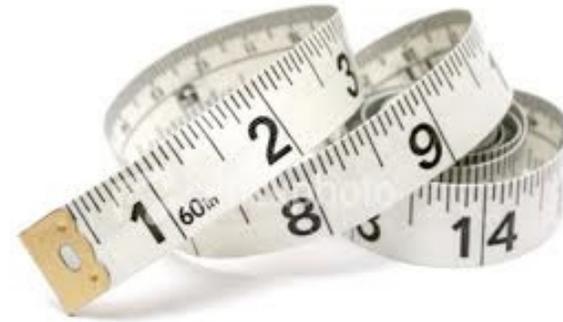
The Bubble



Illumination and Imagination



'What you measure is what you see'



'Where attention goes, energy flows'
- Hawaiian saying

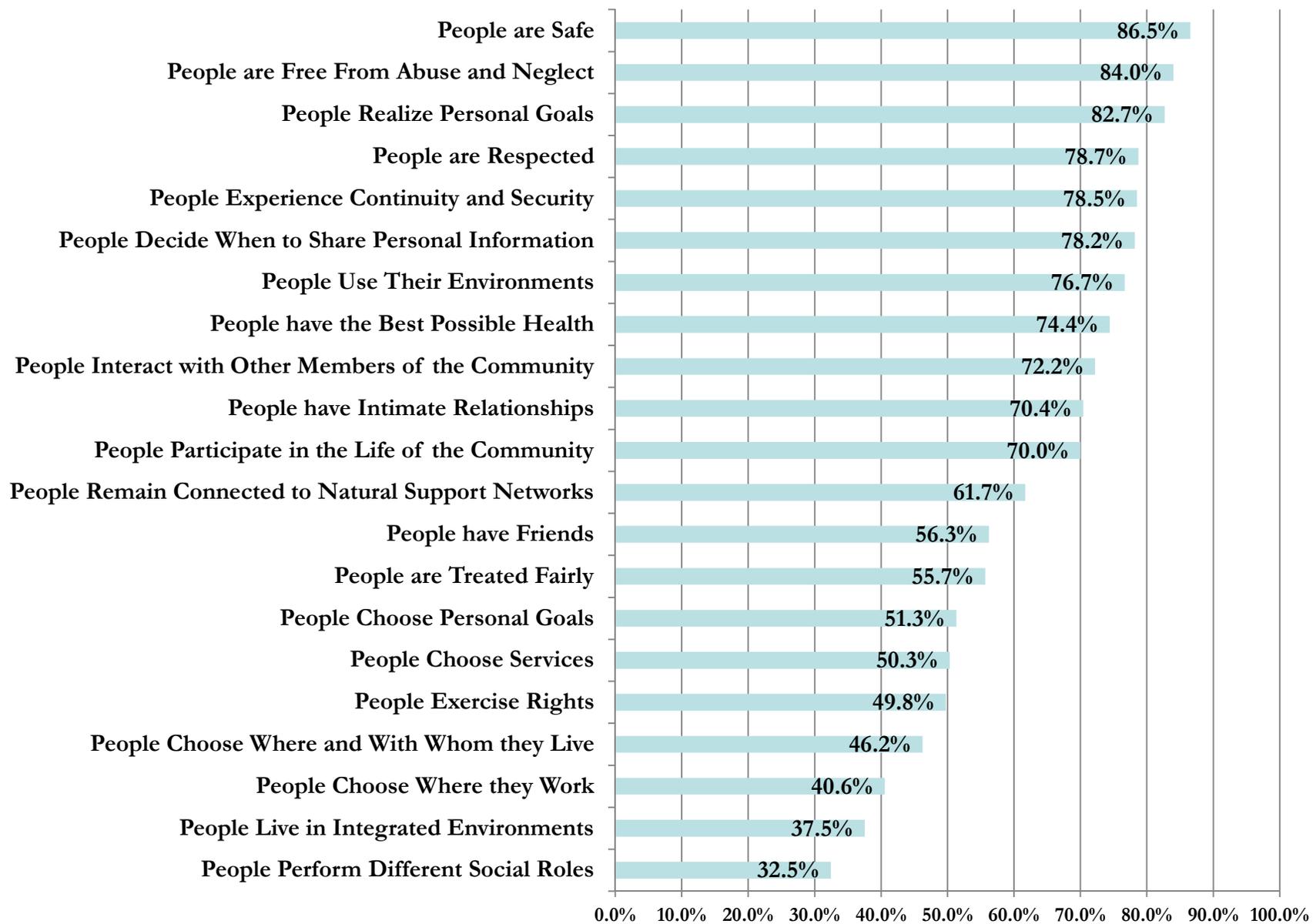
'If all you have is a thermometer, everything is a temperature'
- Zajonc





What Does the Data Say?

Personal Outcome Measures® January 2010 (N=7,879)



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



A world of dignity, opportunity and community for all people

www.c-q-l.org

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