



Personal Outcome Measures will provide a Framework for Person-Centered Quality Oversight

Through design teams and workgroups associated with the People First Waiver, OPWDD has explored the best practices for measuring the outcomes that are most important to people with developmental disabilities. One method stands out for its effectiveness in measuring someone’s quality of life and the support areas in which improvements may be needed: the [Personal Outcome Measures \(POMs\)](#) developed by the [Council on Quality and Leadership \(CQL\)](#). For more than 40 years CQL has worked with human service organizations and systems to measure and improve people’s quality of life. Numerous provider agencies in New York are using POMs, and OPWDD is embracing CQL’s POMs as a valid and reliable way to look at individual outcomes. In the months ahead, OPWDD will design ways to incorporate the POMs into the new managed care infrastructure taking shape for the developmental disabilities service system. Using POMs, OPWDD will begin to assess how well supports and services help people achieve outcomes that are important to them.

What do POMs measure?

CQL has identified 21 Personal Outcome Measures that identify the areas of greatest importance to a person receiving supports:

Personal Outcome Measures (POMs) Will Measure if People:	
Are connected to Natural Support Networks	Have Intimate Relationships
Have Best Possible Health	Are Safe
Exercise Rights	Are Treated Fairly
Are Free from Abuse and Neglect	Experience Continuity and Security
Decide when to share personal information	Choose where & with whom they live
Choose where they work	Use their environments
Live in integrated settings	Interact with others in the community
Perform different social roles	Choose services
Choose personal goals	Realize personal goals
Participate in the life of community	Have friends
Are respected	

Source: Council on Quality and Leadership, <http://www.thecouncil.org/>

Are we actually helping people live richer lives?

To determine if people are being supported well in the areas that are most important to them CQL has developed a process for interviewing individuals and the people who know them best such as their family members or direct support staff and collecting information on how the POMs are being achieved through their supports and services. As OPWDD begins to incorporate the use of POMs into its quality oversight activities, CQL training will be important to ensure that interviews collect information in a consistent way that allows the

individual to direct the conversation and report how the supports being provided actually promote that individual's unique desired outcomes.

Implementing POMs

As OPWDD transitions its service system to managed care, it will require that the managed care organizations – the Developmental Disabilities Individual Support and Care Coordination Organizations (DISCOs) – measure how effective they are at providing person-centered supports. To do this, the DISCOs will gather data on the achievement of POMs for a sample of the individuals they support using CQL's process for interviewing individuals and the people who know the individuals best such as their family members or direct support staff. Required CQL training and certification will ensure that these interviews collect information about the individuals' outcomes in a consistent way and produce valid and reliable information. DISCOs will use the information from the interviews to help people achieve what is most important to them and to focus quality improvement activities on those areas. In addition, DISCOs will be required to report the POMs data to OPWDD. Still, while the POMs will be an important measure of quality in the managed care system, DISCOs will not be limited to using only POMs and can use other approaches to quality improvement as well.

DISCOs may also decide to use POMs as a planning tool for fulfilling their care coordination function. Considering upfront, during care planning, how supports and services will support an individual's desired outcomes may streamline and align DISCO processes. OPWDD will provide guidance in care planning that will accommodate the incorporation of POMs in care planning, but will not require DISCOs to use POMs in care planning.

How will OPWDD use POMs data?

OPWDD will ensure that DISCOs are certified and implementing POMs review in their quality improvement activities. OPWDD will also use the POMs data submitted by DISCOs to help gauge and report the quality of each DISCO's operations.

OPWDD will also analyze submitted POMs data to understand how well the service system across the entire state is helping people achieve outcomes that are important to them. OPWDD will identify where system improvements are needed and what those improvements should be.

Finding More Information

In the coming weeks, OPWDD will provide information on POMs on the OPWDD website and develop additional outreach activities to provide further education and information on how OPWDD will use CQL's POMs to make quality oversight more person-centered and reflective of what matters to those we support.

For more information on the Council on Quality and Leadership and its Personal Outcome Measures, visit <http://www.thecouncil.org>.