Data Quarterly

CQL's *Quality Measures 2005*®

The first 100 organizations
October 2006 – December 2008

Basic Assurances®
PART 2

Which Indicators and Factors best predict overall success with Basic Assurances®?

Where can organizational efforts be focused to yield greater overall success with Basic Assurances®?

Which Basic Assurances® Factors are most likely to be found across all organizations?

CQL reports on the findings for *Quality Measures 2005*®.

CQL introduced the Basic Assurances® to provide guidance to organizations in linking fundamental practices and systems for health, safety and human security to responsiveness to people receiving services. In times of scarce resources, we can identify those factors that provide the greatest impact on overall success with these fundamental practices — and that promote personal quality of life.

Basic Assurances® — Cornerstones of the Foundation

In the previous Data Quarterly #8, we reported on the overall findings for Basic Assurances® in the first 100 organizations completing a CQL Accreditation review through December 2008. The review process looks at 46 indicators grouped in 10 factors. These Basic Assurances® are a balance between concerns for individual Health, Safety and Security and the necessity of social constructs such as Respect, Natural Supports and Social Networks to ensure sustainable outcomes for people. CQL Accreditation requires evidence that an organization has established systems to address and implement each indicator. The effectiveness of the system or the policy is determined in practice, *person by person*.

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

As reported in Data Quarterly #8, our analysis indicated the following:

Factors with the highest average rating (top 3 out of 10):

Staff Resources and Supports

Dignity and Respect

Continuity and Personal Security

Factors with lowest average rating (bottom 3):

Basic Assurances® System

Rights Protection and Promotion

Positive Services and Supports

In this report, we delve into the relationships within the specific items and their impact on overall success with Basic Assurances®. Our findings, based on 100 organizations, identified those indicators which best predict the achievement of the total number of indicators. Eighteen (18) of the 46 indicators contribute most significantly to overall success. These 18 indicators are found in eight of the ten factors (see Table 1 on next page).

In our sample of 100 organizations, over 94% met the indicators in Factor Two: Dignity and Respect and Factor Seven: Staff Resources and Supports. It is encouraging to note that CQL Accredited organizations exhibit strong foundations and practices in these fundamental areas. Respect for people served and for organizational staff are present to a large degree. This finding may reflect the strong values base for person-directed services and supports that draws these organizations to CQL's measures and methodology.

Ironically, the overall success of CQL Accredited organizations in achieving these factors reduced their impact in predicting differences on organizational performance. Simply put, they did not explain differences because they were present for so many organizations. This success may not be present across non-CQL Accredited organizations.

The top five indicators – when present at both the system and practice levels – which best predict success overall are:
- The organization's mission, vision, and values promote attainment of personal outcomes.
- The organization upholds due process requirements
- The organization implements policies and procedures that promote people's rights.
- 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 recognizes emerging support networks.

TABLE 1	Top 18 Predictors for Success with Basic Assurances®
Factor One	**Rights Protection and Promotion**
	The organization implements policies and procedures that promote people's rights.
	Staff recognize and honor people's rights.
	The organization upholds due process requirements.
	Decision-making supports are provided to people as needed.
Factor Three	**Natural Support Networks**
	Policies and practices facilitate continuity of natural support systems.
	The organization recognizes emerging support networks.
Factor Four	**Protection from Abuse, Neglect, Mistreatment and Exploitation**
	The organization implements systems for reviewing & analyzing trends, potential risks & sentinel events, including allegations of abuse, neglect, mistreatment & exploitation, and injuries of unknown origin and deaths.
	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.
Factor Five	**Best Possible Health**
	People access quality health care.
	People receive medications and treatments safely and effectively.
Factor Six	**Safe Environments**
	The organization provides individualized safety supports.
	The physical environment promotes people's health, safety and independence.
	The organization has individualized emergency plans.
Factor Eight	**Positive Services and Supports**
	The organization provides continuous and consistent services and supports for each person.
	People are free from unnecessary, intrusive interventions.
Factor Nine	**Continuity and Personal Security**
	The organization's mission, vision and values promote attainment of personal outcomes.
	Business, administrative and support functions promote personal outcomes.
Factor Ten	**Basic Assurances® System**
	The organization monitors Basic Assurances.®

This analysis suggests the most critical areas for organizational focus and quality improvement efforts. The data demonstrate that attention to these items – *where organizational systems are put into practice in response to individual needs and situations* – will lead to increased assurances in the areas of overall fundamental health, safety and security for people with disabilities.

CQL – The Database on *Quality Measures 2005*®

Inspired by a vision of a world of dignity, opportunity, and community inclusion for all people, CQL | The Council on Quality and Leadership (CQL) is an international leader in the definition, measurement, and improvement of quality of life for people with disabilities. CQL has demonstrated that valid and reliable quality of life measurement can be incorporated in community-based human services.

In the 1990s, CQL redefined quality as responsiveness to people rather than compliance with standards. After conducting focus groups throughout North America, CQL published the *Personal Outcome Measures*® offering people with disabilities an opportunity to define their own quality of life outcomes and exert choice and self-determination. In 1993, CQL published the *Personal Outcome Measures*® as an alternative to both its traditional quality indicators and assessment methodology. CQL signaled a new era in quality measurement with a re-definition of quality from organizational compliance to responsiveness to people.

At the start of the new century, and after ten years of data gathering and analysis, CQL recognized that personal outcomes are most likely to be realized when people are part of communities of concerned and supporting people. CQL once again shifted its definitions of quality by focusing on the social or community context for the attainment of personal quality of life. The individual focus of person-directed outcomes, self-determination and individual choice requires a social context. The challenge for organizations and support groups is not only to engage in person-directed processes; rather, it is to use the person-directed orientation to build social capital and community connections.

In 2005, CQL published the *Quality Measures 2005*® as the next evolution in progressive indicators of quality of life and quality in services to people with disabilities.

CQL's *Quality Measures 2005*® is a comprehensive resource on multiple dimensions of quality assessment and enhancement. It builds on the foundations of past standards and moves human service providers forward into the current environment. *Quality Measures 2005*® contains five sections including: Shared Values, Basic Assurances®, Responsive Services®, Personal Outcome Measures®, and Community Life®.

This is one of a series that reports key findings from the CQL *Quality Measures 2005*® Database. We encourage readers to consider the lessons learned from our data in the movement toward a meaningful quality of life for people with disabilities in community.

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Past Issues of the Data Quarterly