

1. Overview of Personal Outcome Measures®

Organizations providing human services have long defined quality as being in compliance with certain standards for the services provided. However, many quality assurance systems overlook one important question: Do those services actually result in quality lives for the people receiving them? This course, presented by CQL | The Council on Quality and Leadership, offers an overview of a system called Personal Outcome Measures®. This system gives you the tools you need to learn about people and quality in a much more person-centered and results-oriented manner. This new approach is applicable to any type of human service provider because the Personal Outcome Measures® are simply human expectations for quality of life. They are relevant to people in recovery from mental illness, people with intellectual or developmental disabilities, people who are elderly, people with physical and other types of disabilities, or simply anyone who counts on other people for organized supports. Through lessons, stories, and interactive activities, this course will assist you in beginning a process that enhances your ability to support the people you serve so that they can fully experience the quality of life they envision for themselves. This course is part of a series of e-learning courses which lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of personal outcomes. We encourage you to complete them as a suite in order to gain as much in-depth knowledge and skills as possible.

2. The Power of Personal Outcome Measures®

Have you found yourself or your organization “stuck” in a compliance mode of thinking? Now it’s time to go beyond the basics to the real quality of life issues and develop a culture of person-centeredness. CQL | The Council on Quality and Leadership's Personal Outcome Measures® form the foundation for organizational quality enhancement. The Personal Outcome Measures® are short, clear, and written in plain English. Personal outcomes are important because they put listening to and learning from the person at the center of organizational life. This training is designed for staff at all levels in human service organizations. It presents in-depth knowledge on defining quality, defining outcomes, and defining Personal Outcome Measures® and their role in your organization’s quality enhancement program. We will use a blend of didactic information and experiential exercises to give you a clear understanding of the importance of a person-centered approach to quality. This course is part of a series of e-learning courses which lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of personal outcomes. We encourage you to complete them as a suite in order to gain as much in-depth knowledge and skills as possible.

3. Application of the Personal Outcome Measures® for Children, Youth and Families with Young Children

Most organizations that serve children, youth, and their families care deeply about the quality of services they provide. They typically measure this quality by looking at how their services measure up to governmental or regulatory standards. In the process, these systems often miss one of the most important questions: “Are the targeted individuals receiving services that achieve the quality of life that they and their families desire?” CQL | The Council on Quality and Leadership offers a proven method of assisting health and human services organizations and staff to look at quality through the eyes of those who receive their services. CQL’s system focuses on Personal Outcomes Measures® in which the individuals receiving services define their own measures of life quality and use them to guide their services and supports. This course will assist you in understanding and applying the Personal Outcomes Measures® approach to youth and families with young children. The lessons, stories, and interactive activities in this training cover the basic concepts and applications of Personal Outcomes Measures®. This training is useful to anyone working with youth and/or families with mental health issues, developmental, intellectual or other kinds of disabilities, family issues, or other needs that require extra support. After taking this course, you will be well equipped to employ these useful strategies in your own setting.

4. Application of the Personal Outcome Measures® for Behavioral Health

Are you a provider of behavioral health supports? Do you wonder if your quality assurance system is focused on the appropriate measures of success? Many quality assurance systems tend to look primarily at what the behavioral health provider is doing. They evaluate the delivery of services and compare them to agency standards or regulatory requirements. In doing so, they often overlook the prime question that determines an organization’s effectiveness: Are the people who receive services achieving the quality of life they expect for themselves? This course describes the ultimate way to assess quality—through the eyes of the people receiving services. Based on CQL | The Council on Quality and Leadership’s Personal Outcome Measures® in Consumer-Directed Behavioral Health system, people who receive behavioral health services define their own measures of life quality and use them to guide their recovery from mental illness. This course teaches you how to relate the Personal Outcome Measures® approach to people who use behavioral health supports. Any health and human service provider working with individuals who use behavioral health services or those who are working toward recovery from mental illness will find this training useful. Through lessons, examples, and interactive activities, you will learn the basics of Personal Outcome Measures®, as well as how to apply them in your own setting. This course will be helpful to anyone—including health care staff with intermediate and advanced levels of experience—who is responsible for assisting individuals who have support needs related to mental illness, intellectual or developmental disabilities, physical and other kinds of disabilities, poverty, family challenges, etc.

5. Learning about People - Interviewing Techniques

All organizations want to provide high quality services and supports to the individuals they serve. Most organizations also want to make sure they offer services that are relevant to these people based on the answers to this one question: “Are the people you serve achieving the quality of life they expect for themselves?” This particular question cannot be answered with traditional quality assurance systems because those only examine quality based on what the organization is doing. In order to build your services on the personal outcomes of the people you serve, you need a new way of looking at quality, starting with learning about what people want most for their lives. Based on CQL | The Council on Quality and Leadership’s Personal Outcome Measures® approach to quality enhancement, this course supplies you with effective tools and techniques to gather information on the personal outcomes that people choose for themselves. Through instructional lessons, interactive activities, and useful examples, this course provides you the guidelines and suggestions you need to interview the people you serve to learn about their personal outcomes. This training not only covers what to do before, during, and after an interview, but also gives helpful advice for potential communication difficulties. The information in this course is useful for anyone - including health care staff with intermediate and advanced levels of experience- responsible for setting up services and supports for others, including those with support needs related to a mental illness, intellectual or developmental disabilities, physical disabilities, substance use, poverty, or other challenges.

6. Looking at the Data: Decision-Making around Personal Outcome Measures®

Quality assurance systems typically evaluate the performance of an organization’s operations as measured against a set of standards. However, the organizations may miss the important measure of whether their services and supports result in positive life outcomes for the people they serve. This course is one of a series that is based on the work of CQL | The Council on Quality and Leadership. CQL’s quality enhancement approach, Personal Outcome Measures®, offers a way to look at quality through the eyes of the people you serve. Measuring quality based on personal outcomes takes some new skills. This training shows you how to use the information you collect about an individual to decide if the outcomes the person wishes to see happen are actually taking place. You also will learn how to measure if the person’s individualized supports are in place for each outcome. Through lessons, interactive activities, and stories, you will learn how to use the information you collect to create a person-centered view of quality of life and individualized supports. This course will be helpful to anyone—including health care staff with intermediate and advanced levels of experience—who is responsible for assisting individuals who have support needs related to mental illness, intellectual or developmental disabilities, physical and other kinds of disabilities, poverty, family challenges, etc.

7. Using Personal Outcome Measures® in Planning for People

Is your person-centered planning process really person-centered? Many of these planning processes use formats and content areas that are dictated by regulatory requirements or standardized measures. We have to question how person-centered they are if other people determine what should be in an individual's plan. In this course, CQL | The Council on Quality and Leadership offers Personal Outcome Measures® as a basis for creating a support plan that is truly person-centered. You can be assured that it is person-centered because it is based on the personal outcomes and priorities that are defined by each person for her/his own life. Through lessons, stories, and interactive activities, this course will show you how to use personal outcomes to create a simple, easy-to-use support plan that won't end up in a drawer! The information in this course is useful for anyone—including health care staff with intermediate and advanced levels of experience—responsible for setting up services and supports for others, including those with support needs related to a mental illness, intellectual or developmental disabilities, physical disabilities, substance use, poverty, or other challenges.

8. Using Personal Outcome Measures® in Evaluation and Planning for Organizations

Most organizations are committed to providing high quality services. Many of them turn to outside regulations or standards to judge how well they are doing. In doing so, they may miss answering the most important question: Are your services successful in supporting people to achieve the personal outcomes they have for their own lives? This course is based on CQL | The Council on Quality and Leadership's approach to quality enhancement using Personal Outcome Measures®. In this course, you will see how organizations can use personal outcomes to evaluate themselves as organizations and plan for the future. Through analysis of the data from individuals' experiences in achieving their own personal outcomes, organizations can structure themselves and their resources to facilitate individual success. The lessons, interactive activities, and stories in this course give you concrete information about how organizations can respond flexibly to the changing needs and aspirations of the people they support.