

OUTCOMES:

THE GATEWAY TO QUALITY



CQL | The Council on
Quality and Leadership

CATHY FICKER TERRILL
CQL | *President and CEO*

cfterrill@thecouncil.org

CHANGE

SUCCESS

FACTOR

WHAT USUALLY HAPPENS

NORMAL REACTIONS TO CHANGE

Success is **NOT**
about how much money you make,



it's about the **difference you make**
in people's lives.

Outcomes: The Gateway to Quality

Never doubt that a small group of thoughtful, committed citizen can change the world, indeed, it's the only thing that ever has.



Margaret Mead

Outcomes: The Gateway To Quality

Personal Outcome Measures®



Personal Outcome Measures®

help us learn about people's personal definition of **quality of life** and gather information about the person's priorities and preferences in order to support their personal outcomes.

Outcomes: The Gateway To Quality

Personal Outcome Measures®

- Offer the best tool for evaluating personal quality of life and equality of services
- Put listening to and learning about the person at the center of our work
- Guides the delivery of individualized supports based on people's priorities

Cont.

Outcomes: The Gateway To Quality

Personal Outcome Measures®

- Help focus limited resources and organizational energy on what really matters
- Provide data and analysis for evidence-based practice
- Demonstrate the link between person-centered and recovery-based services, quality of life, and cost effectiveness

Outcomes: The Gateway To Quality

A Matter of Definition

Clinical Outcomes

- Cure and symptom reduction

Functional Outcomes

- Increasing functional status

Personal Outcomes

- Issues that matter most to people in their lives

Outcomes: The Gateway To Quality

Portrait of a Leader

What is the **biggest challenge**
facing leaders today?

42% - Finding and keeping skilled workers

23% - Staying focused

18% - Innovating

9% - Competing in a global market

8% - Coping with technological change

Outcomes: The Gateway To Quality

Portrait of a Leader

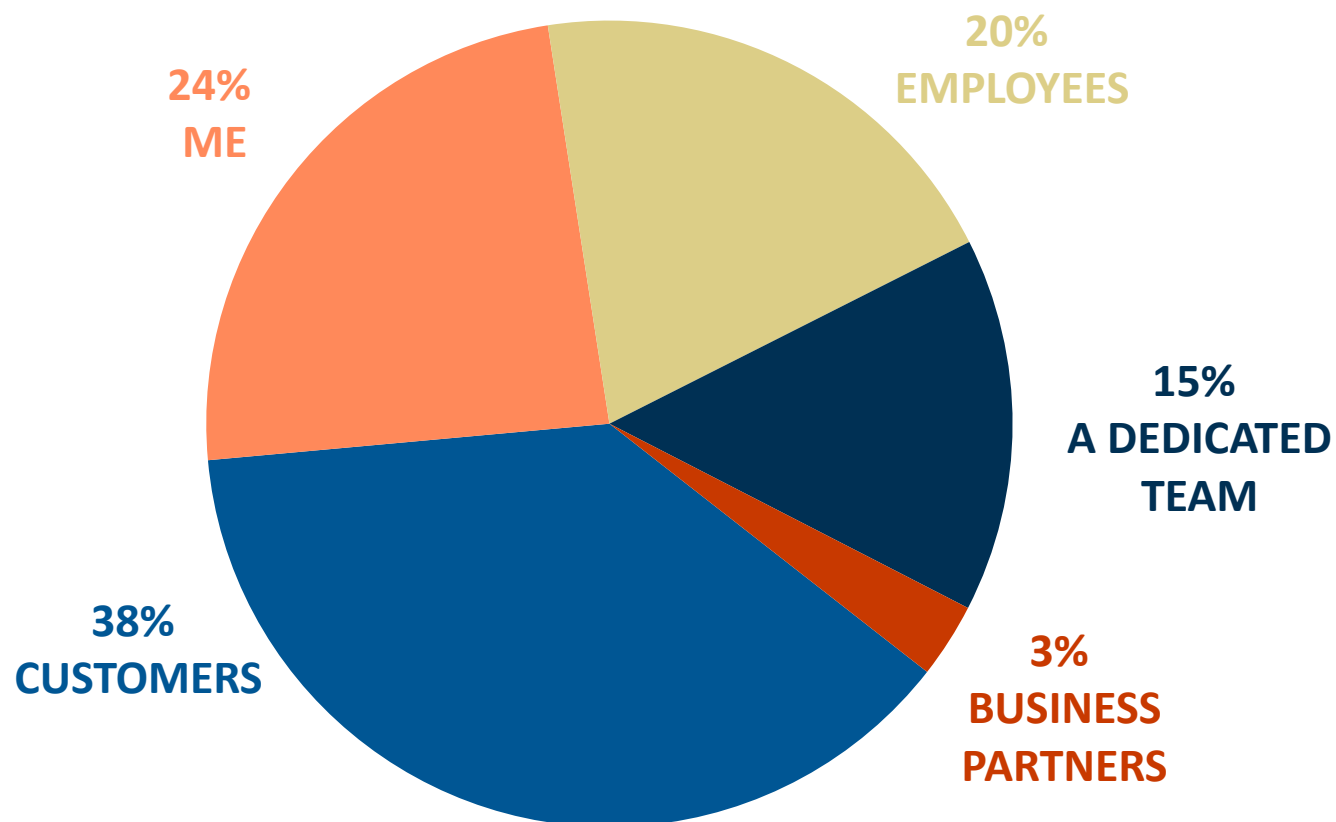
What is **more** important?

The right
question



The right
answer

Where do you get the **best ideas** for new products and services?



Source: Inc. 500 CEO Survey

While customers provide **most** ideas, just...

37%

of companies have a
formal method
for collecting customer input

Source: Inc. 500 CEO Survey

Outcomes: The Gateway To Quality

Appreciative Inquiry

FIRST LISTEN

- It is only through interaction and exchange that we can begin to understand each person as a unique individual.
- Appreciative Inquiry: Listen and learn from everything the person says and does.
- If the person does not use words to speak, find alternative ways to communicate!
Spend time with the person in different settings.

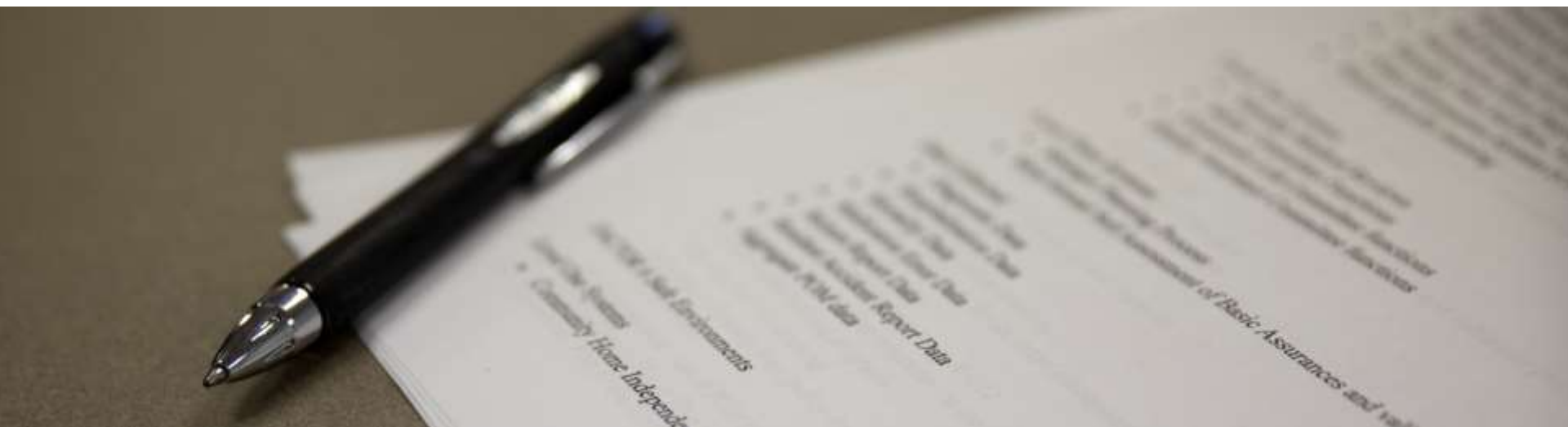
Outcomes: The Gateway To Quality

OUTCOME INTERVIEWS

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

Outcomes: The Gateway To Quality

New Government Regulations



- Requirements for demonstrated evidence-based individualized and person-directed service delivery
- People must be supported to have maximum control over their lives and day-to-day decision making

Outcomes: The Gateway To Quality

Personal Outcome Measures®

A Comprehensive, In-Depth Interview



21 Quality of Life Areas

RIGHTS goals respect Services CHOICE SELF community
RELATIONSHIPS EMPLOYMENT NATURAL SUPPORT NETWORKS safety HEALTH
PRIVACY

Appreciative Inquiry

Listening and Learning

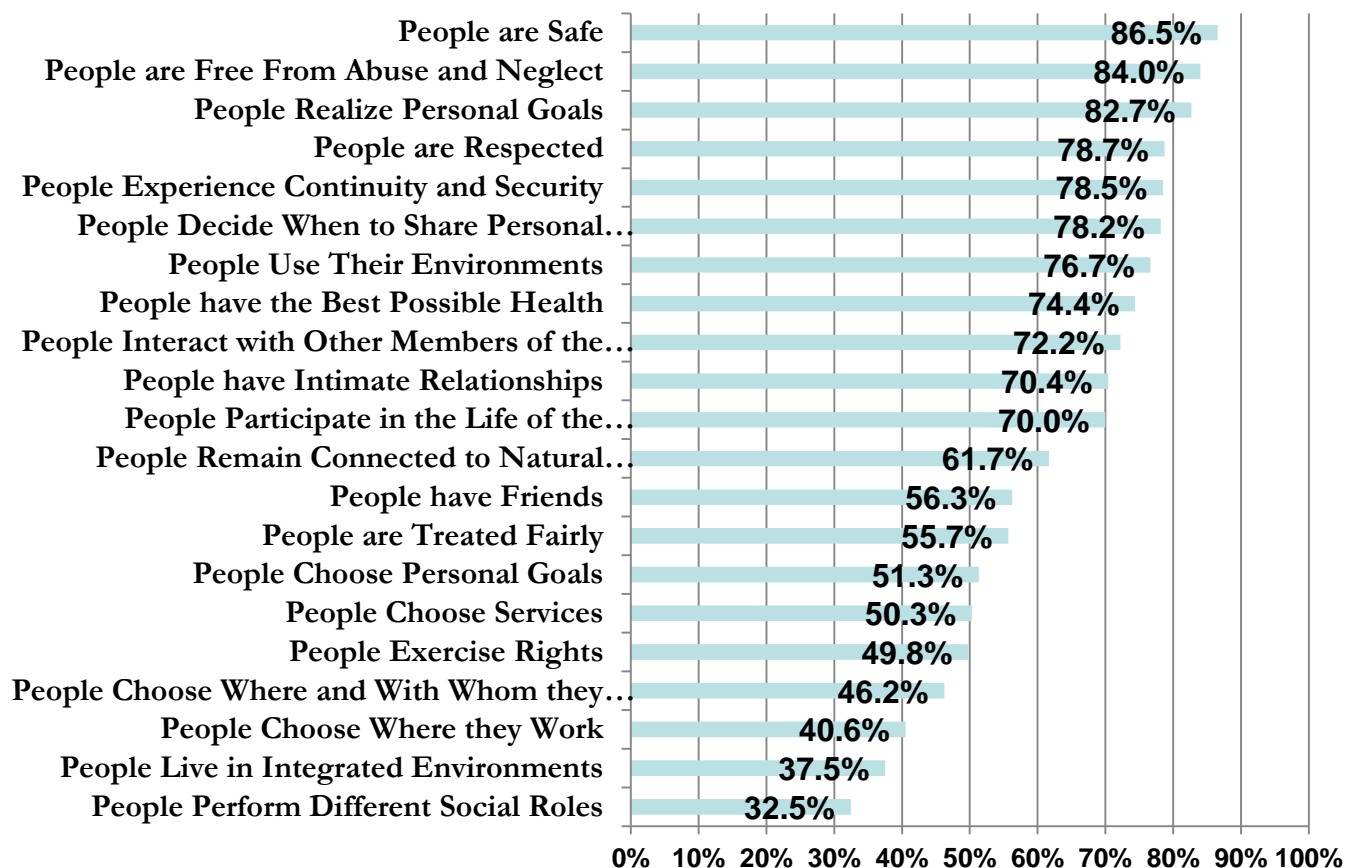
What questions do **you** ask
when you listen?



Appreciative Inquiry

Listening and Learning

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



Outcomes: The Gateway To Quality

Measuring Outcomes: Predictors

Specific Outcomes Correlated With Total Outcomes

HIGHEST (US)	
Exercise Rights	.537
Are Treated Fairly	.523
Choose where and with whom they live	.517
Interact with members of the community	.501
Choose where they work	.499
LOWEST	
Decide when to share information	.337
Have the best possible health	.310
Free from abuse and neglect	.284
Experience continuity and security	.276
Are safe	.192

n = 7,806

* All correlations are significant at the 0.05 level (2-tailed)

Outcomes: The Gateway To Quality

A Story from Dirk Wasano

- In the 70's:
 - Treated us like PLANTS
- In the 80's:
 - Treated us like PETS
- In the 90's:
 - Treated us like PEOPLE
- Now it's 2015:
 - It is really time to listen



Outcomes: The Gateway To Quality

One Voice, By Doris Clark

One Voice.

A voice to be heard by someone
who cannot speak a word.

We express our feelings in many ways, by what we do
and what we say.

A voice that is heard is a voice that is true,

So lets all share our one voice, too!

Outcomes: The Gateway To Quality

Measuring Outcomes

Individual Level

- Information for the ISP
- Advocacy

Provider Level

- Local Quality Monitoring (w/BA)
- Trend Analysis
- Accreditation

State Level

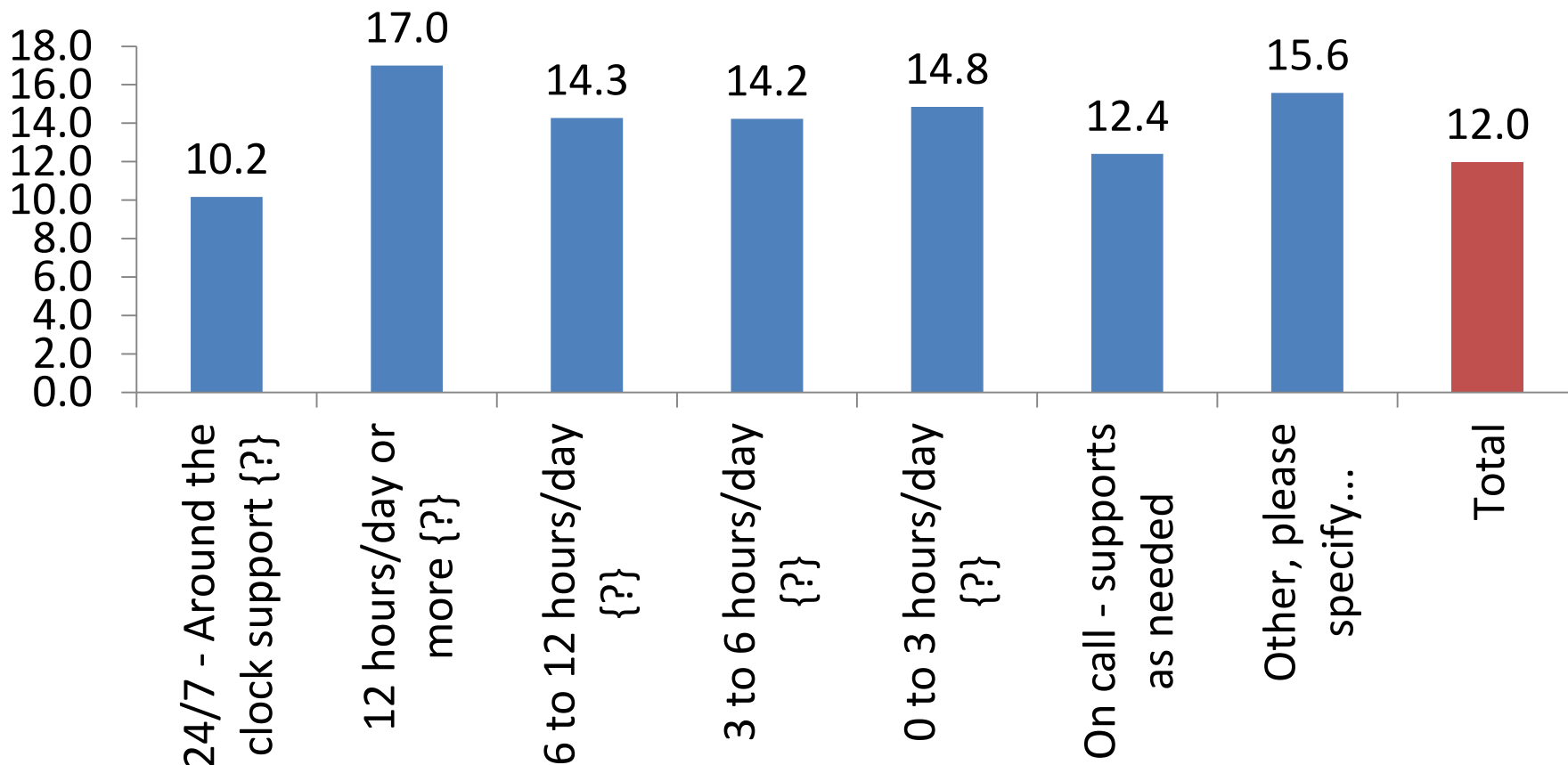
- Aggregated Data for QA/QM
- Systems Learning and Monitoring
- CMS Reporting



Outcomes: The Gateway To Quality

Using data in decision-making

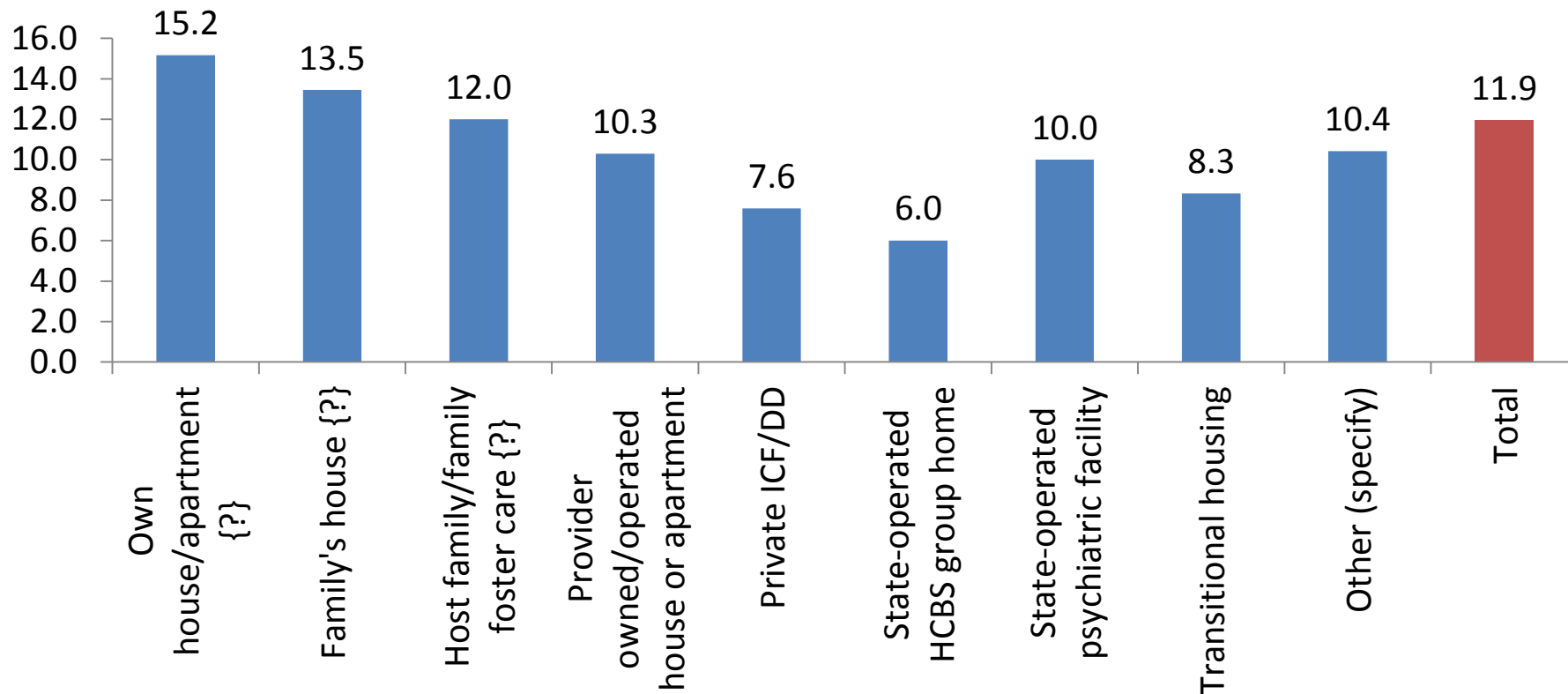
Average Outcomes by Weekly Hours of Support



Outcomes: The Gateway To Quality

Using data in decision-making

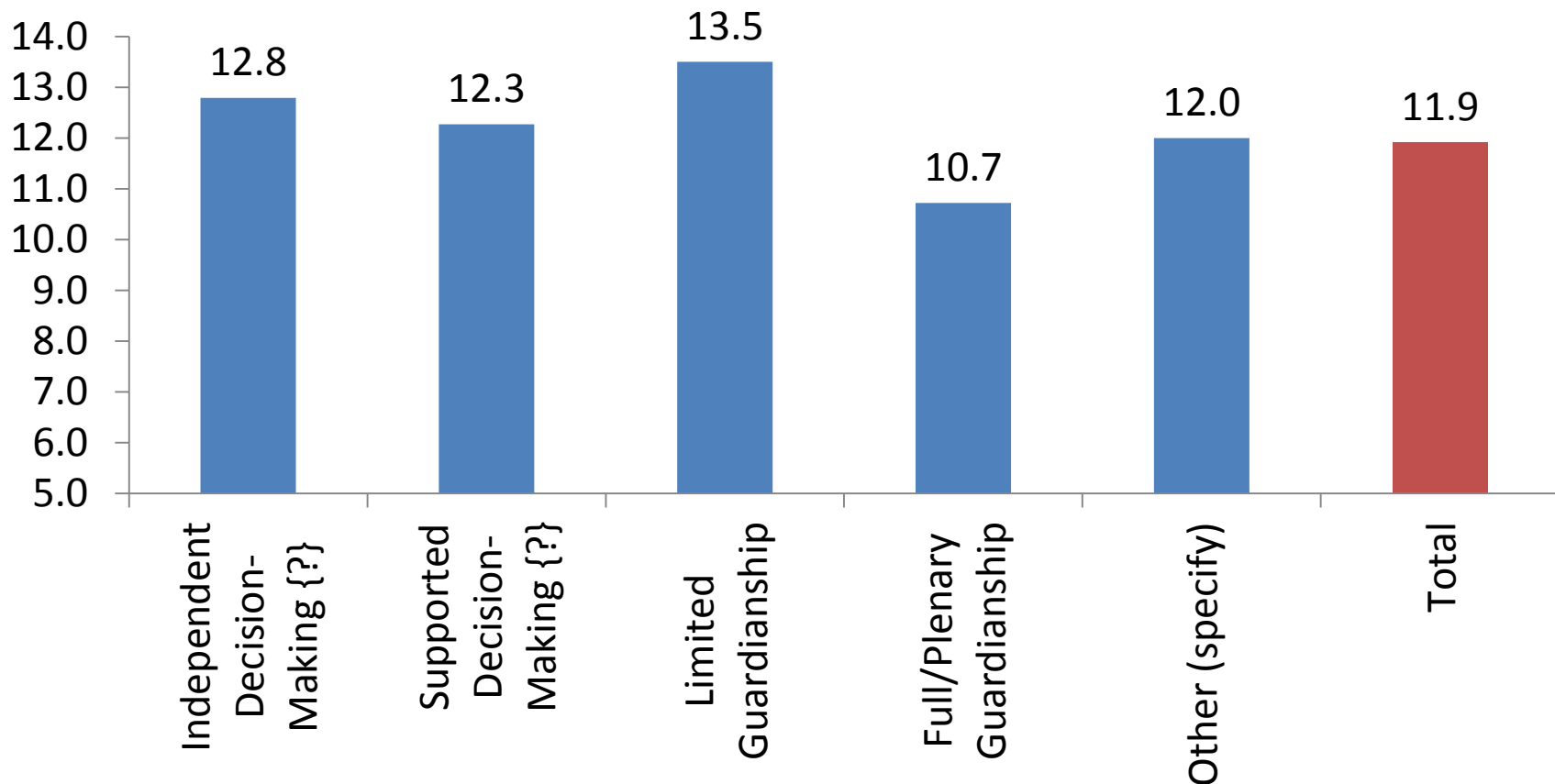
Average Outcomes by Residential Type



Outcomes: The Gateway To Quality

Using data in decision-making

Average Outcomes by Decision-Making Authority



My Gateway to Quality



“I want to be as
INDEPENDENT
as possible.”

This is My Life - This is My Plan



This is My Life - This is My Plan

ABOUT ME | My Self

I like to be called Beth. I am 29 years old, live in my own condo with my support dog, Coco. I have 2 jobs. In the morning, I work at my local high school in the mailroom. In the afternoons I work for the park district in the after school program.

This is My Life - This is My Plan

ABOUT ME | My Dreams

I dream about going to London with my friend, Tia.
I want to exercise more and lose some weight.
I want to learn easy ways to cook and stay healthy.

This is My Life - This is My Plan

ABOUT ME | Important People



MY FAMILY

Coco & me
Brother-in-Law, Imanol
Sister, Morgan
Mom & Nephew John
Dad & Niece Anne
Niece Sophie



My Boyfriend, Chris



My Buddy, Tia



My Long-Time Friends, Linda & Mike G.



My Former Roommate,
Suzanne



My Pal, Linda H.
& My Uncle Larry

This is My Life - This is My Plan

ABOUT ME | Important Activities



Having
my own
bedroom



Having
enough
money



Relaxing
with
games
on my
phone



Going out with friends

This is My Life - This is My Plan

ABOUT ME | My Supports



My support worker helps me plan my goals and then stay on track with them.

This is My Life - This is My Plan

My Goal #1 | Regular Exercise



I check my own blood pressure



I like to walk to work when I can.



This is My Life - This is My Plan

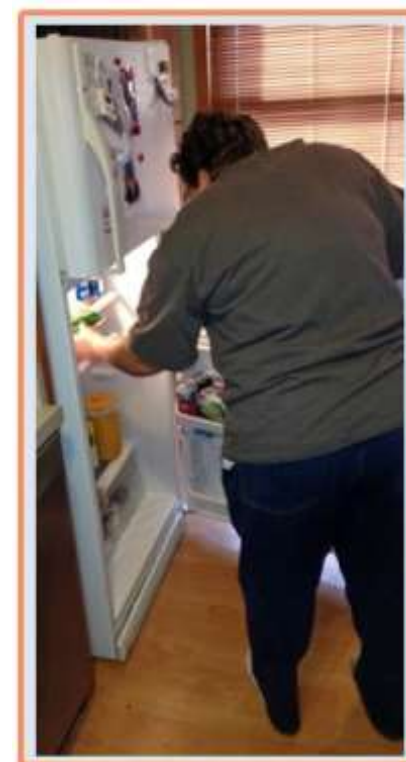
My Goal #2 | Healthy Eating & Cooking



I keep healthy foods on hand, like milk, fruit, eggs and yogurt

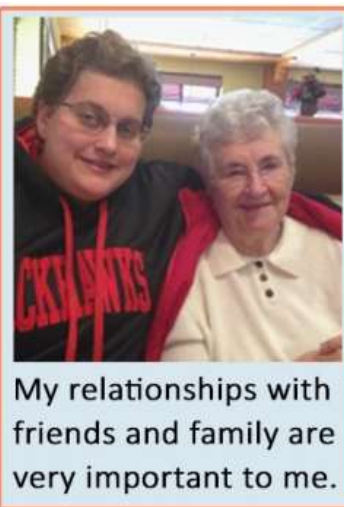
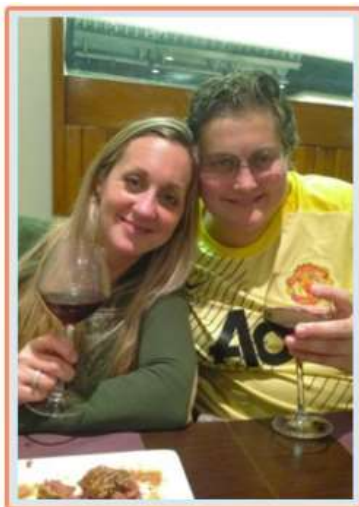


My family or support worker assist me in creating shopping lists and recipes with pictures. This helps me shop and cook on my own.



This is My Life - This is My Plan

My Goal #3 | Maintain Strong Relationships



This is My Life - This is My Plan

My Goal #4 | Meaningful Work



This is My Life - This is My Plan

If there was a Goal #5 | Having Fun!



This is My Life - This is My Plan



“I love achieving
MY GOALS
and taking the
NEXT STEPS
in my
LIFE’S JOURNEY.”

Outcomes: The Gateway To Quality

Organizational Change: Innovation

Innovation is as American as Apple Pie.

- New products every 30 minutes

YET, we still have so much technology untouched

- Global World

**YET, we can't convert sheltered workshops
to models for building outcomes**

- Computers can Drive Cars

**Yet, we are afraid to tear down
bricks & mortar to get to outcomes**

Outcomes: The Gateway To Quality

Organizational Change: Innovation

Cultural Guidelines for Changing the Way You Handle Change

- Stop the history
- Do what works
- Don't wait for instruction
- Take initiative
- Don't play it safe
- Take more risks
- Try not to break things
- Welcome change

Leadership...

“It’s like a woman **riding a lion.**

People think,

‘This woman’s brave.’

And she’s thinking,

‘How the heck did I get on a lion,
and how do I keep from getting eaten?’”

Source: Inc. 500 CEO Survey



CQL | The Council on
Quality and Leadership

CQL is dedicated to the
definition, measurement
and improvement of
personal quality of life for
people receiving human
services and supports.

CATHY FICKER TERRILL
CQL | *President and CEO*

cfterrill@thecouncil.org

www.c-q-l.org