

PERSONAL OUTCOME MEASURES®



CQL | The Council on
Quality and Leadership

COMMITTING TO A
CULTURE OF PERSON-
CENTEREDNESS AND
INFORMING THE PLAN

BECKY HANSEN

CQL | *V.P. of Accreditation and Training*

bhansen@thecouncil.org

- Learn strategies to synthesize Personal Outcome Measures information into the Individualized Service Plan
- Learn best practices in developing person-centered, outcome-based goals
- Learn how to utilize Personal Outcome Measures® as a key component to monitoring the overall effectiveness of the implementation of the Individualized Service Plan

- **CQL Vision –**

A world of dignity, opportunity and community for all people.



- **CQL Mission –**

Dedicated to the definition, measurement and improvement of **personally defined quality of life** for people receiving human services and supports.



Personal Outcome Measures[®]

My Self

My World

My Dreams

A Penny For Your Thoughts

- Draw 2 circles on a piece of paper.
- In as much detail as possible, draw the front and back side of a 2013 penny.



Draw The Penny

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Hours

Minutes

Seconds



IN GOD WE TRUST

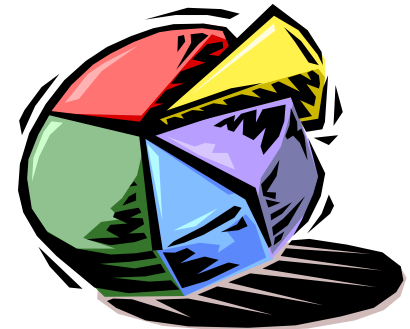
LIBERTY

2013
S



Personal Outcome Measures® Assessment Tool

- Developed as a result of thousands of interviews conducted by CQL staff.
- The interviews were (and continue to be) aggregated.
- The data from the interviews was used to identify 21 “themes” or outcomes that contribute to or hinder a person’s quality of life.
- Encourages us to focus on things that otherwise may be missed.



What Matters To You?

- Think about things that matter most in your life.
- Write these down on a piece of paper.

Write Down What Matters

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Hours

Minutes

Seconds

You May Have Selected...

Family

Success

Home

Friends

Community

Money

Work

Spirituality

Health

Fun

Love



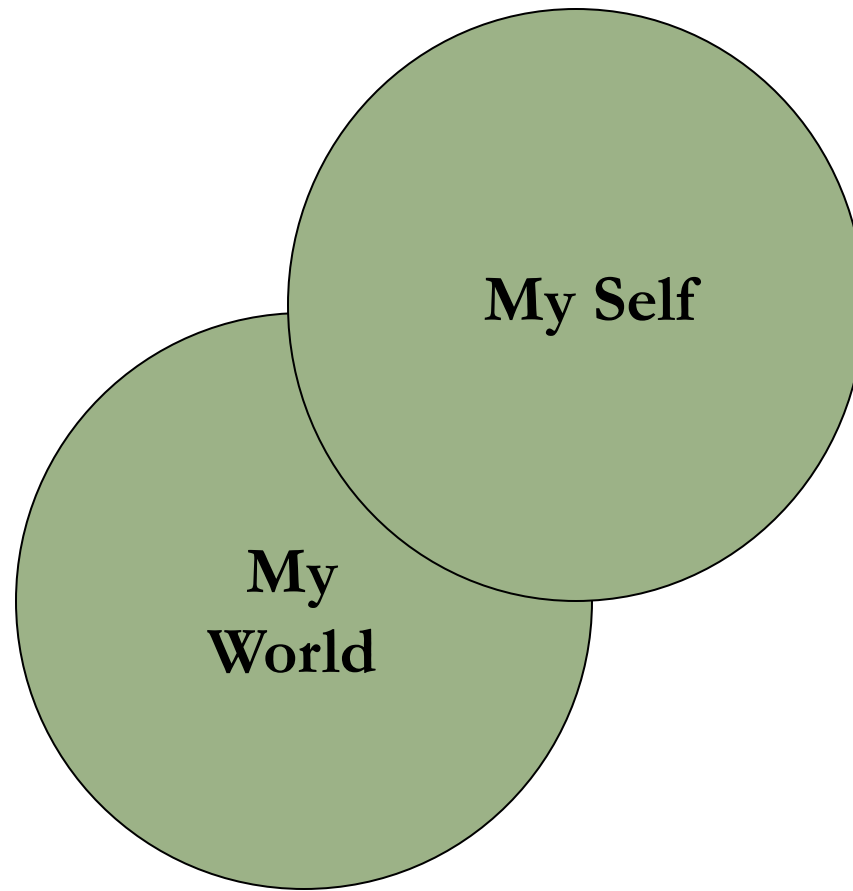
My Self: Personal, physical and environmental

The presence of which enables people to explore tomorrow's
possibilities and choices

My Self

- **People are connected to natural support networks.**
- **People have intimate relationships.**
- **People are safe.**
- **People have the best possible health.**
- **People exercise rights.**
- **People are treated fairly.**
- **People are free from abuse and neglect.**
- **People experience continuity and security.**
- **People decide when to share personal information.**

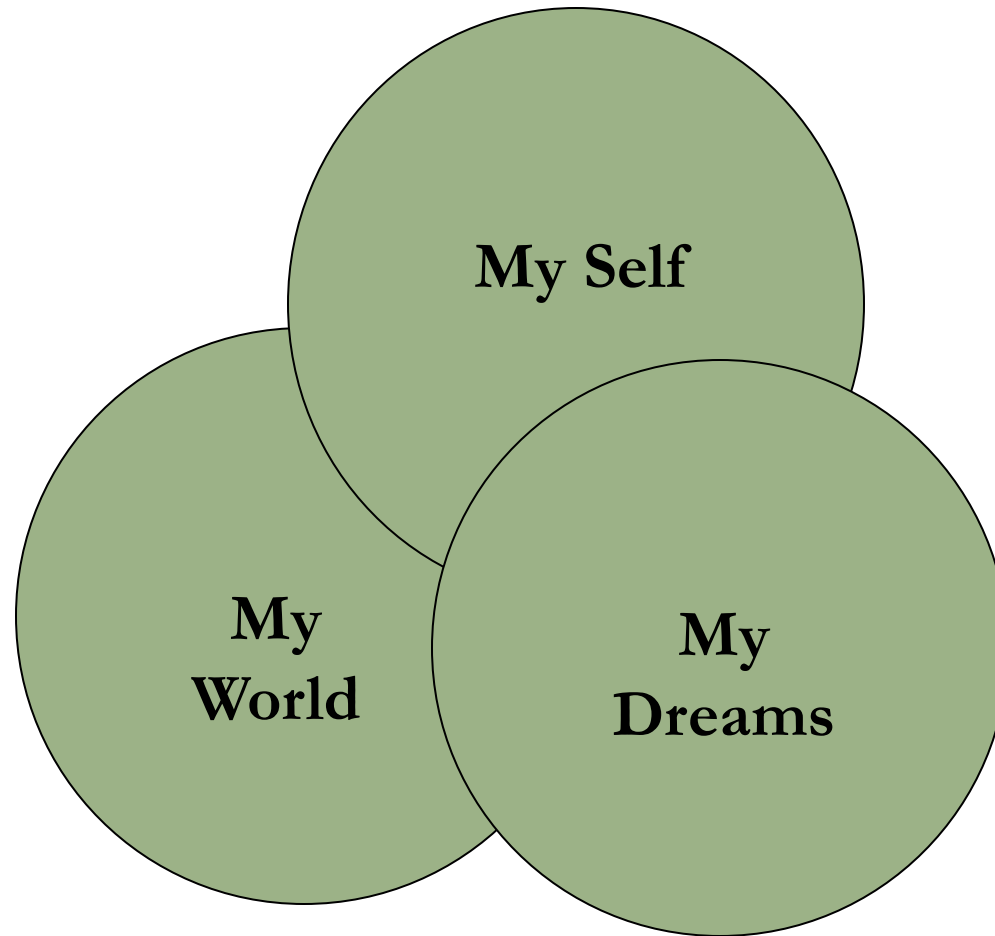
*“I feel like I’m walking
around the world naked
with no protection at all...
and all you normal people
get to wear armor.”*



My World: Connectedness and life in the community

Allows opportunities for emergence as people discover and react to all the human interactions, places and choices open to them

“ I needed to move because my diabetes got really bad. When I moved, I lost all my friends. This is where I live, not my home.”



My Dreams: Discovery, choice and self-determination

How people want their lives (self and world) to be

My Dreams

- **People choose personal goals.**
- **People realize personal goals.**
- **People participate in the life of the community.**
- **People have friends.**
- **People are respected.**

“ I have a beautiful name. My name is Gwendolyn. When I’m at this place, I’m just Gwen.”

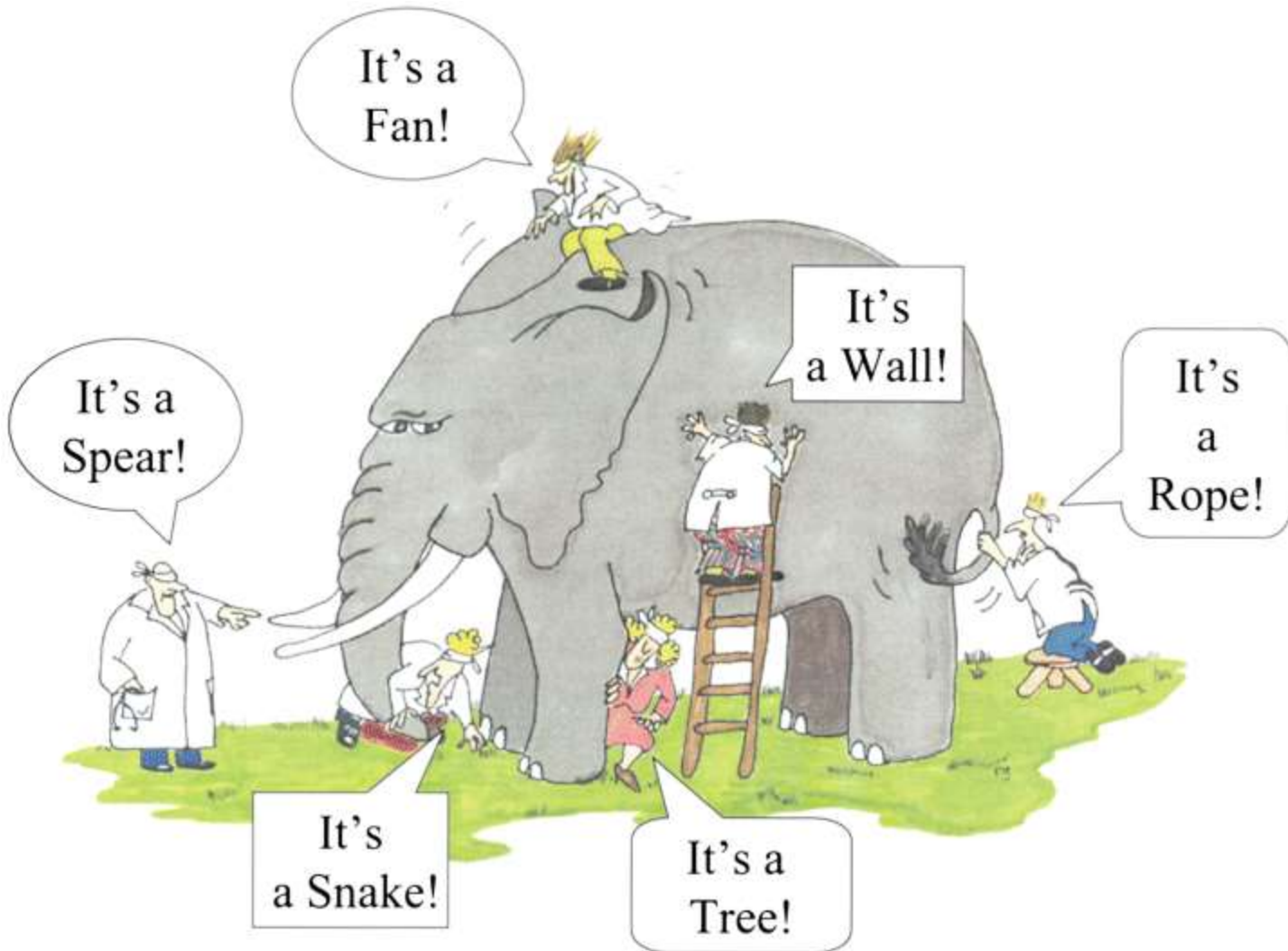
Personal Outcomes

- Personal outcomes are defined by the person, therefore, have no standard definition
- Are different for everyone
- Evolve over time and may change
- Require listening and understanding the person from their perspective.

Two Things Are Measured For Each Outcome

- **Outcome for the person as defined by the person**
- **Individualized supports to assist the person to attain each outcome**

A MATTER OF PERSPECTIVE

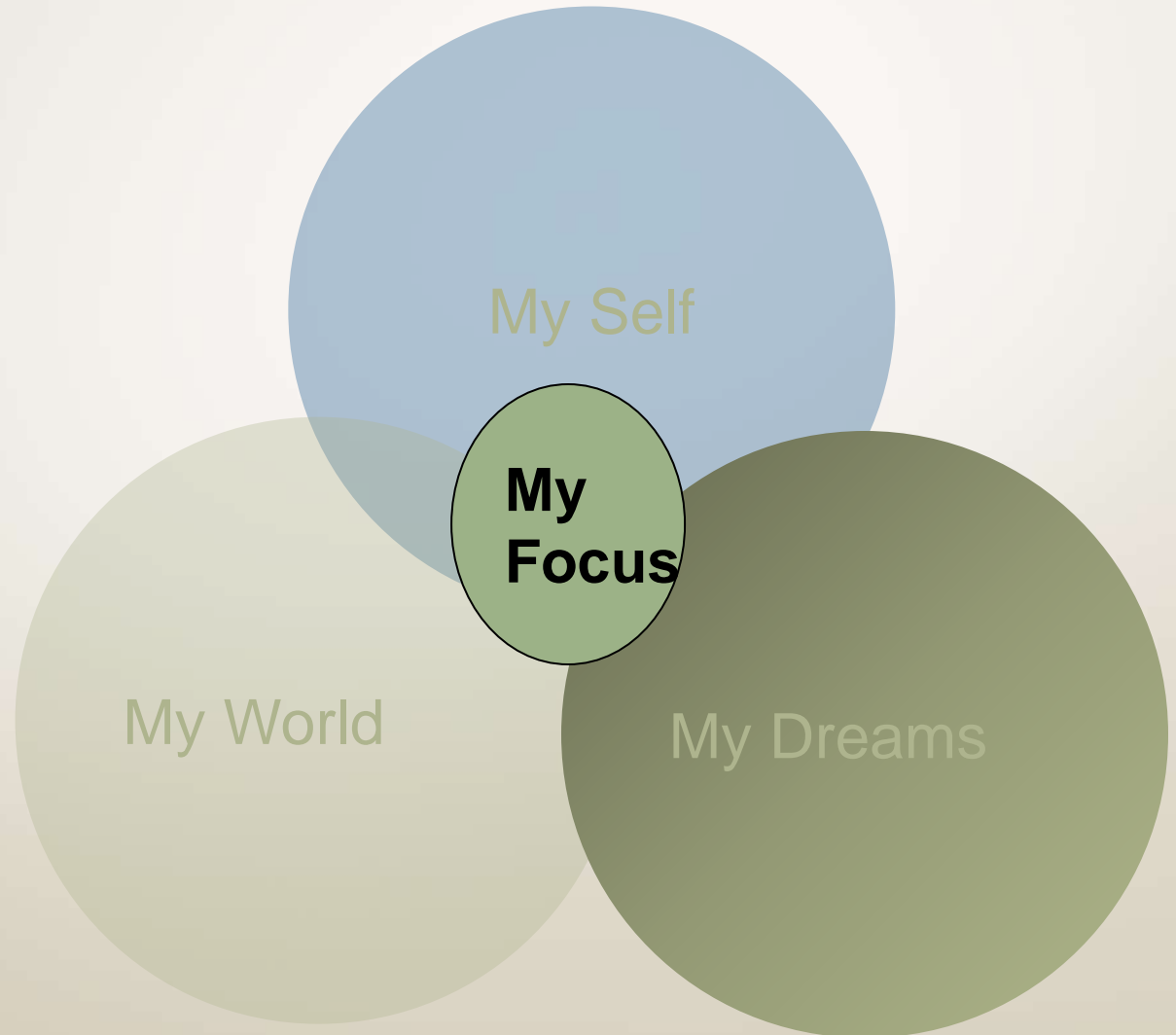
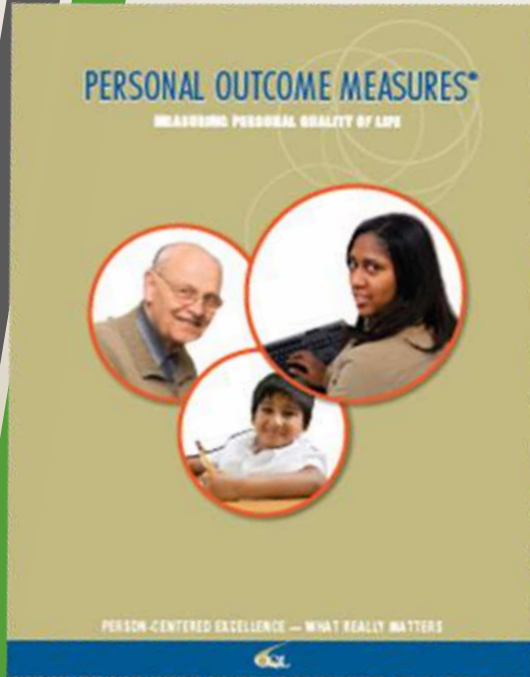


Quality in Services Focuses on Outcomes and Supports

Outcome for the Person = Quality of Life

Individualized Supports = Quality of Services

Personal Outcome Measures®



My Focus: What is most important to me now

Where do we start?

“Person Centeredness”



Simply declaring
your plan
“person-
centered” is not
enough.

Nothing derails person-
centeredness more than a
conflicting culture!



We spend WAY too much time
thinking about what the plan
should look like!



Font size

Margins

Text color

Pictures

Spacing

The Plan...

- It's not so much what it looks like.
- It's about being full of information that is really important to people.

Personal Outcome Measures® are important to people! Just ask!

- Clearly outline what's most important and how you are moving forward.
- Celebrate, celebrate, celebrate!!!!

Planning with Personal Outcomes

- Personal outcomes are defined by the person, therefore, have no standard definition
- Are different for everyone
- Evolve over time and may change
- Require listening and understanding the person from their perspective.

Outcomes: 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



Common Examples of Goals in ISPs

Function vs. Outcome Driven

- I want to learn to cook independently

I will research recipes online

- I want to manage my own budget

I will count to 10

- I want to get a job

I will shampoo my hair



What and how you monitor is critically important

Person Centered Plans vs. Standardized Plans

- Focus on capabilities and interests
- The person is supported to participate in the community
- Individualized supports are created for each person



Focus on deficits identified



Supports are provided in service settings



Services are impersonal

John's Journey...



- You can learn about the 21 Personal Outcomes through conversation
- To focus efforts, ask questions related to the area you are writing the program for to learn about what is important from the persons perspective
- Personal Outcome Measures® can be used formally or informally



PROGRAM WRITING KEYS

- Identify a Few Priority Areas
(Work, Home, Community, Relationships)
- These are the 'My Focus' areas from POMs
- Focusing on too many will not produce results



WHAT I HAVE AND HOW TO KEEP...

- Important to capture what is currently working/meaningful/in place.
- Can be considered as outcomes currently being achieved.
- Identify what support is needed to ensure outcomes in place continue to be met.



WHAT I WANT AND HOW TO GET IT

- Record things identified during the assessment process that the person wants to change.
- Identify what the person would need to achieve the outcome. This can include action steps or resources






My Priority Goal

- Using the information,(what I have, what I need to keep what I have, what I want, what I need to get what I want), develop a outcome based GOAL statement that is person centered.

I will obtain a part time, community based job of my choice by 7/10/16.



Steps To Achieve

- Also known as objectives.
 - Break the steps of achieving the longer term goal into smaller achievable steps.
1. I will gather information about job openings in my area and requirements by _____
 2. I will identify jobs I am most interested in by _____
 3. I will learn about and enhance skills needed for the jobs I'm interested in by _____
 4. I will open a VR file by _____
 5. I will complete job shadowing by _____



People Who Will Help Me

- Identify who will help the person achieve their outcome and their specific responsibility.
- Include paid and unpaid support.
- Strive to incorporate natural supports when possible.



My Responsibilities

- Include specific responsibilities of the person. Since this is their plan, ensure they are engaged in the process as fully as possible.
- The person is the actively engaged in the planning process.



When I Expect to Achieve

- Include timeline for the overall goal and each objective.
- Including timelines increases accountability for all parties and makes monitoring progress easier.



Monitoring

- Include notes about how progress will be monitored.
- Identify who will monitor progress.
- Progress can be monitored through data or other forms of documentation.
- Monitoring progress is a shared responsibility.



Monitoring

- In person centered plans, monitoring is focused on outcomes obtained.
- Data collected should be done so for the purpose of learning.
- Plans remain flexible and change as a person's priorities change



Documentation

- Don't just include what the person did...what worked/what didn't.
- Data collected for the sake of data collection is useless.
- Data collected for the sake of learning enhanced person centered planning.

This is My Life - This is My Plan



“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 World

I live a mile from my parent's house and can walk there. My sister, brother-in-law, nieces and nephew live in San Sebastian, Spain. I visit them every year. I can Face Time them every week. My boyfriend's name is Chris.

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 Long-Time Friends, Linda & Mike G.



My Buddy, Tia



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 parents help me a lot, like my Dad helping me with money.



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

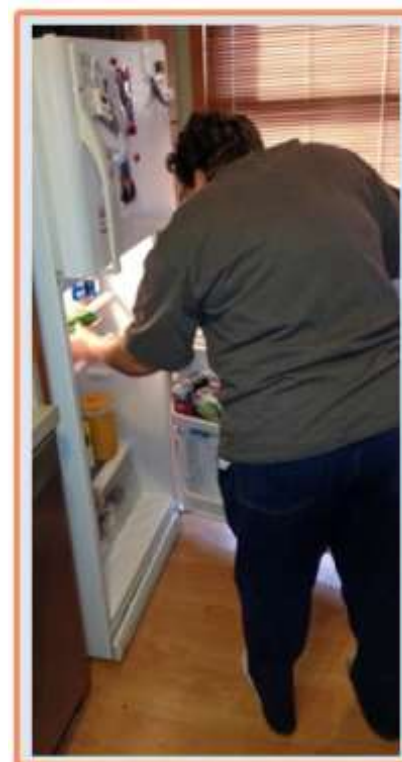
My Goal #2 | Healthy Eating & Cooking



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

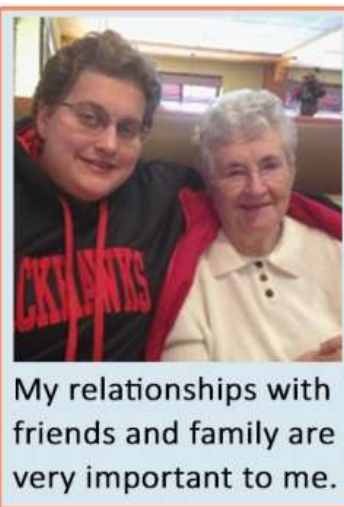
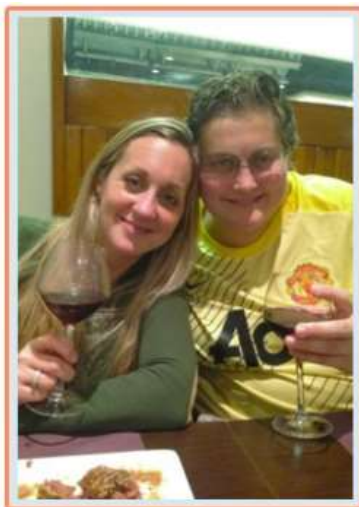


My family or support worker assist me in creating shopping lists and recipes with pictures. This helps me shop and cook on my own.



This is My Life - This is My Plan

My Goal #3 | Maintain Strong Relationships



My relationships with friends and family are very important to me.



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.”

Services to acquire, retain, and improve the skills necessary to function with as much independence as possible; enhance choice and self management; and participate in the rights and responsibilities of community membership.

Habilitation must be observable and identifiable in supporting documentation.

Habilitation must be an ongoing planned process that includes: comprehensive assessments, an individualized plan, training and supports, service delivery, documentation of the service delivery, measuring progress of the plan; monitoring the service to determine if the services continue to meet the needs of the individual.

- Assessment is a process to learn about personal preferences, priorities, interests and capabilities.
- Personal Outcome Measures® assessment can drive person centered planning and be used to identify needs, strengths, desires and dreams.
- Assessment is a critical step in person centered planning.

- Person Centered Assessment is necessary when developing person centered plans/supports.
- Personal Outcomes can be used as an assessment tool
- Plans should focus on outcome attainment...only achieved after the persons definition of the outcome is discovered.



- What is present and needed to maintain
- What is missing and needed to achieve
- Priority goals
- Steps to achieve
- People Responsible for Helping achieve
- My Responsibilities
- Timelines
- Monitoring Guidelines
- Simple/Accessible/Meaningful



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www.c-q-l.org