

CQL ACCREDITATION



CQL | The Council on
Quality and Leadership

Accreditation Options

Becky Hansen-VP Accreditation and Training

This expanded menu offers:

- ☐ Broader choices to organizations, regarding the accreditation experience that best fits their needs.
- ☐ Enhanced ability to generate meaningful data for organizations, systems and states.
- ☐ Alignment with new CMS Rules for Home and Community Based Services
- ☐ Rigorous and collaborative assessment of current organizational systems and practices against international best practices



Person-Centered
Excellence Accreditation
with Distinction



Person-Centered
Excellence
Accreditation



QualityAssurances
® Accreditation

Request for Engagement



- [Accreditation 2015\2015 Request for Engagement.doc](#)

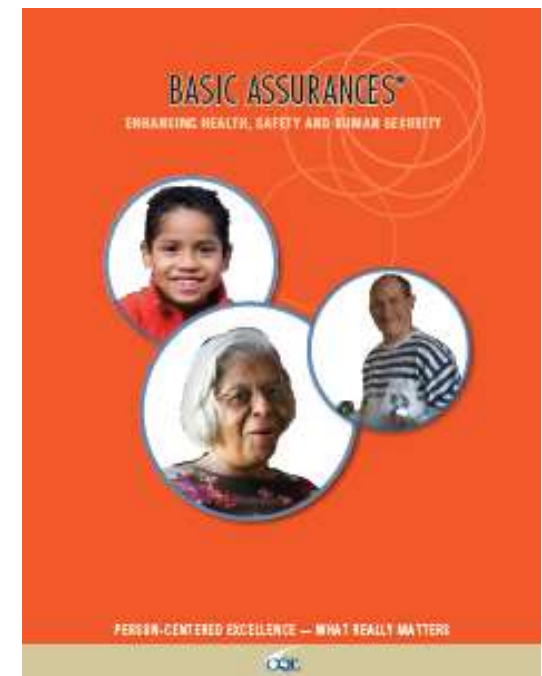
Quality Assurances® Accreditation

Building a Foundation for Success

- A three year accreditation term with two onsite visits.
- Ideal for organizations new to CQL or those wanting to build/enhance fundamentals.
- Focused on Basic Assurances, Shared Values, Responsive Services, Community Life and CQL's Personal Outcome Measures®.

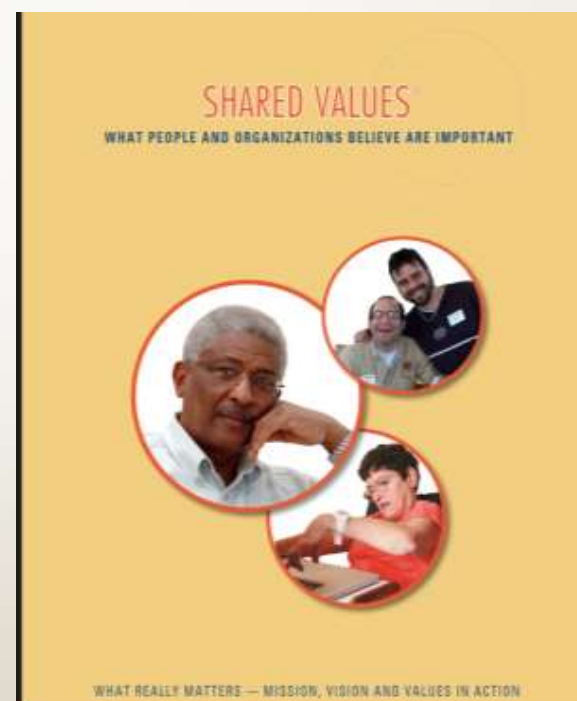
Basic Assurances[®] Factors

1. Rights Protection and Promotion
2. Dignity and Respect
3. Natural Support Networks
4. Protection from Abuse, Neglect, Mistreatment and Exploitation
5. Best Possible Health
6. Safe Environments
7. Staff Resources and Supports
8. Positive Services and Supports
9. Continuity and Personal Security
10. Basic Assurances[®] System



Shared Values

1. Dignity and Worth
2. Legal and Human Rights
3. Self-Determination and Choice
4. Community Settings
5. Social Capital
6. Community Partnerships
7. Shared Leadership
8. Continuous Learning
9. Open Communication
10. Continuous Improvement

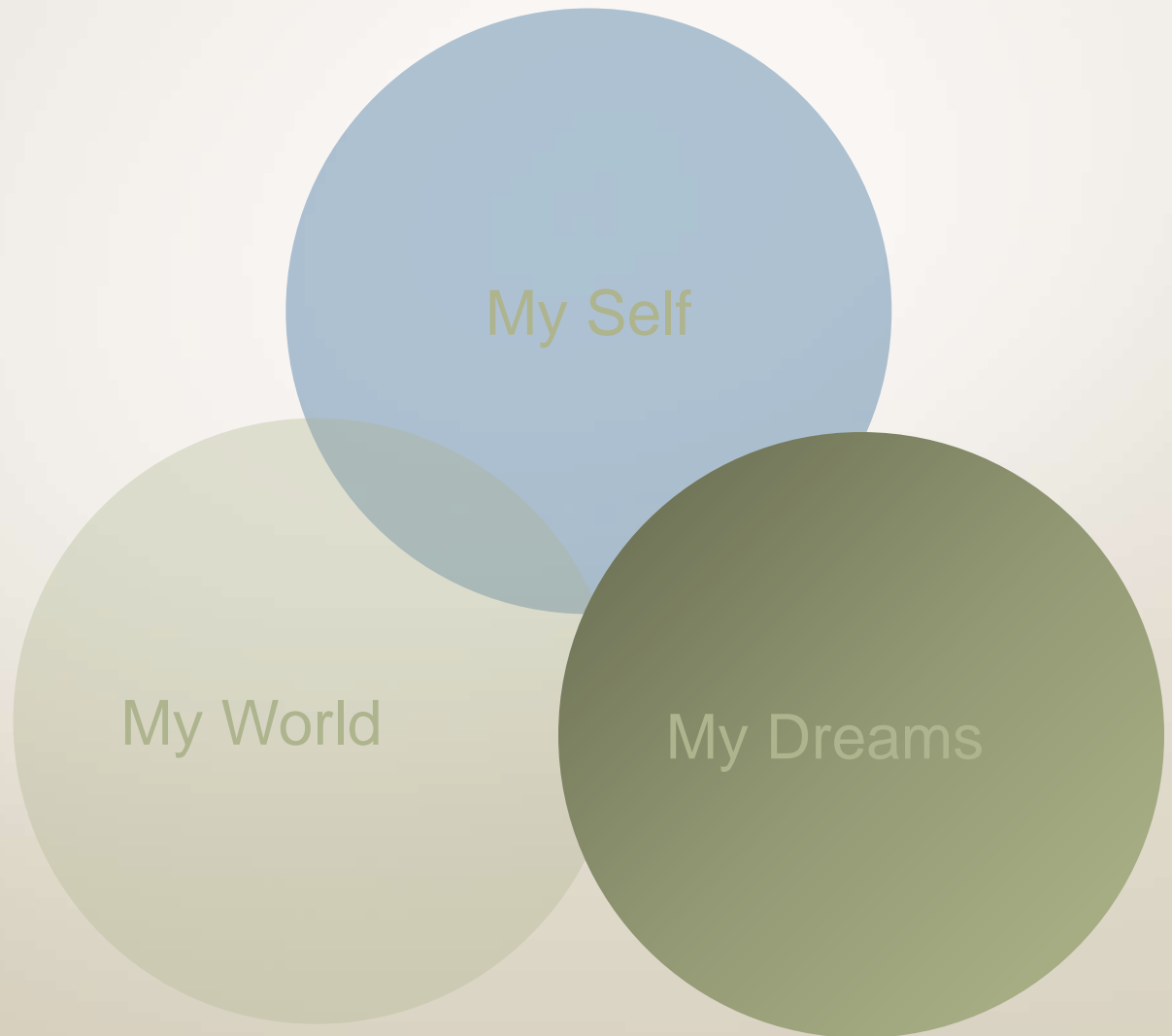
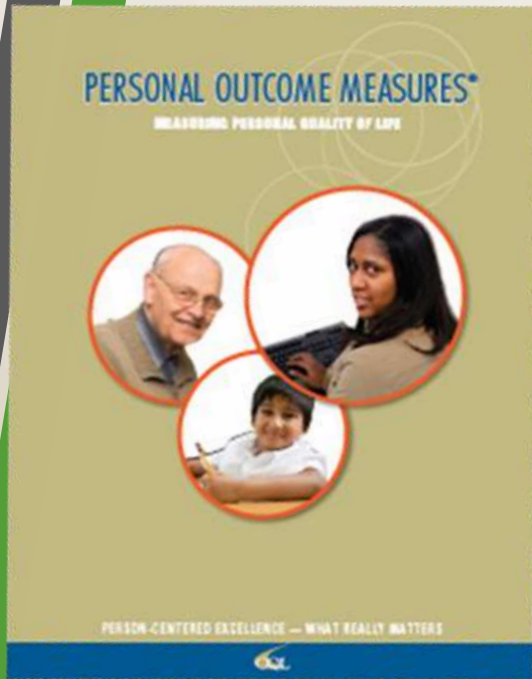


Basic Assurances®

These are **NOT** statements of intent.
They are statements of **RESULTS**.

..\..\Accreditation 2015\self assessments\BA
selfassess2015.xlsx

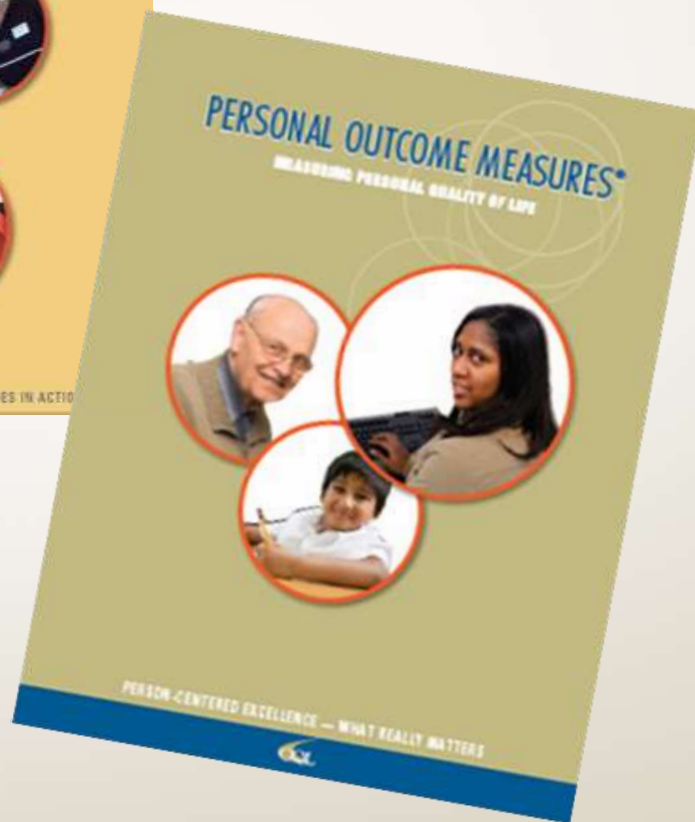
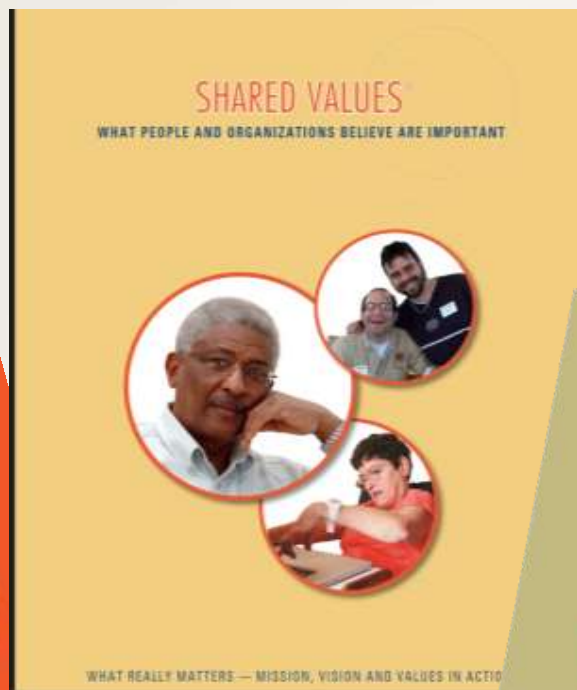
Personal Outcome Measures®



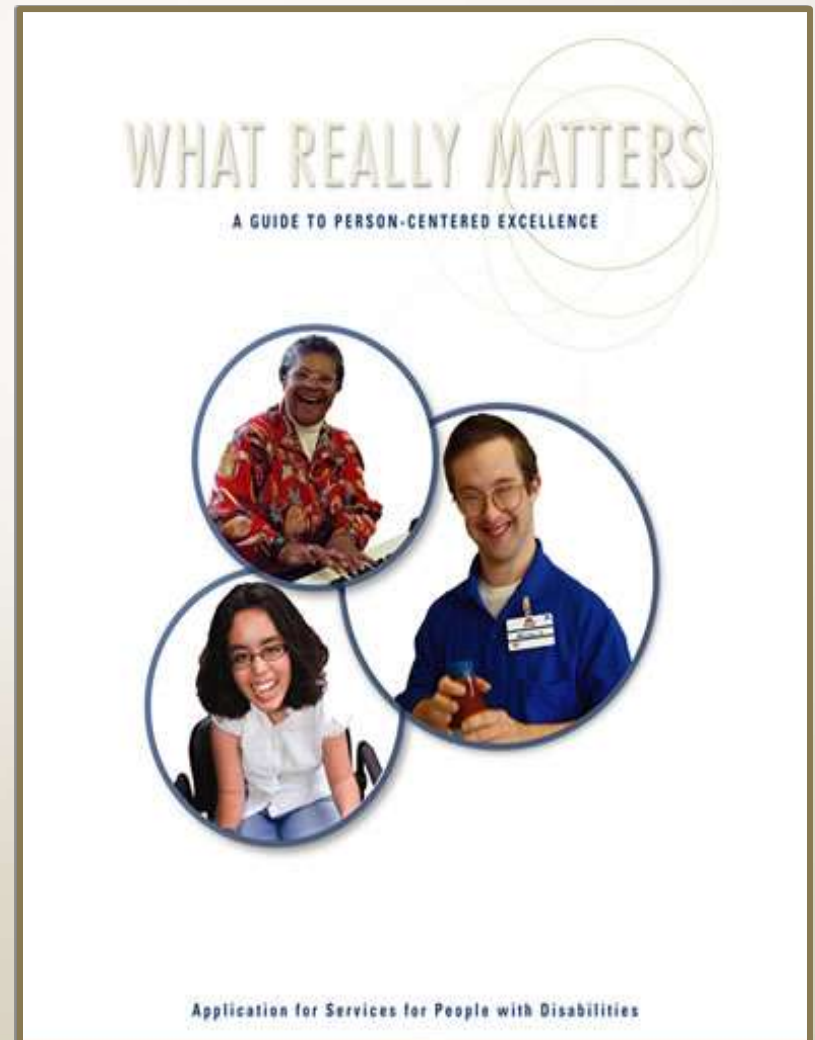
Person-Centered Excellence Accreditation

Creating a Shared Vision

- A four year accreditation term with one onsite visit and two off site visits.
- Intended for organizations with an established integrated quality management system that incorporates Personal Outcome Measures® data
- Builds on the foundation of Basic Assurances, Shared Values, Community Life, Responsive Services and CQL's Personal Outcome Measures®
- Focused on engaging stakeholders in the development of an organizational plan focused on What Really Matters to people.



1. Person-centered Assessment and Discovery
2. Person-centered Planning
3. Supports and Services
4. Community Connection
5. Workforce
6. Governance
7. Quality and Accountability
8. Emerging Best Practices in Individual Budgets



Person-Centered Excellence Accreditation *with Distinction*

Excellence in Action

- A four year term with one onsite visit and two offsite visits.
- Ideal for organizations with a demonstrated internal capacity for collecting and utilizing reliable data via CQL certified trainers and/or interviewers.
- **Focused on data (information) integration and an organization-lead process to engage stakeholders in the development of a What Really Matters plan.**

SHARED VALUES
WHAT PEOPLE AND ORGANIZATIONS BELIEVE ARE IMPORTANT



PERSONAL OUTCOME MEASURES®
MEASURING PERSONAL QUALITY OF LIFE



BASIC ASSURANCES®
ENSURING HEALTH, SAFETY AND HUMAN SECURITY

CQL Reliable Interviewers

WHAT REALLY MATTERS — M

WHAT REALLY MATTERS
A GUIDE TO PERSON-CENTERED EXCELLENCE



Application for Services for People with Disabilities

PERSON-CENTERED EXCELLENCE — WHAT REALLY MATTERS
CQL

CQL



CQL and CMS New Rules For Home and Community Based Services

- Concrete data elements (i.e., specific questions) are included in CQL's well-established quality measurement tools (**CQL Basic Assurances®** and **CQL Personal Outcome Measures®**) utilized in all accreditation options.
- Data collected from accreditation can be used to support State compliance with CMS reporting requirements.
- CQL has completed a new comprehensive crosswalk demonstrating the link between CQL standards and new CMS requirements.

All Efforts For Quality Are Not Equal

+100

Level of Quality

Quality
Enhancement

Both are Needed

Quality
Assurance

*Compliance with
Health and Safety
Requirements*

Quality of
Services

All Efforts For Quality Are Not Equal



POM DATA

What Really Matters

Basic Assurances



A world of dignity, opportunity and community for all people

www.c-q-l.org

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CQL'S ONLINE DATA SYSTEM

SUPPORTING INFORMED DECISION-MAKING



CQL | The Council on
Quality and Leadership

KERRI MELDA

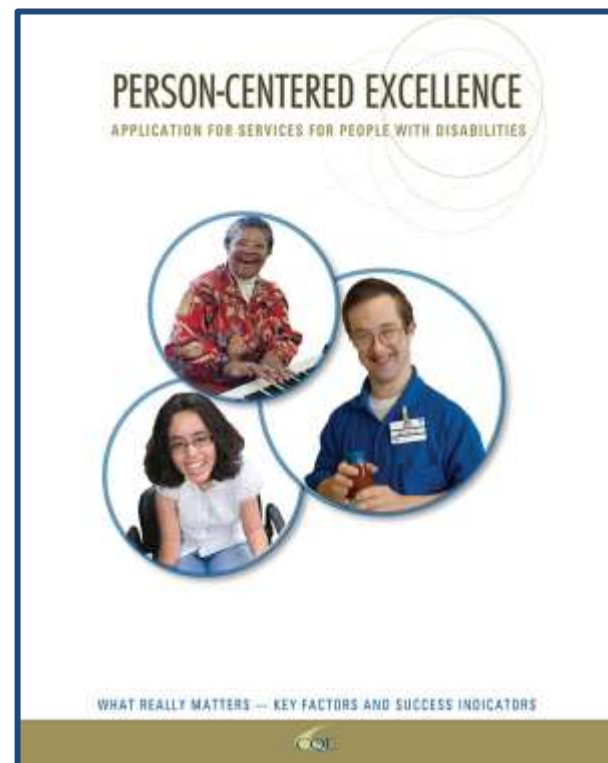
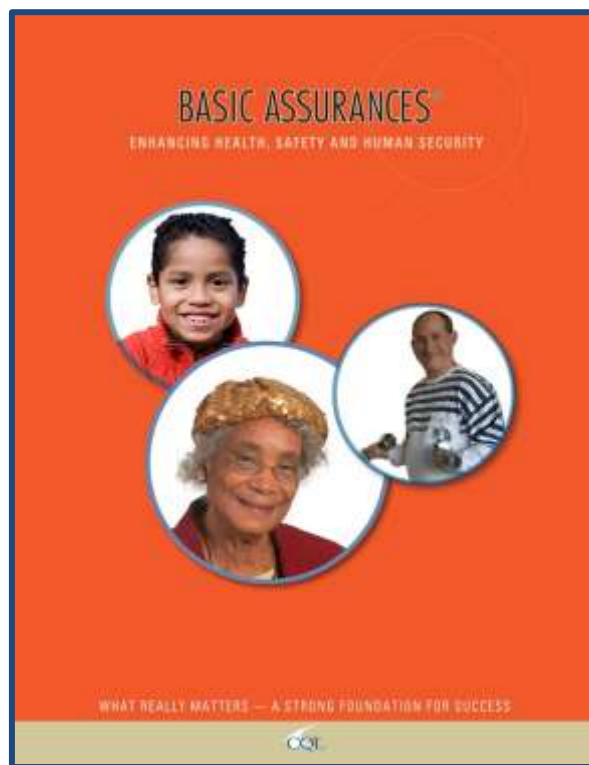
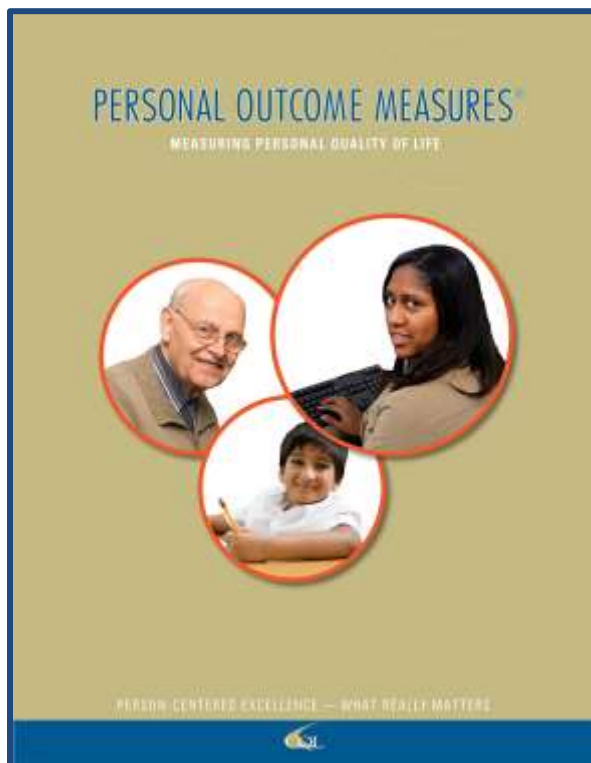
CQL | *V.P. of Research and Special Projects*

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In January 2015, CQL introduced a new online data collection system to better inform decision-making at the individual, organizational, and systems level.

CQL's online data system centers around 3 tools:

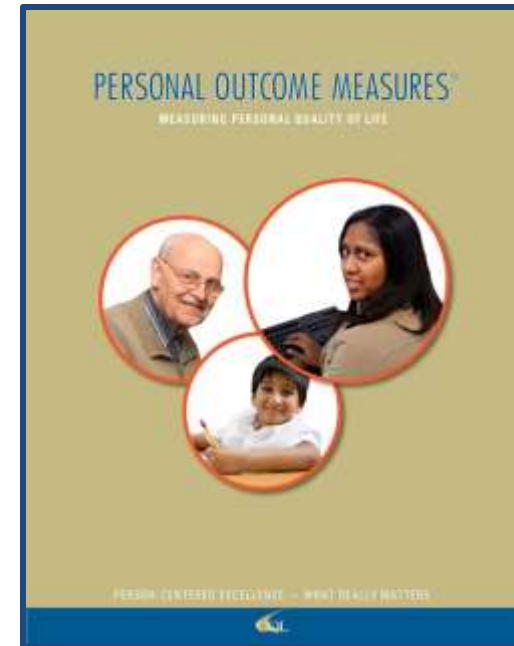


MEASURING OUTCOMES

CQL Assessment Tools

Personal Outcome Measures®

- Valid and reliable quality of life assessment
- 21 factors measuring outcomes and presence of supports
- Used in accreditation, person-centered planning, organizational learning, state reporting
- Adult version, Child and Youth version
Families of Young Children version (coming soon)
- USA and Australia versions
Canada and Ireland versions (coming soon)

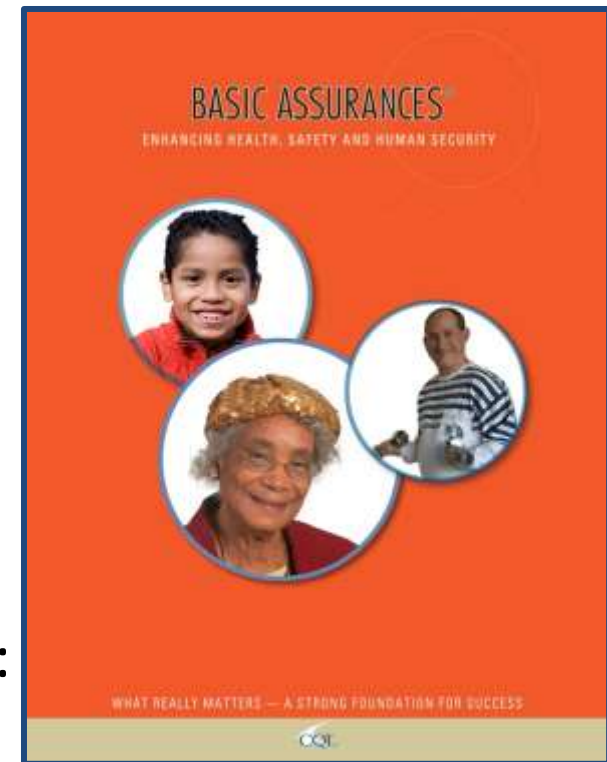


MEASURING OUTCOMES

CQL Assessment Tools

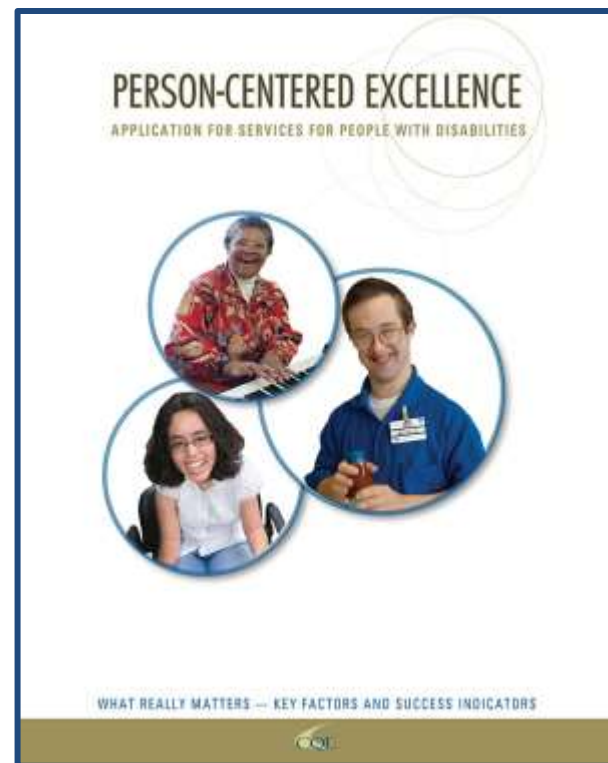
Basic Assurances®

- Provider-level review
- Person-centered approaches intertwined with regulation
- 10 Factors and 46 sub-factors
- 330+ Indicators evaluated using 2 measures: System in Place and System in Practice
- Used in accreditation and state reporting
- International version & Customized versions



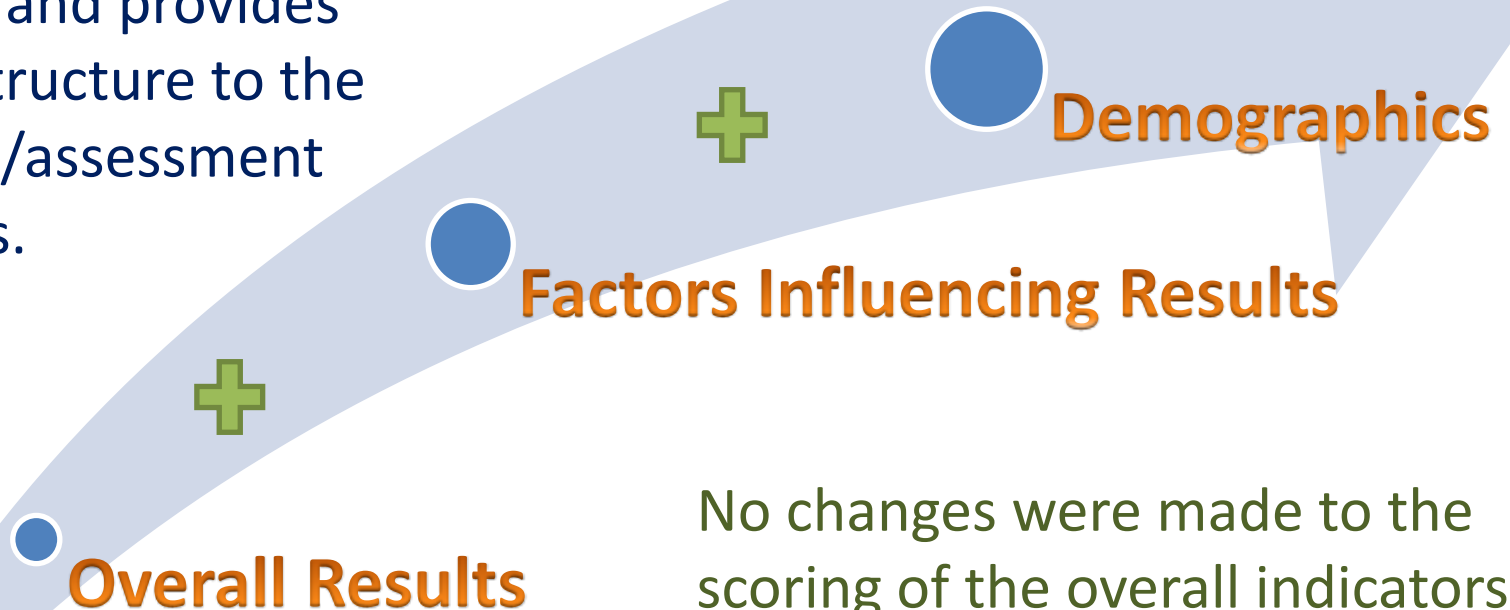
Person-Centered Excellence

- Multi-stakeholder assessment of provider level performance
- Used in provider level strategic planning
- 8 key factors and 34 success indicators focused on Person-Centered Excellence
- All indicators meant to drive better accountability in services, greater choice and community inclusion



Expansion of Data Collected

The new system increases the amount of data collected and provides greater structure to the interview/assessment processes.



No changes were made to the scoring of the overall indicators, the new system provides agencies with a depth of information not previously available.

Expansion of Data Collected



Personal Outcome Measures

- 21 Outcomes
- 21 Supports in Place
- **SAME AS ABOVE**
- **PLUS**
- Now Includes Data for 250+ Decision-Making Questions



Basic Assurances

- 10 Factors
- 46 Sub-Factors
- Systems Present
- Practice Present
- **SAME AS ABOVE**
- **PLUS**
- Data for 330 Decision-Making Questions



Person-Centered Excellence

- 8 Factors
- 34 Sub-Factors
- **SAME AS ABOVE**

Overview – New Online System

Why Expand? Why Go Online?

Developed to increase the amount of information individuals and agencies have access to

Fully online system allows for easy input and access to the data

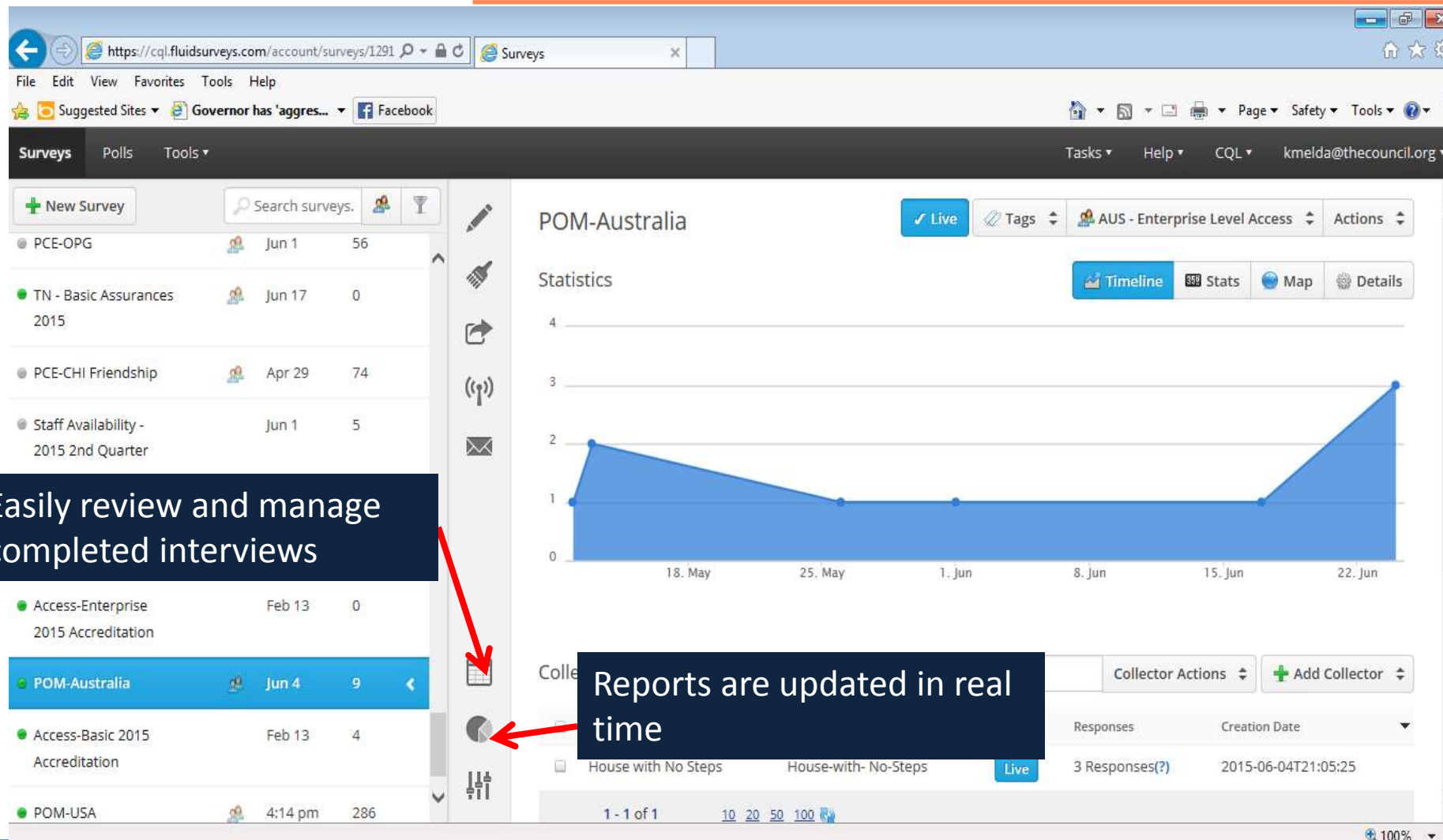
- Access the information anywhere in the world using a tablet or computer
- Offline data collection is available (without cellular/wifi connection)
- Different “roles” for interviewers versus administrators
- High data security

Consistency in data collection/analysis –
allowing for national or international comparison

Built-in data analysis capabilities/reporting



Overview of the new online POM data collection tool



Overview of the new online POM data collection tool

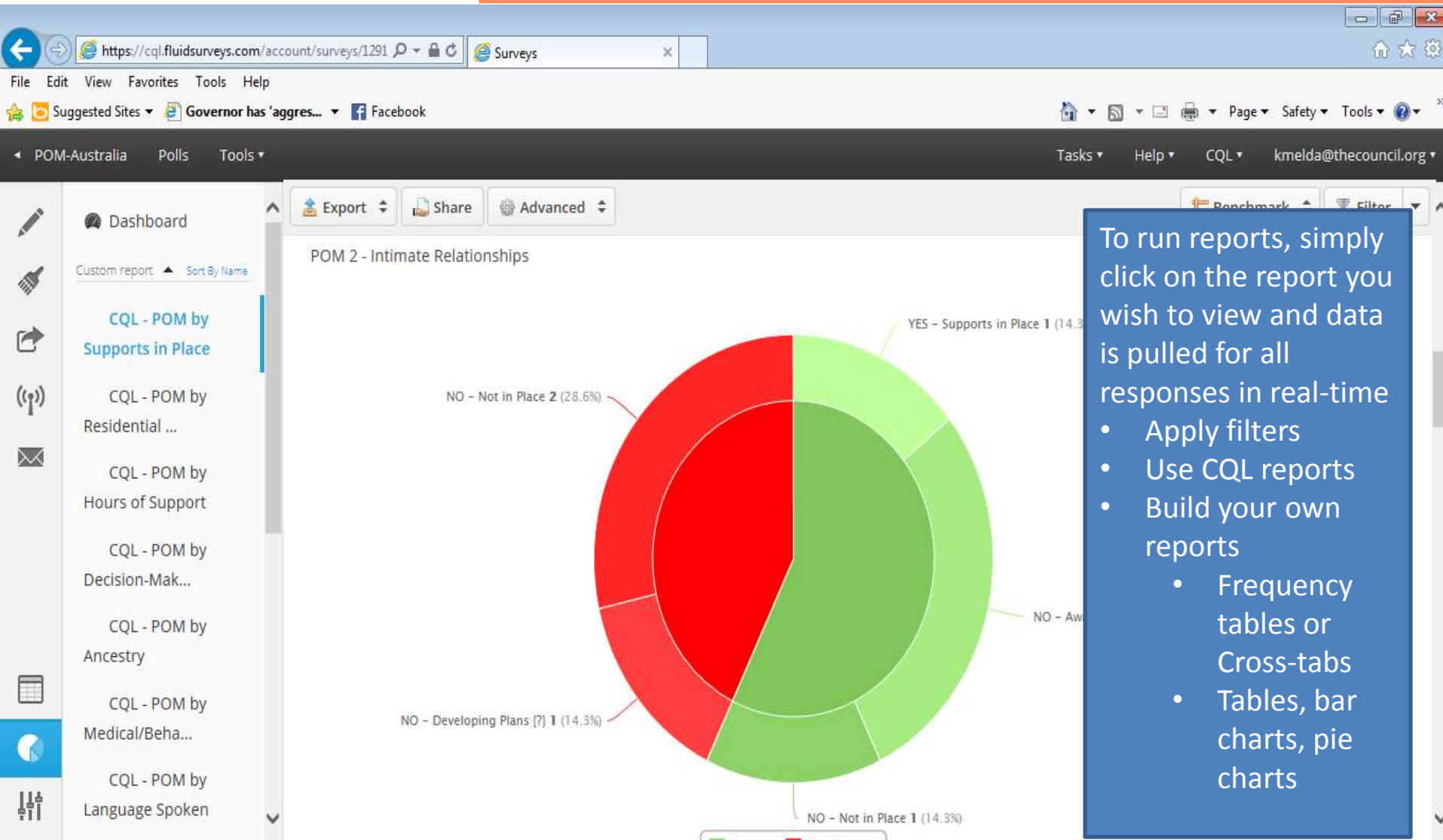
The screenshot shows the CQL Fluid Surveys web application interface. A blue callout box highlights the administrative capabilities, and a black box on the right indicates data export options.

Administrators have the ability to view and/or edit responses added to their account

Status	Last updated	Collector	D1 - Date of the Interview:	[NAME] D2a - Person Interviewed:	D2b - Person's Unique ID
Complete	Yesterday 10:42 p.m.		2015/06/24		
Complete (Generated)	June 4, 2015 4:38 p.m.				
Complete (Generated)	June 4, 2015 4:38 p.m.				
Complete (Generated)	June 4, 2015 4:38 p.m.				
Incomplete (Test Data)	Today 4:19 p.m.		2015/06/24		
Incomplete	Today 6:27 a.m.		2015/06/24		
Incomplete	Today 5:47 a.m.		2015/06/24		
Incomplete (Generated)	June 4, 2015 4:38 p.m.				
Incomplete (Generated)	June 4, 2015 4:38 p.m.				

Data can also be downloaded to MS Excel or IMB SPSS for further analysis

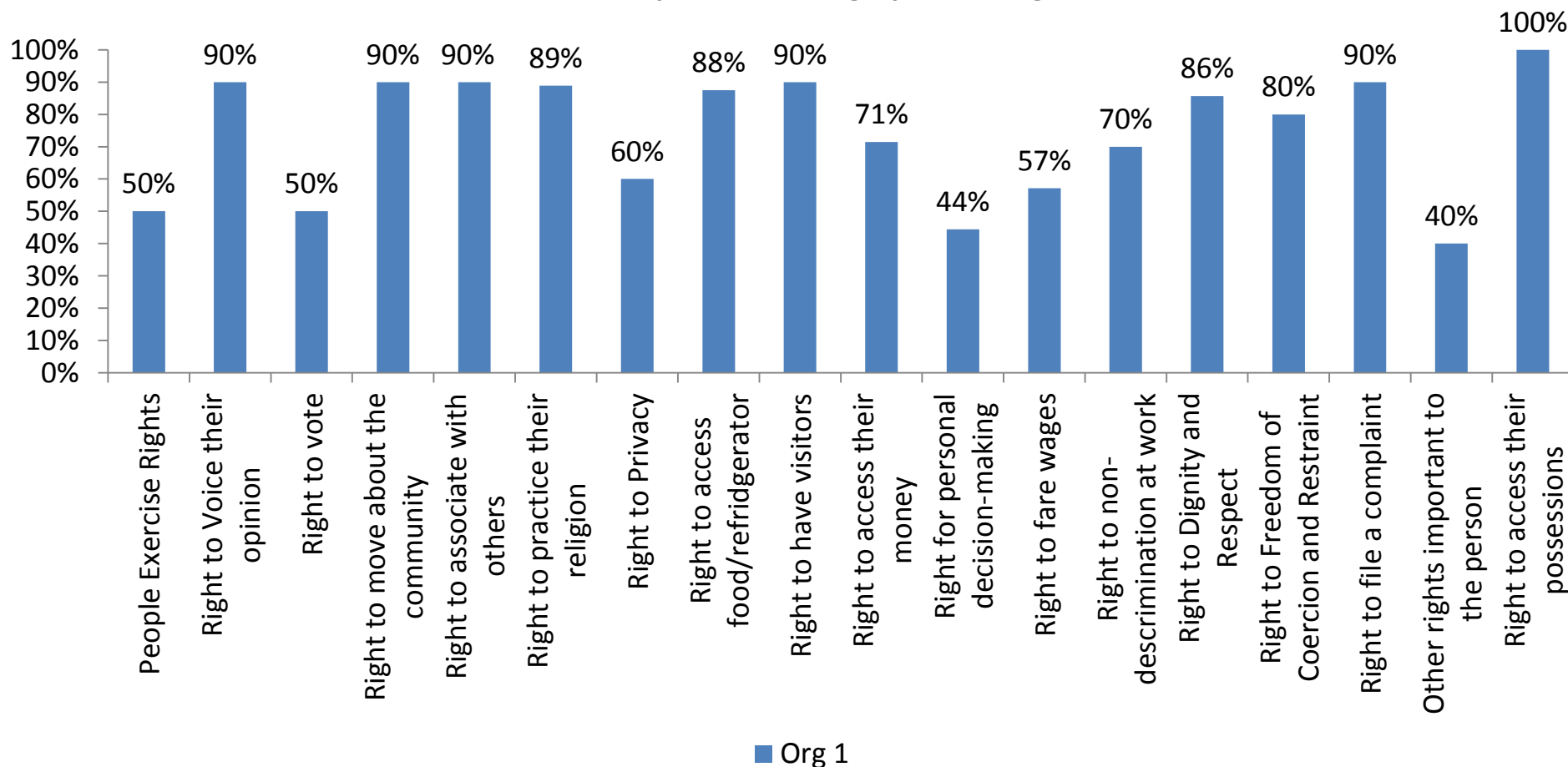
Overview of the Online POM Data Collection Tool



Measuring Outcomes

Rights

% of People Exercising Specific Rights



People Exercise Rights

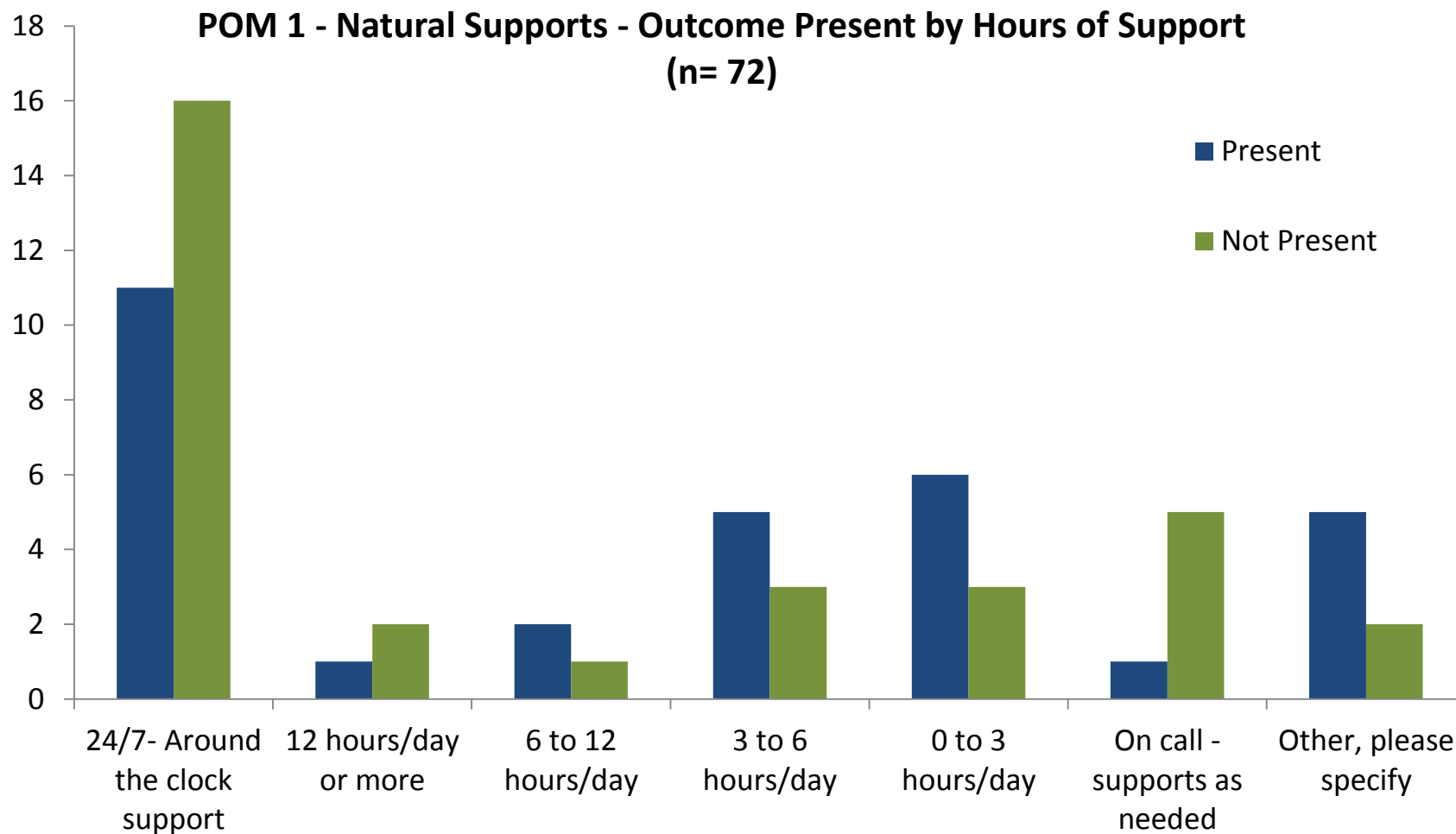
5.1 - Indicate whether the person exercises this right as a citizen?

	Yes	No	Total Responses
Right to voice their opinion	58 (80.6%)	14 (19.4%)	72
Right to vote	42 (61.8%)	26 (38.2%)	68
Right to move about the community	54 (78.3%)	15 (21.7%)	69
Right to associate with others	57 (81.4%)	13 (18.6%)	70
Right to practice their religion	53 (77.9%)	15 (22.1%)	68
Right to privacy	50 (73.5%)	18 (26.5%)	68
Right to access their possessions	58 (81.7%)	13 (18.3%)	71
Right to access food/refrigerator	45 (65.2%)	24 (34.8%)	69
Right to have visitors at any time	53 (75.7%)	17 (24.3%)	70
Right to access their money	46 (65.7%)	24 (34.3%)	70
Right for personal decision-making	48 (68.6%)	22 (31.4%)	70
Right to fair wages	35 (58.3%)	25 (41.7%)	60
Right to non-discrimination at work	45 (78.9%)	12 (21.1%)	57

5.1 – Who, if anyone, most limits the person's ability to exercise this right?

	Guardian	Family	Provider org./support staff	Employer/co-worker	Other	Total Responses
Right to voice their opinion	3 (14.3%)	2 (9.5%)	2 (9.5%)	6 (28.6%)	8 (38.1%)	21
Right to vote	6 (19.4%)	4 (12.9%)	8 (25.8%)	3 (9.7%)	10 (32.3%)	31
Right to move about the community	2 (7.1%)	5 (17.9%)	14 (50.0%)	2 (7.1%)	5 (17.9%)	28
Right to associate with others	5 (23.8%)	5 (23.8%)	7 (33.3%)	2 (9.5%)	2 (9.5%)	21
Right to practice their religion	4 (23.5%)	5 (29.4%)	3 (17.6%)	2 (11.8%)	3 (17.6%)	17
Right to privacy	10 (40.0%)	4 (16.0%)	9 (36.0%)	1 (4.0%)	1 (4.0%)	25
Right to access their possessions	9 (39.1%)	7 (30.4%)	6 (26.1%)	0 (0.0%)	1 (4.3%)	23
Right to access food/refrigerator	9 (33.3%)	3 (11.1%)	10 (37.0%)	2 (7.4%)	3 (11.1%)	27
Right to have visitors at any time	5 (25.0%)	3 (15.0%)	4 (20.0%)	2 (10.0%)	6 (30.0%)	20
Right to access their money	3 (10.3%)	3 (10.3%)	11 (37.9%)	2 (6.9%)	10 (34.5%)	29
Right for personal decision-making	11 (39.3%)	6 (21.4%)	4 (14.3%)	2 (7.1%)	5 (17.9%)	28
Right to fair wages	11 (39.3%)	2 (7.1%)	10 (35.7%)	2 (7.1%)	3 (10.7%)	28
Right to non-discrimination at work	2 (11.8%)	2 (11.8%)	3 (17.6%)	3 (17.6%)	7 (41.2%)	17

Measuring Outcomes



How This Information Can be Used

Collecting data is only valuable
if you do something meaningful with it.

- Data analysis provides critical information for promoting and improving individual outcomes
- Provides organizations and agencies strong information for imposing organizational or systems change
- Requires reliable inputs to translate to meaningful outputs.

How This Information Can be Used

- **Individual Planning**
- **Organizational Change**
 - Culture
 - Training
 - Planning
- **Ongoing Quality Monitoring and Enhancement (Local/State)**
- **Accreditation**
 - Ongoing Monitoring
 - Continued Quality Enhancement
 - Organizational Learning





Basic Level Access - \$100 USD/year

For more information visit:

<http://www.c-q-l.org/the-cql-difference/data-management-and-analysis>

- **Available to currently accredited organizations**
- **Included with Quality Assurances Accreditation and Person-Centered Excellence Accreditation**
- **Unique data collection link for inputting data**
- **Receive link to download annual reports with aggregate data**



Premium Level Access - \$350 USD/year

For more information visit:

<http://www.c-q-l.org/the-cql-difference/data-management-and-analysis>

- **Basic Level benefits apply to Premium Level**
- **Unique data collection link and login ID**
- **Download data into Microsoft Excel or IBM SPSS**
- **Access to 10 pre-defined reports & customized reports in real-time (Word, PDF, Excel, PPT)**
- **Collect data without internet in “offline” mode**



Enterprise Level Access - \$750 USD/year

For more information visit:

<http://www.c-q-l.org/the-cql-difference/data-management-and-analysis>

- Premium Level benefits apply to Enterprise Level
- Included with Person-Centered Excellence Accreditation, **With Distinction**
- Basic Assurances® data available in online system for analysis
- Annual access to 4 hours of data consultation by CQL's research team, on topics such as sampling, in-depth analysis, study methodology, etc.



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.

KERRI MELDA

CQL | *V.P. of Research and Special Projects*

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