

# **PERSONAL OUTCOME MEASURES<sup>®</sup>**

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- 8. People use their environments**
- 9. People live in integrated environments**
- 10. People interact with other members of the community**
- 11. People participate in the life of the community**

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MEASURING *Personal* QUALITY OF LIFE



# Change *Inspires* us.

“Quality is a  
**continuous journey**,  
it’s not a destination.

*-Jeff Pederson, CHI Friendship*

# DEFINITIONS *of* QUALITY

#1 Person-Centered Assessment  
and Discovery.

Ask

Listen

Learn



*Personal*  
**OUTCOME  
MEASURES**

**#8. People use their environments**





# People use their environments

Joe has staff to assist him in some of his personal activities. He uses his wheelchair to move about his home. He will push himself backwards when the foot rests are removed from the chair, as well as when he is at the “day training” site.

He requires assistance moving from his wheelchair to the shower chair as well as getting into his bed. Joe tries to stand up and staff report that with his help only one person is needed for both moves. He uses the grab bars and the shower has a hand-held spray that Joe likes to use. Staff help wash his hair and his back, and then staff put shower gel on a shower puff that Joe washes the rest of his body and rinses himself. Joe has grab bars by his bed to support him there, also. The kitchen has also been modified and is accessible for wheelchairs. The laundry room is off the kitchen and everyone uses the washer and dryer. Staff assists Joe with his laundry as the washer is a top load and Joe cannot reach the dials. He does, however, help with putting his clothes in the dryer and taking them out. Staff ask Joe if he wants to help fold his clothes. If he wants to help, Joe reaches out his hand to staff but most of the time he does not show an interest. Joe will hang out with staff during laundry activities but mostly he just “visits” with staff while they do most of the work. The Program Manager checks in with Joe while he is doing laundry. They are aware of level of participation and interest. They discuss it with Joe. He indicates by his behavior that it is okay and isn't upset about it.

Staff state that Joe seems to like being a part of the day to day activities and is offered opportunities in the home and does not have any formal programming for chores.

Joe has been assessed for communication devices and is scheduled to receive an IPAD next month's speech therapy appointment. In the meantime, staff has started to use a simple “yes” and “no” system, trying to determine choices of activities.

Community activities is an ongoing process to determine likes and dislikes.



# People use their environments

## PERSONAL OUTCOME QUESTIONS:

**8.1.** Does the person have maximum access to each of the physical environments they frequent: at home; at work; in the community?

**8.2.** For each of the environments, if the answer to #8.1 was No, what most limits the person's ability to access the environment (lack of staff supports, lack of training, lack of equipment/technology, lack of environmental modifications, lack of transportation, organizational rules/practices)?

**8.3.** Does the person use the physical environments he or she frequents?

- If the answer to #8.1 and 8.3 are both Yes, the outcome is present.
- If the answer to #8.1 and 8.3 is No, is this due to informed personal choice?
- If due to informed personal choice, the outcome is present.



# People use their environments

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## **INDIVIDUALIZED SUPPORT QUESTIONS:**

- 8.A.** Does the organization know if the person can access his or her environments at home, at work, and in the community?
  
- 8.B.** Has the organization assessed the person's interest and ability for personal access and use of environments at home, at work, and in the community?
  
- 8.C.** Have modifications been made to promote maximum access and use for the person, if needed and requested, at home, at work, and in the community?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES- Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place



People use their environments

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QUESTIONS?

*Personal*  
**OUTCOME  
MEASURES**

**#9. People live in integrated environments**





# People live in integrated environments

Joe lives with five other men in a licensed group home. He receives day services provided by his residential provider. The day services have scheduled community activities, mostly during the summer months, as weather is many times a factor during the winter.

Staff stated that Joe really seems to like going to the Library, YMCA, swimming, van rides, and in the summer, he is content when he is outside doing almost anything! Winter months seem to be a little bit tough for Joe. He's just not as happy.

Staff have, what they call, an “activity log” that they keep for everyone. Staff stated that there are times that Joe will go with only one staff, however, it is usually with at least one other housemate. He seems to enjoy being in different situations if it is not large groups and that he has staff with him that he knows.

The organization requires that every person has an activity in the community at least one time a week and that is happening.



# People live in integrated environments

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## **PERSONAL OUTCOME QUESTIONS:**

**9.1.** Does the person use the same environments used by people without disabilities? (for living, work, school, community [leisure, shopping, banking, places of worship, other])?

- If the answer to #9.1 is Yes, the outcome is present.
- If the answer to #9.1 is No, is this based on informed personal choice? If due to informed personal choice, the outcome is present.



# People live in integrated environments

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## INDIVIDUALIZED SUPPORT QUESTIONS:

**9.A.** Does the organization know what integration means to the person, or are efforts being made to learn about the person's preferences?

**9.B.** Do services and supports for the person promote opportunities for integration (for living, work, school, and community [leisure, shopping, banking, places of worship, other])?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO -Not in Place



People live in integrated environments

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**QUESTIONS?**

*Personal*  
**OUTCOME  
MEASURES**

**#9. People interact with other members of the community**





## People interact with other members of the community

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The organization has an assessment for preferred activities. The “activity log” records the type and frequency of activities, and staff state they are attempting to find out what it is that Joe wants to do. They state that it is hard to determine the satisfaction level of or Joe’s interest in interacting. He is polite when checking out at a store and will accept the money staff give him to pay for the items.

Staff are hopeful that when Joe gets his IPAD there will be more opportunities to talk to people. Joe attends a church that is “accepting” of people from the organization and has more contemporary music that he seems to enjoy. Joe is not a member of the church and has no other roles in the church.

Staff stated that Joe likes hamburgers and french fries, so they will order for him at restaurants. Most times, the house will order delivery or go through the drive through and take food home to eat. Joe is on a dietary restriction and does not have a lot of extra money, so they only have those items one time a week.

This is, many times, the one activity that the people in the home go on weekly.



## PERSONAL OUTCOME QUESTIONS:

**10.1.** Is there direct interaction between the person and others in the community?

**10.2.** Is the type of interaction satisfactory to the person?

**10.3.** Is the frequency of interaction satisfactory to the person?

- If the answers to #10.1, 10.2 and 10.3 are yes, the outcome is present.
- If the answer to #10.1 is no, is this based on informed personal choice?
- If based on informed personal choice, the outcome is present.



## INDIVIDUALIZED SUPPORT QUESTIONS:

- 10.A.** Has the organization assessed the type of interactions the person has with other members of the community?
- 10.B.** Has the organization assessed the frequency of the person's interaction with other members of the community?
- 10.C.** Does the organization know the person's preferences for interaction, or are efforts being made to learn about the person's preferences?
- 10.D.** Does the organization provide support for the person to access opportunities for interaction with others, if needed and requested?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place



People live in integrated environments

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**QUESTIONS?**

*Personal*  
**OUTCOME  
MEASURES**

**#9. People Participate in the life of the community**





## People participate in the life of the community

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Joe is supported to do things in his immediate community. He will go shopping for his personal needs, attends church, and gets his hair cut at Walmart. Staff state that Joe doesn't complain about any place that they take him, unless it is a big crowd.

The activity log in the home indicates that Joe is always ready to go out when anyone is leaving, except in the mornings. In fact, if someone else is leaving, Joe will begin to move himself toward the door. The day site staff also said Joe is a willing participant in activities that involve leaving the building. Staff, again, indicated that Joe prefers summer when he can be out of doors doing almost anything!

Joe had his birthday last week and he and one of his housemates, along with one staff went out to eat at Cracker Barrel and he celebrated turning 35 years old. Staff stated that he enjoyed this.

When questioned, staff stated that they thought Joe would like to do more new activities but said he was busy during his week and didn't think he would want to participate more frequently.



# People participate in the life of the community

## PERSONAL OUTCOME QUESTIONS:

**11.1.** Does the person participate in the life of their community?

**11.2.** Is the person satisfied with the type of participation they have?

**11.3.** Is the person satisfied with the frequency of their participation?

- If the answers to #11.1, 11.2, and 11.3 are Yes, the outcome is present.
- If the answer to #11.1 is No, is this based on informed personal choice?
- If based on informed personal choice, the outcome is present.



# People participate in the life of the community

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## INDIVIDUALIZED SUPPORT QUESTIONS:

**11.A.** Does the organization know what the person would like to do in their community or are efforts being made to learn about the person's preferences?

**11.B.** Does the organization know how often the person would like to engage in community activities or are efforts being made to learn about the person's preferences?

**11.C.** Does the organization provide the person with access to information about options for community participation?

**11.D.** Does the organization provide support for the person to do the things he or she wants to do?

Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

YES - Supports in Place

NO - Developing Plans

NO - Aware, but No Plans

NO - Not in Place



People live in integrated environments

QUESTIONS?



[www.c-q-l.org](http://www.c-q-l.org)

# Questions, Comments, Thoughts?

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