



PERSONAL OUTCOME MEASURES®

5. People Exercise Rights

6. People Are Treated Fairly

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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**

#5. Rights





Rights

Joe has no guardian, health proxy, or power of attorney. The human rights committee reviews the above areas on an annual basis. The organization has sought a find a suitable advocate for Joe but has not been able to do so. There is no family member who would be willing to take on the role of advocate, champion, or guardian. The human rights committee, also, reviews Joe's anti-anxiety medication as the organization sees that medication as a chemical restriction. The committee is thorough with any issue regarding legal, chemical, and mechanical restrictions. Joe has not needed any surgeries nor other procedures that would require additional consent. Joe shows his displeasure by crying and making a high-pitched noise. Staff are all aware of his language and are intentional in sharing the information. Adjustments are made as preferences are identifies. The organization conducts an annual assessment of rights with Joe, however, staff indicate he does not seem interested in that conversation but believe they would know if something was wrong.

PERSONAL OUTCOME QUESTIONS:

5.1. Indicate whether the person exercises their rights in the following areas:

- Personal possessions
- Fair wages
- Voice an opinion
- Vote
- Practice religion
- Privacy
- Freedom from coercion and restraint
- Access to money - as a possession
- Personal decision-making
- Move about the community
- File complaints about services
- Access to food
- Have visitors at any time



The various rights listed are compiled through the United Nation's (UN) *Universal Declaration of Human Rights*, the UN Convention on the Rights of Persons with Disabilities (CRPD), and other legislation and regulations.

In addition to these specific rights, are there other rights that are limited or restricted?

- 5.2.** For each of the rights the person does not exercise, who most limits their ability to exercise each of these rights (guardian, family, provider organization/support staff, employer/co-worker, other, person elects not to exercise this right through informed personal choice)?
- 5.3.** For each of the rights the person does not exercise, was adequate due process provided?



If each right in #5.1 is Yes (note: keep in mind a person may choose to not exercise some rights), including others important to the person, the outcome is present.

For all rights not exercised in #5.1, if due to informed personal choice, or if the limitations are approved with adequate due process, the outcome is present.

INDIVIDUALIZED SUPPORT QUESTIONS:

- 5.A.** Are the person's preferences and desires about the exercise of rights solicited by the organization?
- 5.B.** Have the rights that are important to the person been identified or are there efforts being made to learn about the person's preferences?
- 5.C.** Is the person provided with the support needed to exercise his or her rights?

 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



Rights

QUESTIONS?

Personal
**OUTCOME
MEASURES**

#5. Treated Fairly





Treated Fairly

The house that Joe lives in with 5 other men has several house rules. Included are alarms on exit/entry doors, because one man will leave the house without telling anyone. Another is that “sharps” are locked in the kitchen, because a housemate has hurt himself with a knife in the past. No one can take food from the refrigerator without staff being present, because a housemate takes others snack items. The men only eat and drink at the dining room table. The staff said this is to prevent bug infestation and minimize the risk for spills in other parts of the home. Staff stated that none of these rules bother Joe and he doesn’t “fuss” about anything. Since he doesn’t fuss, the organization does not view these as restrictions and that Joe is giving consent. The organization is the Representative Payee for all people in residential services provided to ensure that everyone’s money is safe and secure. The financial assessment indicates that Joe is unable to manage his own monies as he does not understand the meaning of money. The organization views this service as a support, not a restriction.



Treated Fairly

PERSONAL OUTCOME QUESTIONS:

6.1. Have fair treatment or rights limitations been identified?

6.2. If the answer to #6.1 is Yes, for each rights limitation - identified in the *People Exercise Rights* section - was adequate due process provided?

In addition to those specific rights, are there *other* rights that are limited or restricted? If so, was adequate due process provided?

6.3. For any fair treatment issue, was the issue addressed so the person's concerns were resolved to their satisfaction?



If the answers to #6.2 and 6.3 are Yes, the outcome is present.

INDIVIDUALIZED SUPPORT QUESTIONS:

- 6.A.** Has the organization solicited information about rights violations or fair treatment issues from the person?
- 6.B.** Have procedures for adequate due process for any identified rights limitation been implemented?
- 6.C.** Are the procedures used by the organization consistent with due process principles?
- 6.D.** Does the organization respond to the person's fair treatment issues to address any concerns?

 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



Treated Fairly

QUESTIONS?



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Questions, Comments, Thoughts?

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