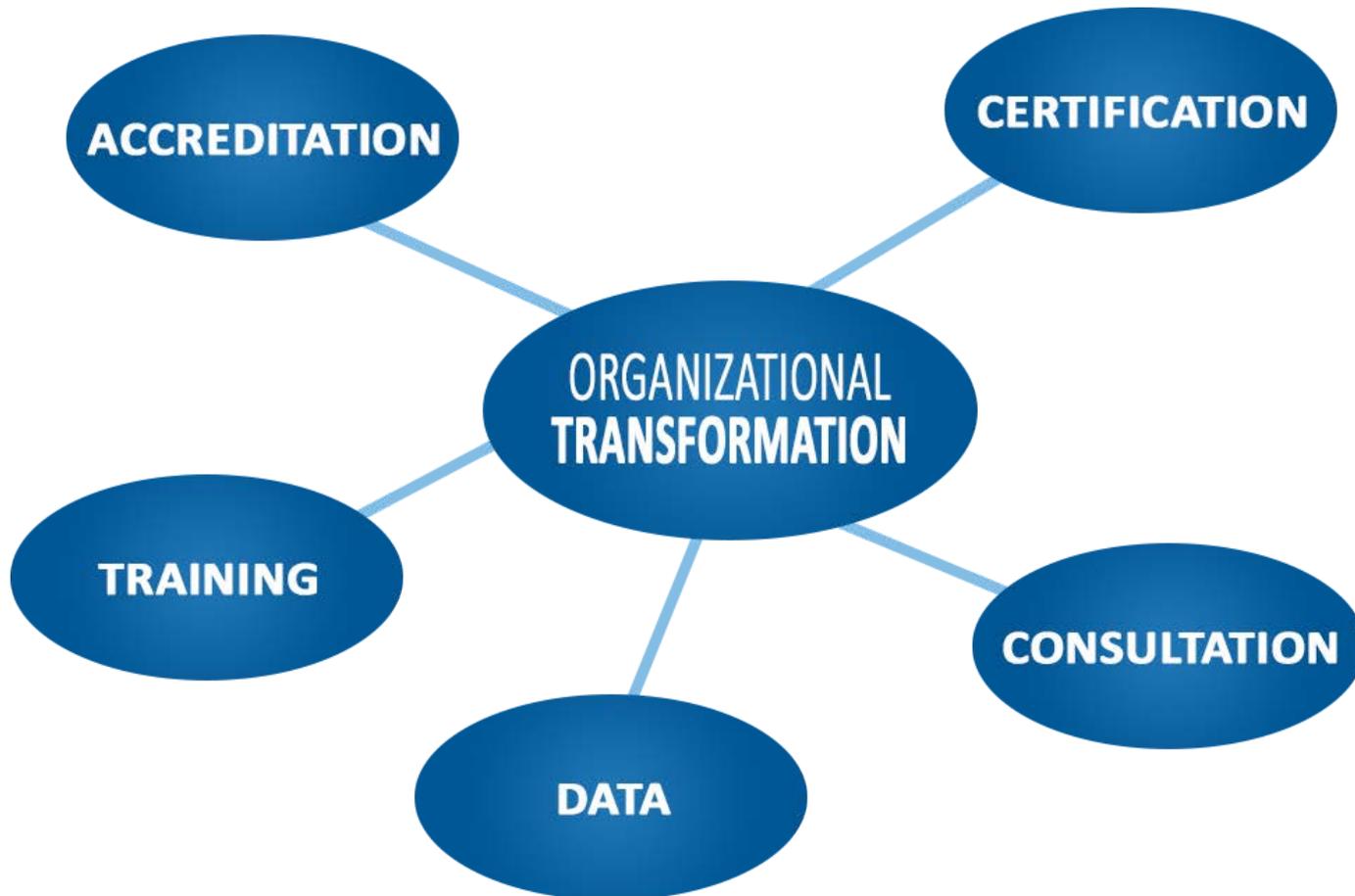


Enhanced Standards for CQL ACCREDITATION *WITH DISTINCTION*

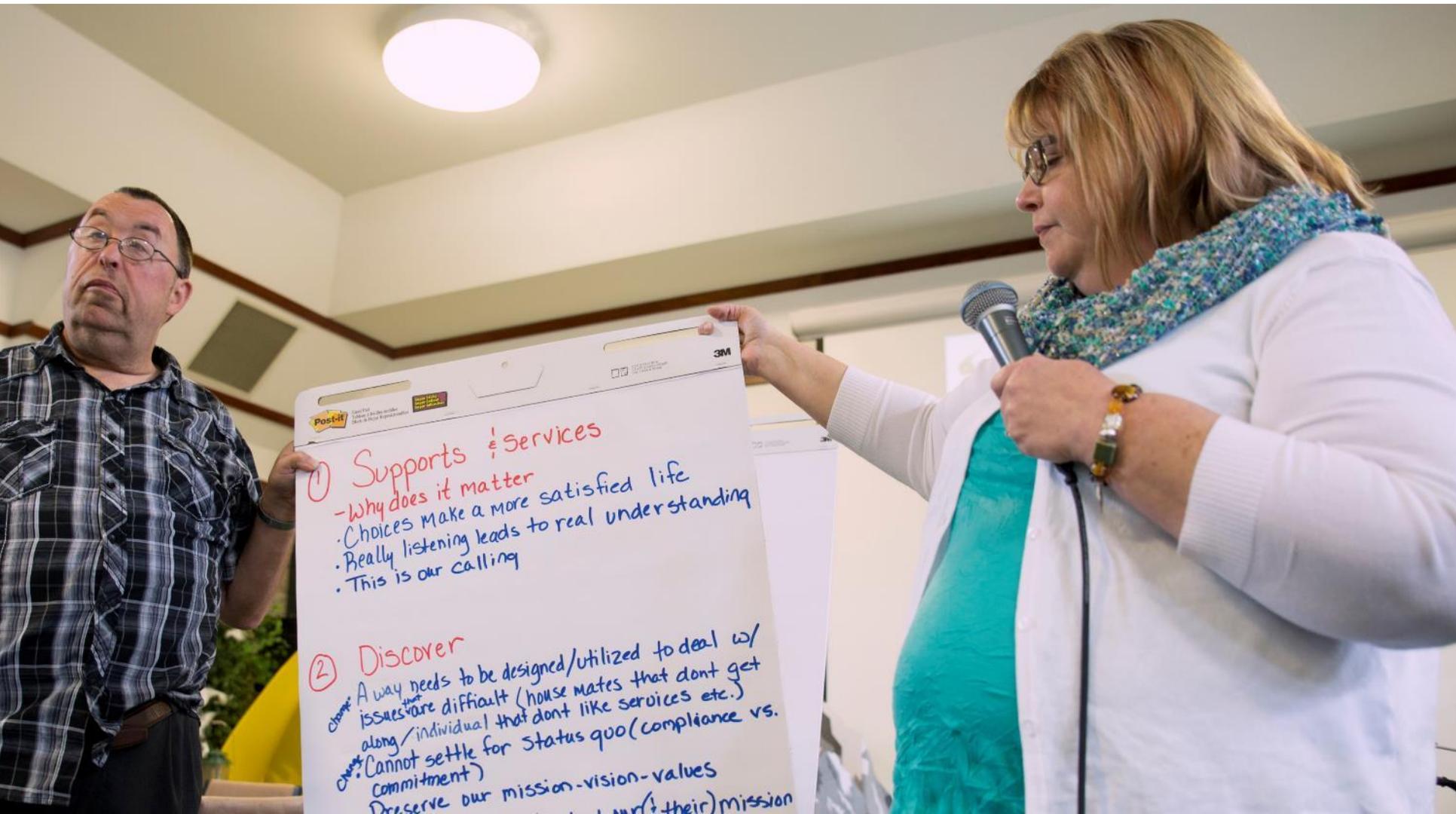


Katherine Dunbar
CQL Director of Accreditation



CQL ACCREDITATION

WHY IS IT IMPORTANT?





CQL ACCREDITATION

THE CQL DIFFERENCE

- “We found CQL really impacts the **people** we support.”
- *Susie Burke, Boundless (Ohio)*
- “It drives our commitment to **continuous** improvement.”
- *Kelly Kinderman, CSDD (New York)*
- “There was a true sense of excitement among **all** stakeholders.”
- *Carmin Marchionda, ARC of Rockland (New York)*
- “The CQL approach is building on **strengths**.”
- *Jeff Pederson, retired, CHI Friendship (North Dakota)*
- “CQL **data** is all very central to our strategic planning.”
- *Kim Zoeller, Ray Graham Association (Illinois)*



THE CQL DIFFERENCE

ACCREDITATION STRENGTHS

Organization-wide accreditation is more meaningful.

- CQL's approach to accreditation leads to best practices being embraced at all levels, across an entire agency

Data capabilities are integrated into accreditation.

- Accreditation alone can have value, but the inability to assess and analyze it, is limiting in determining success.

Partnership involves access to other offerings.

- Aside from just data, agencies often take advantage of CQL training, certification and ongoing consultation.

Appreciative Inquiry helps replicate success.

- The concept identifies pockets of excellence, and lays out how they can be utilized in areas of improvement.



THE CQL DIFFERENCE

ACCREDITATION TOOLS

Basic Assurances[®]

- Safeguards of health, safety, security and more

Personal Outcome Measures[®]

- Understanding and measuring personally-defined outcomes

Shared Values[®]

- Alignment of mission, vision and values

Community Life[®]

- Relationship-building between people and the community



THE CQL DIFFERENCE

ACCREDITATION PROCESS



CQL ACCREDITATION

STANDARD COMPONENTS



- Pre-Accreditation Planning Meetings
- Organizational Self-Assessments
- Site Visits
- Personal Outcome Measures® Interviews
- Basic Assurances® Reviews
- Focus Groups
- Stakeholder Event
- Data Collection & Analysis
- Ongoing Support



CQL ACCREDITATION

ACCREDITATION MENU

Quality Assurances Accreditation

- Three year accreditation term with two onsite visits
- Ideal for organizations new to CQL
- Focuses on Basic Assurances[®], Personal Outcome Measures[®], Shared Values[®]

Person-Centered Excellence Accreditation

- Four year accreditation term with one onsite visit and two offsite visits
- Ideal for organizations with a quality management system
- Builds on CQL Tools
- Focused on engaging stakeholders in a 'What Really Matters' plan

Person-Centered Excellence Accreditation - *With Distinction* —

- Four year term with one onsite visit and two offsite visits
- Ideal for organizations utilizing data via CQL Certified Trainers/ Interviewers
- Builds on CQL Tools
- Focused on engaging stakeholders in a 'What Really Matters' plan
- NEW eligibility requirements



CQL ACCREDITATION

PERSON-CENTERED EXCELLENCE WITH DISTINCTION

PCE-D is intended for:

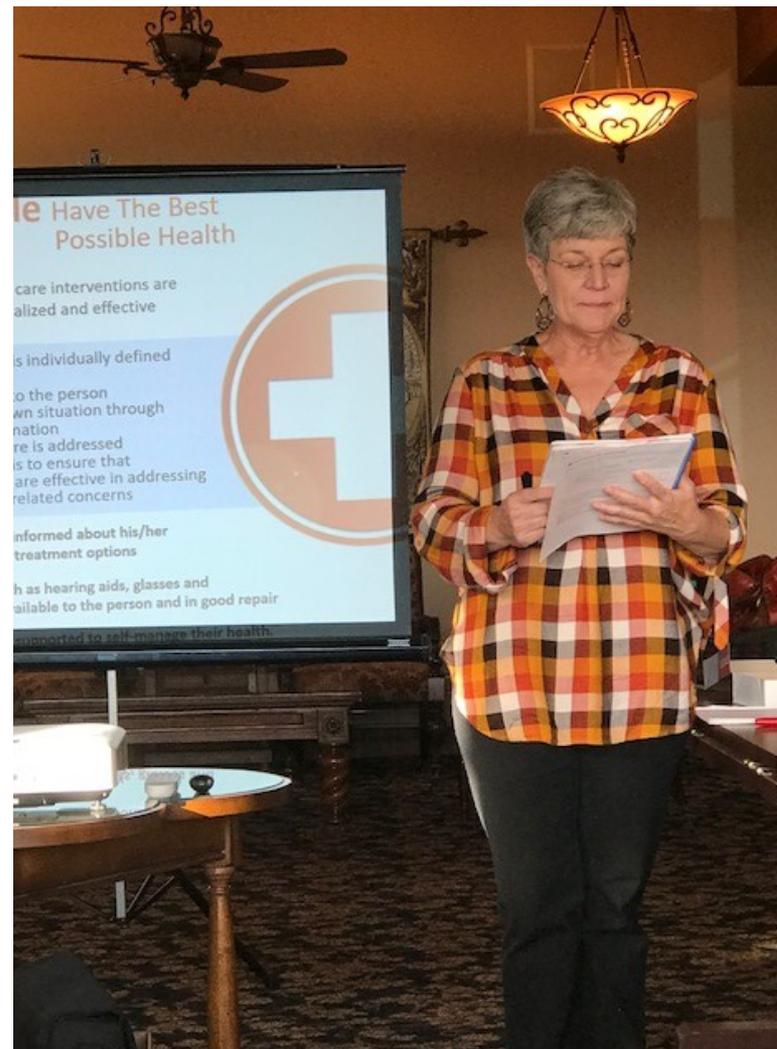
- ✓ Organizations wanting to focus on health, safety and human security
- ✓ Organizations dedicated to Shared Values,[®] Basic Assurances,[®] and Community Life[®]
- ✓ Organizations committed to improving personally defined quality of life through the implementation of CQL'S Personal Outcome Measures[®]
- ✓ Organizations with demonstrated internal capacity for collecting reliable data via currently CQL Certified Interviewers/Trainers
- ✓ Organizations with an established integrated quality management system (Refer to Basic Assurances[®] Factor 10 for details) that incorporates reliable Personal Outcome Measures[®] data
- ✓ Organizations committed to taking a lead role in engaging stakeholders in the development and implementation of an organizational plan focused on *What Really Matters* to people



PCE WITH DISTINCTION

PCE-D COMPONENTS

- Accreditation Status
- Residential/Work Settings
- Additional Eligibility Requirements
- Shared Values®
- Basic Assurances®
- Personal Outcome Measures®
- Community Life®
- Person-Centered Approaches
- Organizational Transformation





PCE WITH DISTINCTION

ELIGIBILITY REQUIREMENTS

Accreditation Status:

- ✓ Achieved 2 cycles of CQL Accreditation
- ✓ Minimum annual representative sample of 10% of total agency size or 200 POM interviews (whichever number is lower, and which may be negotiated) and included in CQL Database and which must be performed by a CQL certified interviewer.
- ✓ Agencies may reference guidance on sampling beginning on page 90 of the Personal Outcome Measures® Manual



PCE WITH DISTINCTION

ELIGIBILITY REQUIREMENTS

Residential/Work Settings:

New agencies (to PCE-D) that are applying for PCE-D that have campus type settings, institutions, or large congregate residential or work settings are **not eligible to apply unless there is:**

- ✓ Demonstration of access to the community for people that is the same as for those without disabilities;
- ✓ A formal commitment to downsizing that includes objective criteria that can be measured for success;
- ✓ Demonstration of a degree of success with downsizing, and
- ✓ Demonstration of person-centered planning and support despite the limitations of the physical environment.



PCE WITH DISTINCTION

ELIGIBILITY REQUIREMENTS

Systems & Practices:

Evidence that the agency does not have systems and practices in place that allow:

- ✓ Floor restraints, “take downs,” or standing orders for restraint
- ✓ Use of time out rooms
- ✓ Use of “as needed” psychotropic medications for behavior control.
- ✓ Use of corporal punishment, seclusion, noxious or aversive stimuli, forced exercise, and denial of food or liquids that are part of a person’s nutritionally adequate diet



PCE WITH DISTINCTION

ELIGIBILITY REQUIREMENTS

CQL Certification:

- ✓ CQL validation of implementation of Personal Outcome Measures® including the use of **CQL Certified Reliable Interviewers/Trainers**
- ✓ **CQL** will verify Certified Interviewer/Trainer(s) names and certification dates
- ✓ Data collection through CQL's PORTAL Data System performed by **Certified Interviewer**



CQL CERTIFICATION

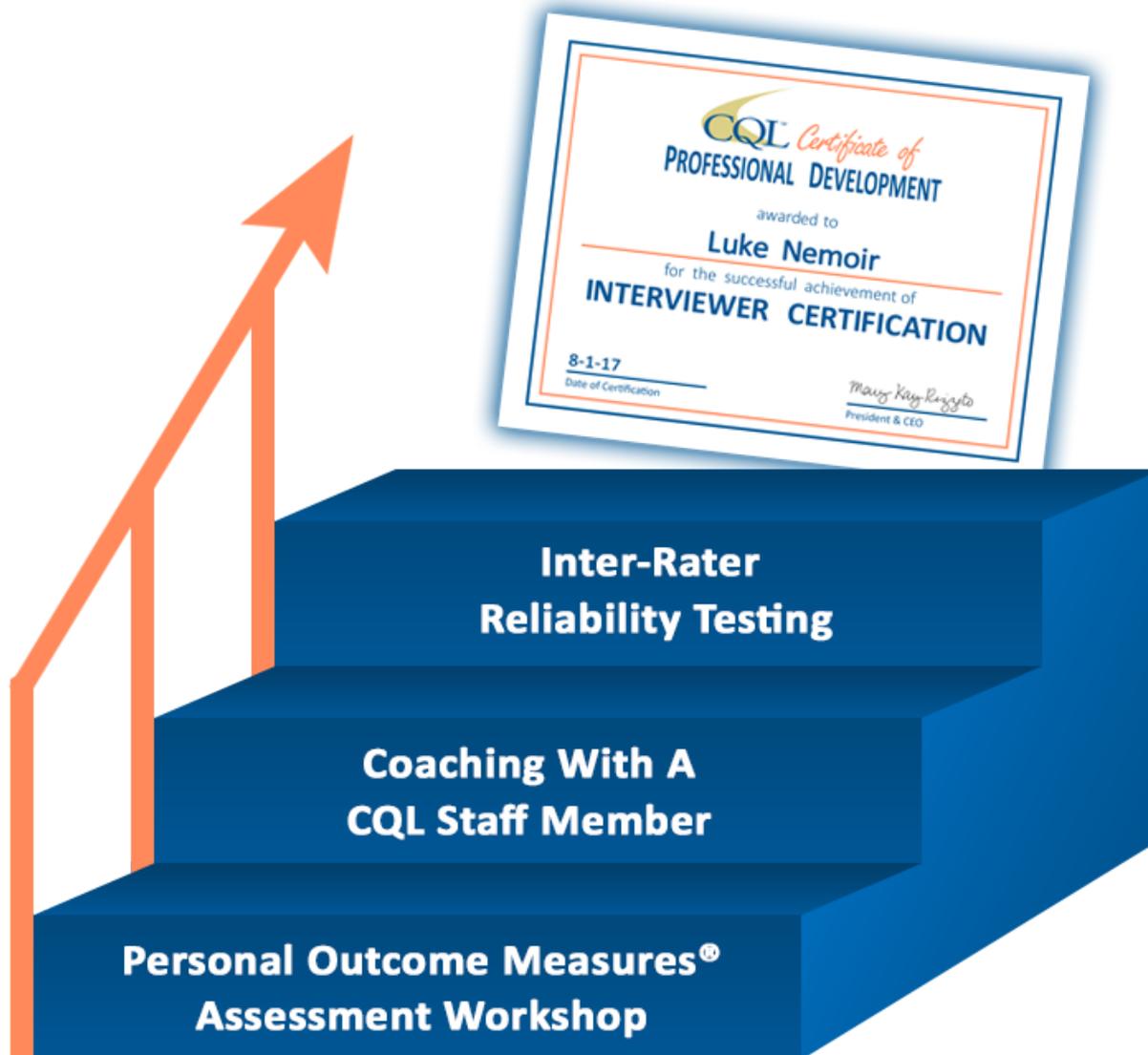
IMPORTANT!

ONLY CQL STAFF

can designate people as
Certified Interviewers/Trainers.



INTERVIEWER CERTIFICATION





INTERVIEWER CERTIFICATION

BEFORE THE RELIABILITY ASSESSMENT

The Certified Interviewer Candidate **MUST** complete at least one (1) practice interview.

Two Options

1. The Candidate will complete an interview, follow-up activities, and make decisions. The Candidate will come to the coaching interview prepared to share their decisions and rationale, as well as ask any questions

OR

2. The Candidate may complete an interview, follow-up activities, and make decisions with the CQL staff. This activity would be scheduled between the “Coaching Interview” and the Reliability Assessment. (Additional Cost)

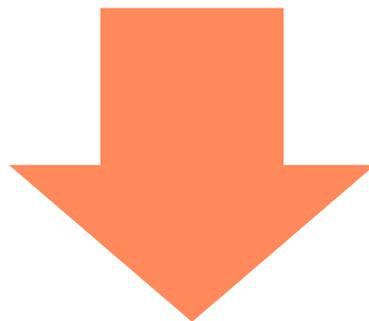


INTERVIEWER CERTIFICATION

CRITERIA FOR SUCCESS

GENERAL INFORMATION

The candidate gathers sufficient information to answer at least 40/42 outcomes and supports



AGREEMENT

The candidate agrees with the CQL staff on 85% of outcomes and supports.
Must agree on Y/N *and* why.



PCE *WITH DISTINCTION*

ACCREDITATION STANDARDS

Community Impact/Influence:

- ✓ Community perception of agency
- ✓ Evidence of positive impact on/with community
- ✓ Agency is part *of* the community
- ✓ Community Life[®] Self-Assessment and Validation





PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Person-Centered Approaches:

- ✓ Evidence of advocacy efforts (self-advocacy and supports, local, state and national systems advocacy)

- ✓ Evidence of person-centered planning and person-directed planning meetings
 - Most of this evidence would be gathered via conversations around Factor 8a, conversations with people, and focus groups

- ✓ Evidence of innovative strategies to support people
 - Use of technology
 - Natural supports
 - Other strategies



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Person-Centered Approaches:

- ✓ Agency-led facilitation of Stakeholder Meeting

- ✓ Agency-led development of What Really Matters plan, with support from CQL.
 - Would include update/status of current plan
 - May include strategic planning data



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Organizational Transformation:

Demonstration of organizational transformation (this may be in place of, or in addition to, organization biography):

- ✓ This is not shown via a “shining star” situation
- ✓ Robust quality improvement strategies
- ✓ Accompanying data relevant to strategies
- ✓ Use of CQL's PORTAL Data System
- ✓ Evidence of innovative strategies to support people



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Organizational Transformation:

Robust quality improvement strategies with accompanying relevant data:

- ✓ Factor 10 data
- ✓ Aggregate POM data
- ✓ Other data the agency collects
- ✓ Evidence of data analysis and actions



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Factor 10:

How the organization monitors and evaluates the presence of Basic Assurances[®] at both the individual and organizational level.

10a: The organization monitors Basic Assurances[®]

10b: A comprehensive plan describes the methods and procedures for monitoring Basic Assurances[®]

www.c-q-i.org/Factor10



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

PORTAL Data System:

PORTAL Data System supports your data collection and analysis efforts for Personal Outcome Measures® and Basic Assurances®

- Streamlined data entry process
- Analysis involving hundreds of different data elements
- Reporting options, including premade templates and a ‘report wizard’
- Comparison capabilities with nationally-available aggregate data
- Unique login credentials for individual users
- Technical assistance provided by CQL staff

www.c-q-l.org/PORTAL



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Prior to on-site visit agency will complete and submit:

- ✓ Basic Assurances® Self-Assessment
 - ✓ Shared Values® Self-Assessment
 - ✓ Community Life® Self-Assessment
 - ✓ Evidence of organization transformation
-
- Since quality is a journey, **not all Basic Assurances® must be in alignment at the time of the review**
 - Agency will participate in planning calls (minimum of 2)



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Initial On-Site Visit:

- ✓ Completed Basic Assurances[®] and Shared Values[®] Self-Assessments by Organization
- ✓ CQL validation of alignment with Shared Values[®] and Basic Assurances[®] and Community Life[®]
- ✓ Successful implementation of the accreditation partnership agreement, including implemented plan of alignment completed within 9 months (if applicable) for any Basic Assurances[®] not present during initial visit



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Mid-Cycle Visits:

- ✓ Second visit between 12 and 18 months
- ✓ Telephone call consisting of:
 - Updates on Basic Assurances® Alignment Plan
 - Updates on Personal Outcome Measures®
 - Discussion of Basic Assurances® System
 - Review of data
 - Update of PCE “What Really Matters” short-term plan
 - Discussion of PCE Long-Term Plan
- ✓ Third Visit 36-month post initial on-site visit
 - Updates on plans
 - Stories of continued transformation
 - Opportunity for technical assistance on challenging issue



PCE WITH DISTINCTION

ACCREDITATION STANDARDS

Achieving PCE-D Accreditation

- Unlike other levels of CQL Accreditation, the achievement of Person-Centered Excellence Accreditation With Distinction is ***not determined*** during the on-site visit.
- Following the completion of the on-site visit, a CQL panel conducts a ***thorough review*** of the on-site findings and within 10 business days makes a decision about the achievement of CQL Accreditation.
- Will require an ***additional on-site day*** of the accreditation team to ensure thorough review of additional criteria.

“CQL Accreditation pushes us **beyond** regulatory requirements. It drives our commitment to **empower people** to achieve their goals and dreams.”

- Kelly Kinderman, Director
CSDD



CQL ACCREDITATION

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