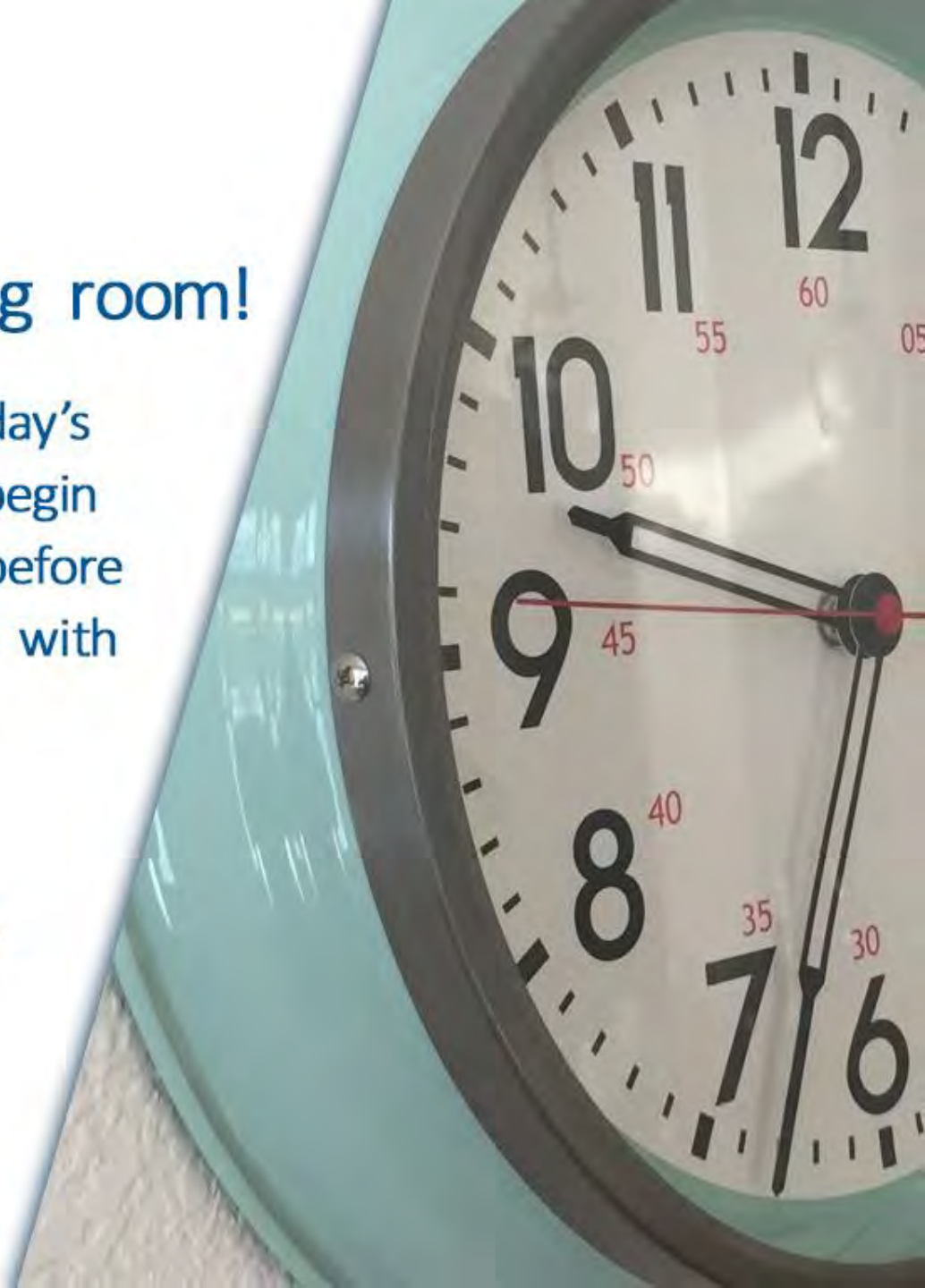
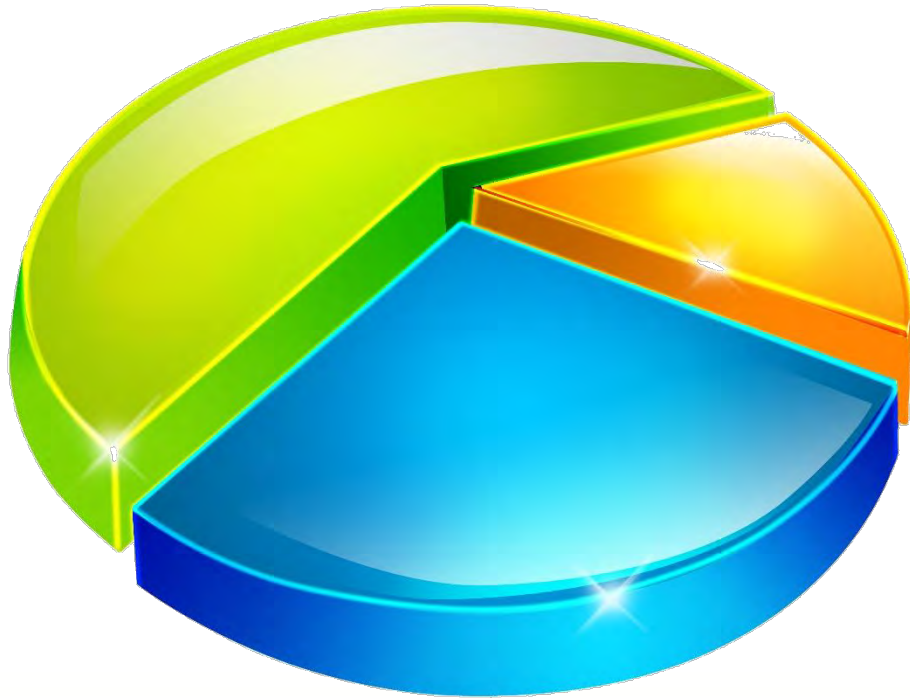


Welcome to the waiting room!

Thank you for joining us for today's webinar presentation. We will begin shortly. If you need assistance before we start, you can communicate with us using the question window.





Building a Quality Monitoring System

MICHAEL CLAUSEN

Quality Enhancement Specialist



The Council on
Quality and Leadership

www.c-q-l.org



Vision

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

Mission

CQL is dedicated to the definition, measurement and improvement of **personal** quality of life.



Our Work

CQL assists communities, systems and organizations to help people discover and define **their own quality of life**, measure personal quality of life for individuals, organizations and systems and improve the quality of life for people with disabilities, people with mental illness and older adults — and the people, organizations and communities that support them.



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What do you think of when
you hear the word...

“Data”





Goal:

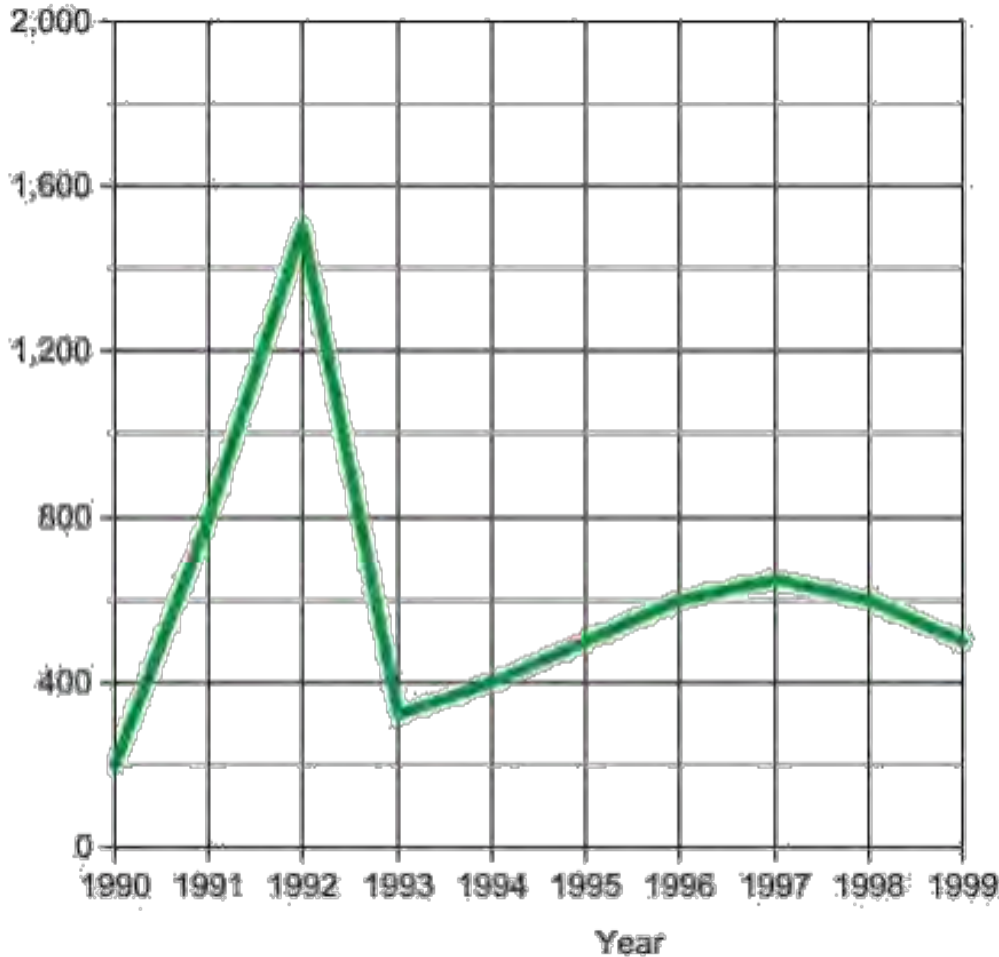
Let's make data less
scary



Building a Quality Monitoring System

Overview

- Getting Started: The importance of data and analysis
- Demographics and Representative Samples
- Data Sources
- Building your monitoring system
- Presenting Your Data
- Analysis and Action
- Factor 10 of the Basic Assurances®



Getting Started
The importance
of data and
analysis



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Getting Started: The importance of data and analysis

Data = Information

While some information is expressed in the form of numbers (think medication errors, staff turnover), other information may be anecdotal and harder to measure.



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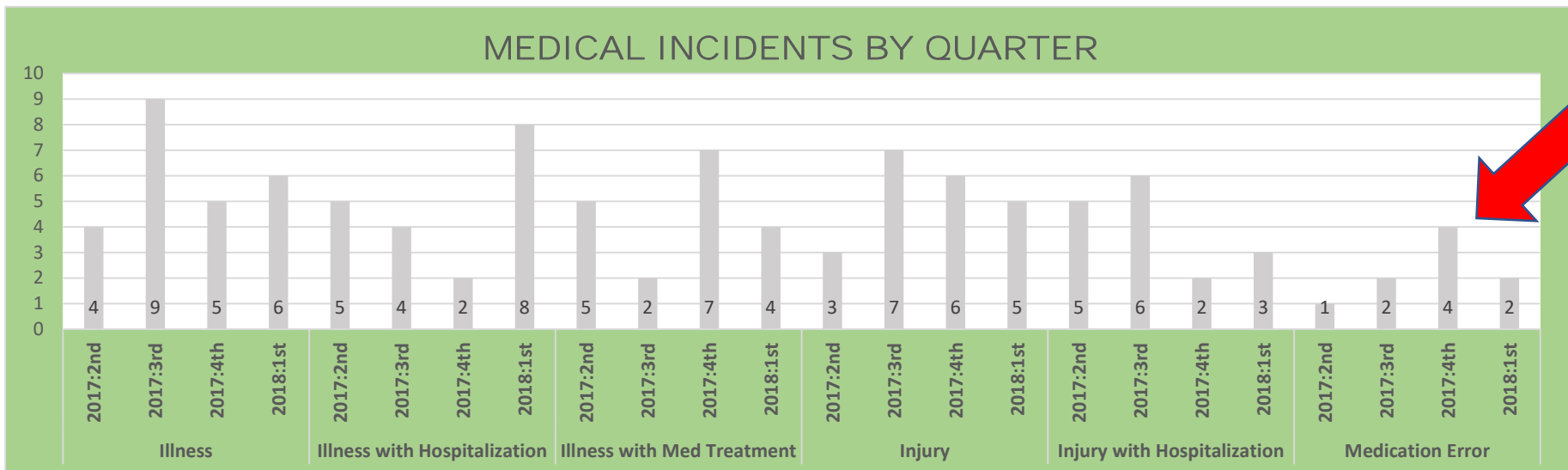
Getting Started: The importance of data and analysis

- Why we do this: How will data benefit your organization?
- What is the goal?

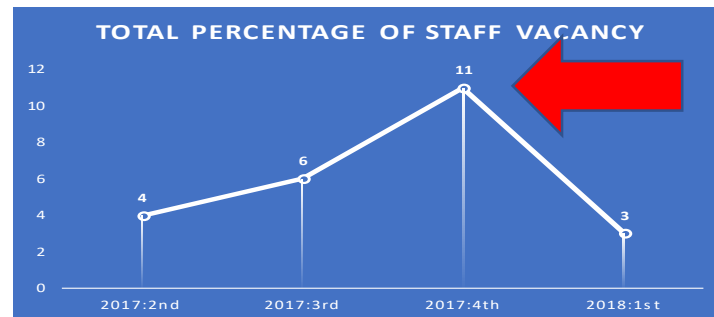
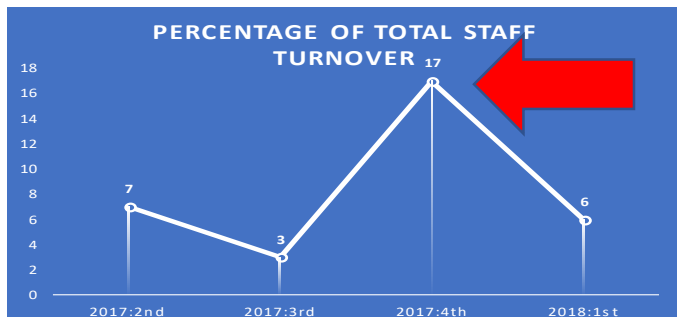


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How Will data Benefit Your Organization?



If we see a spike in medication errors...



We can use data to form theories regarding the cause...



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How Will data Benefit Your Organization?

*...and take action to
overcome these
challenges*

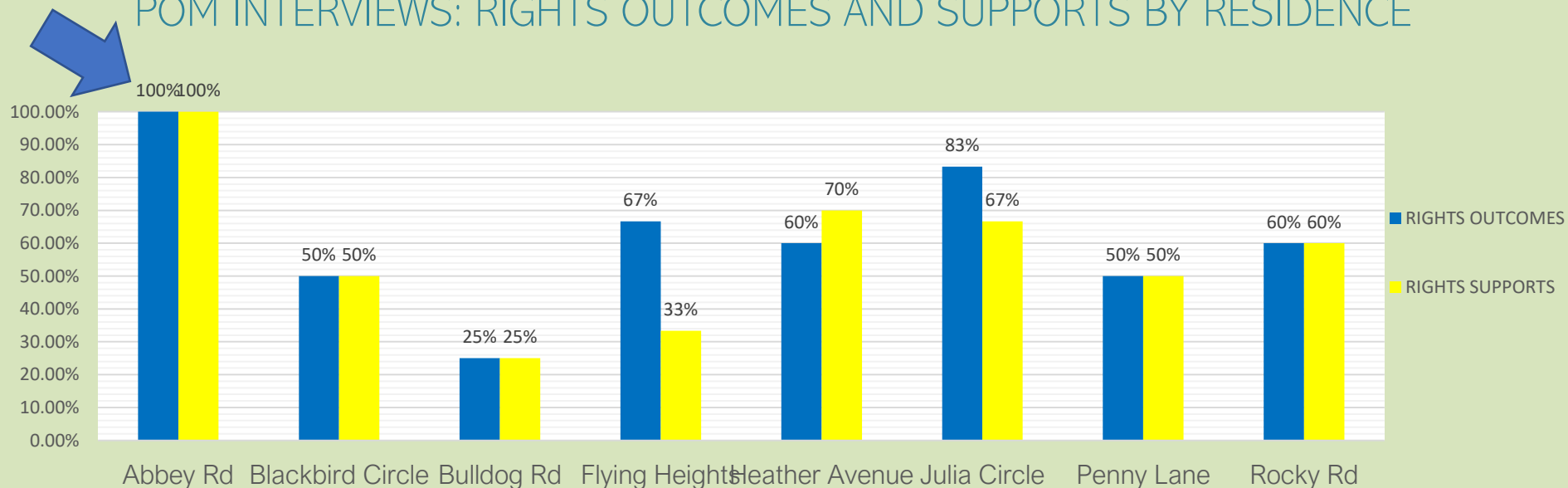


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How Will data Benefit Your Organization?

If we see strength in a certain area, we can attempt to replicate this strength in other areas...

POM INTERVIEWS: RIGHTS OUTCOMES AND SUPPORTS BY RESIDENCE





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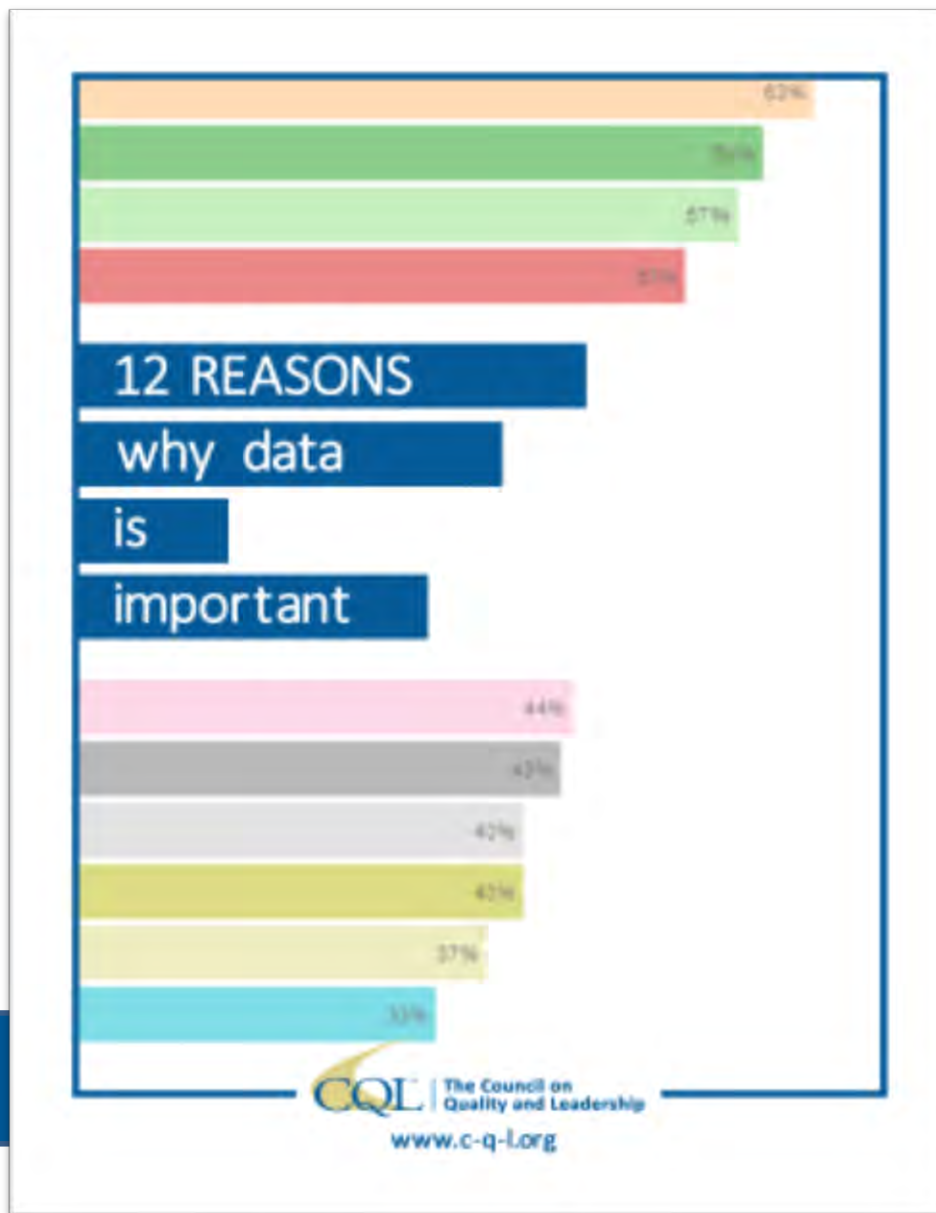
How will data benefit your organization?

- Data will help you to improve quality of life for people you support (We could probably stop here)
- Data allows you to monitor the health of important systems in your organization
- Data allows organizations to more effectively determine the cause of problems
- Data increases efficiency
- Data allows you to replicate areas of strength across your organization
- Funding is increasingly outcome and data-driven
- Your organization probably already has most of the data and expertise you need to begin analysis



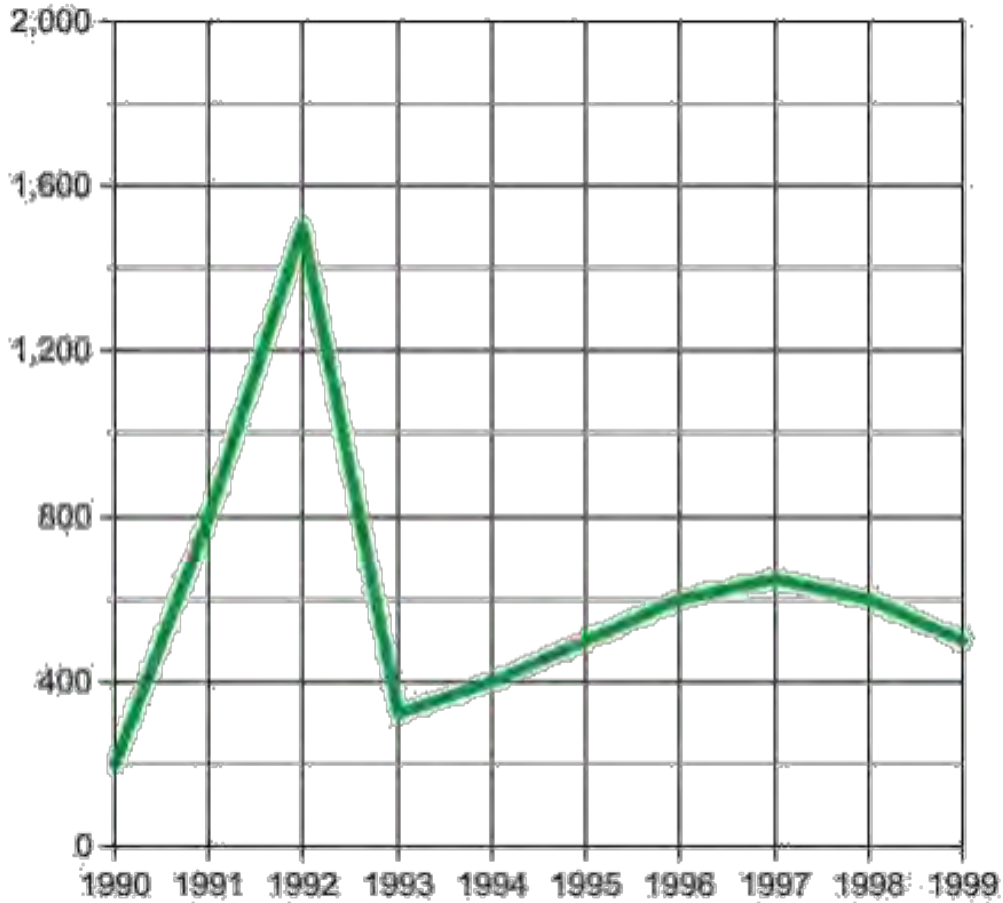
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<https://c-q-l.org/resource-library/publications/cql-publications-for-free/12-reasons-why-data-is-important>





Demographics and Representative Samples





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Demographics

- Before we begin collection, we have to consider how we will want to compare and analyze our data later on
- It is important that these *demographics* are built in right from the beginning, as it is difficult to add them later on
- From the *Merriam-Webster Dictionary*:
Demographics: the statistical characteristics of human populations (such as age or income)



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Demographics

- The U.S. Census Bureau collects information about the demographics of the U.S through surveying about American homes, families, occupation, race, ethnicity, and scores of other subjects. (census.gov)
- Polls conducted on every topic imaginable, from age to toothpaste preference, give the government and corporations an idea of who the public is and what it needs and wants. (<https://www.merriam-webster.com/dictionary/demographic?src=search-dict-hed>)



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Demographics

What demographic information about your organization is the most important to collect?





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Demographics

Where can you find this
information?





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Representative Samples

What is a 'Representative Sample'

A representative sample is a small quantity of something that accurately reflects the larger entity. An example is when a small number of people accurately reflect the members of an entire population. In a classroom of 30 students of 15 males and 15 females, a representative sample might include six students: three males and three females.

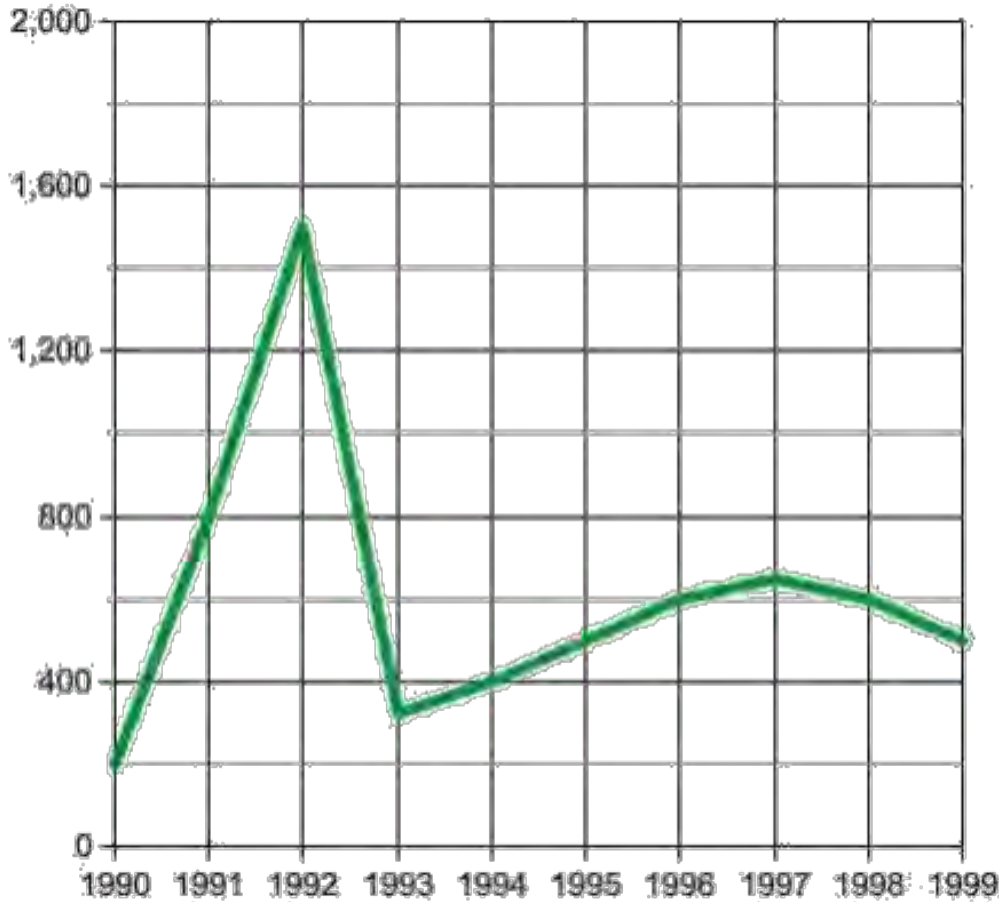
<https://www.investopedia.com/terms/r/representative-sample.asp>



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Representative Samples

- Once you have a thorough understanding of the population you support, you can build representative samples
- Representative samples allow you to obtain valid data from portions of a population that will help you understand the needs of the entire population
- This is particularly useful in surveys, focus groups and Personal Outcome Measures interviews
- Additional Info on Page 90 of the *Personal Outcome Measures*[®] Manual



Data Sources

What data do you have now? What other data would make your system better?



Building a Quality Monitoring System

Data Sources

What data do we already collect?

What other data would help us to reach
our goals?



Building a Quality Monitoring System

Data Sources: Rights

What data can you use to monitor how your organization promotes and protects rights for people you support?

- Data from rights assessments
- Survey data from people supported, staff and family
- Human Rights Committee Data
- Data regarding rights restrictions currently utilized, HRC Data
- POM Data: People Exercise Rights, People are Treated Fairly



Building a Quality Monitoring System

Data Sources: Respect, Autonomy and Person-Directed Planning

What data can you use to monitor how your organization promotes dignity and respect for people you support?

- Complaint Data
- Survey data from people supported, staff and family
- Decision-making authority (% of people with guardians, independent decision making authority, etc.), Employment
- POM Data: People are Respected, People Choose Services, People Decide When to Share Personal Information, People Choose Where to Work, People Choose Where and With Whom to Live, People Live in Integrated Environments, People Participate in the Life of the Community, People Choose Personal Goals, People Realize Person Goals



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Data Sources: Relationships

What data can you use to monitor how your organization nurtures natural support networks for people you support?

- Family contact notes or logs
- Survey data from people supported, staff and family
- POM Data: People are Connected to Natural Support Networks, People Have Friends, People Have Intimate Relationships, People Interact With Other Members of the Community, Social Roles,



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*Data Sources: Protection from Abuse, Neglect,
Mistreatment and Exploitation*

What data can you use to monitor how your organization from Abuse, Neglect, Mistreatment and Exploitation?

- Incident management data
- Survey data from people supported, staff and family
- Human Rights Committee Data
- POM Data: People are Free From Abuse and Neglect



Building a Quality Monitoring System

Data Sources: Health, Medical and Medications

What data can you use to monitor how your organization supports people to have best possible health?

- Data regarding illnesses, hospitalizations and medication errors
- Census data: What percentage of people administer their own medications?
- Survey data from people supported, staff and family
- POM Data: People Have the Best Possible Health



Building a Quality Monitoring System

Data Sources: Safety

What data can you use to demonstrate how your organization supports safety both globally and individually?

- Data from internal and external safety reviews/audits
- Incident management data
- Survey data from people supported, staff and family
- POM Data: People are Safe, People Use Their Environments



Building a Quality Monitoring System

Data Sources: Staffing and Staff Development

What data can you use to monitor the effectiveness and stability of your staff?

- Staff turnover and vacancy data
- Training data
- Survey data from people supported, staff and family
- POM Data: People experience Continuity and Security



Building a Quality Monitoring System

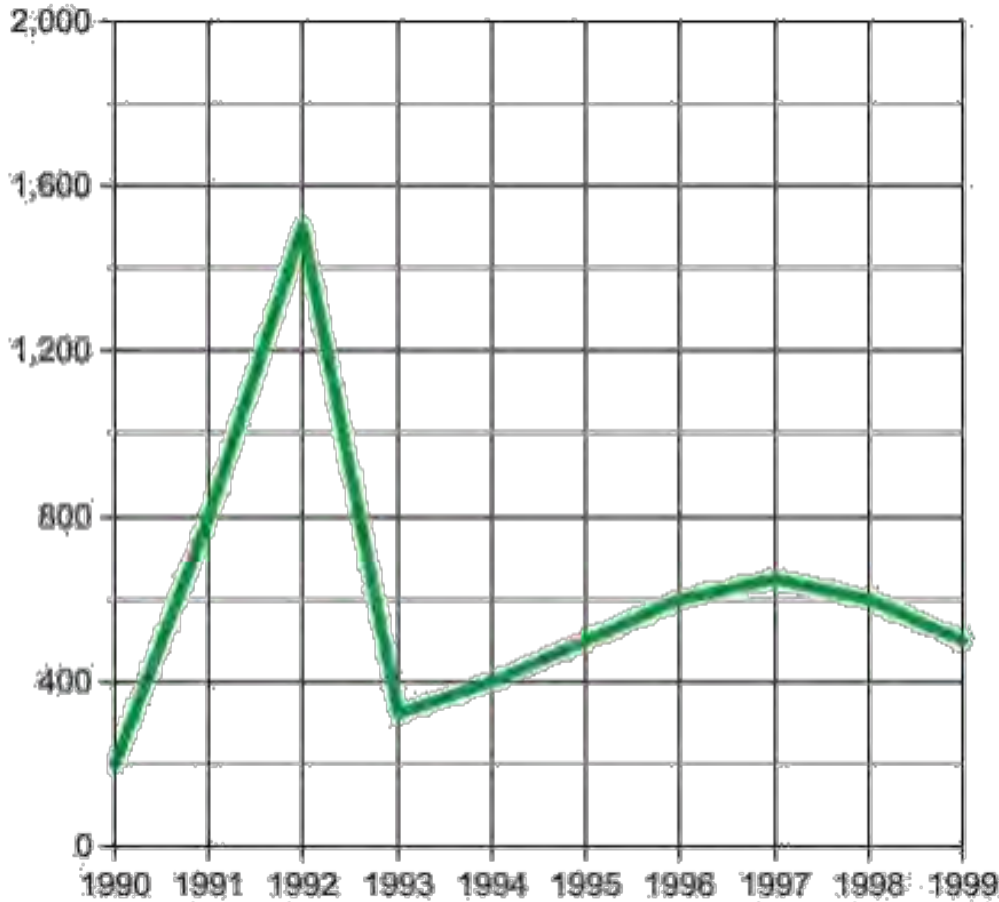
Data Sources: Positive Behavior Supports

What data can you use to monitor your performance in the areas of person-centered planning and behavior supports?

- Data regarding psychotropic medications
- Data regarding physical interventions and behavior support plans
- Survey data from people supported, staff and family



Building Your Data Collection System





Building a Quality Monitoring System

Building Your System

- Start analyzing what you already have, and allow your system to evolve
- Delegate responsibility for collecting data based on who is responsible for each area
- Put all of your data in one place, and keep it organized
- Graphs are great, but you can be just as effective with a system that is easier to build
- Set deadlines and time-frames, and keep team members accountable to them
- Automation and efficiency



Building a Quality Monitoring System

Data Collection Tools

- CQL Portal Database
- Excel/Pivot Tables
- Online Graph Makers
- Surveys and Online Survey Platforms
- Electronic Records Management Systems



Building a Quality Monitoring System

Presenting Your Data

Category	Person Responsible for Collecting Information	Frequency	Summary of Admin Team review (What we found out)		Follow up (What we are doing as a result)
Factor 1. Rights, Protection and Promotion					
1. Rights Restrictions by Type Restoration plans	Human Rights Committee	1 st quarter			
		2 nd quarter			
		3 rd quarter			
		4 th quarter			
		Year total			
See Personal Outcome Measures: # 5 – People exercise rights; #6 – People are treated fairly; #9 – People decide when to share personal information; #18 – People realize personal goals; #21 – People are respected					
Factor 2. Dignity and Respect					
1. Grievance Data name/date, who initiated, nature/type of grievance, timeline resolved, resolved at what step	Human Rights Committee	1 st quarter			
		2 nd quarter			
		3 rd quarter			
		4 th quarter			
2. Employment report			New jobs started	Jobs lost or left	
		1 st quarter			
		2 nd quarter			
		3 rd quarter			
		4 th quarter			
See Personal Outcome measures: #6 – People are treated fairly; #9 – People decide when to share personal information; #11 – People choose where they work; #13 – People live in integrated environments; #14 – People interact with other members of the community; #19 – People participate in the life of the community; #20 – People have friends; #21 – People are respected					



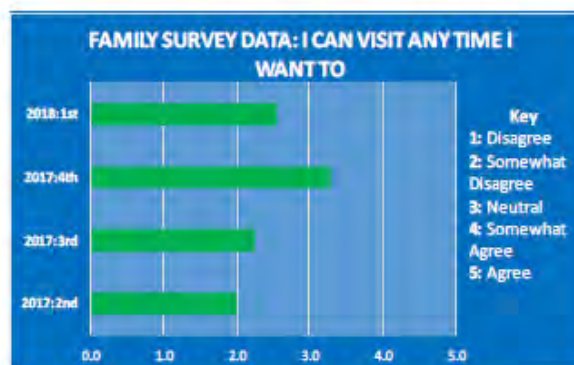
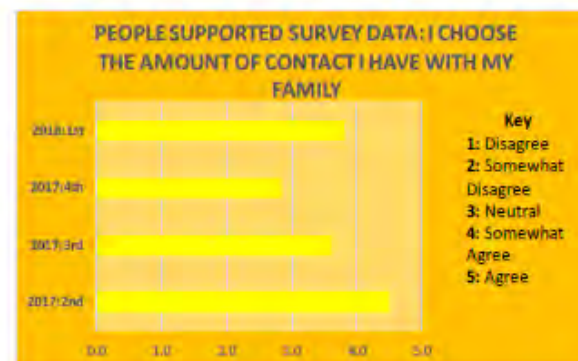
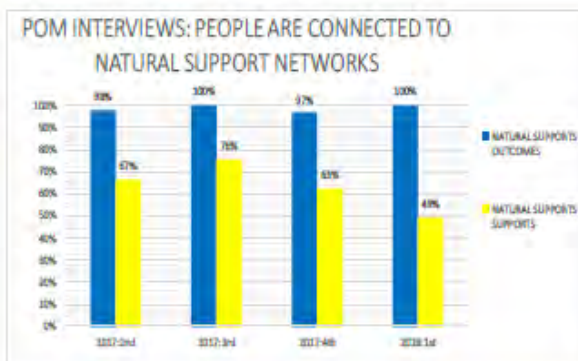
Building a Quality Monitoring System

Presenting Your Data



FACTOR 10 QUALITY MONITORING DASHBOARD

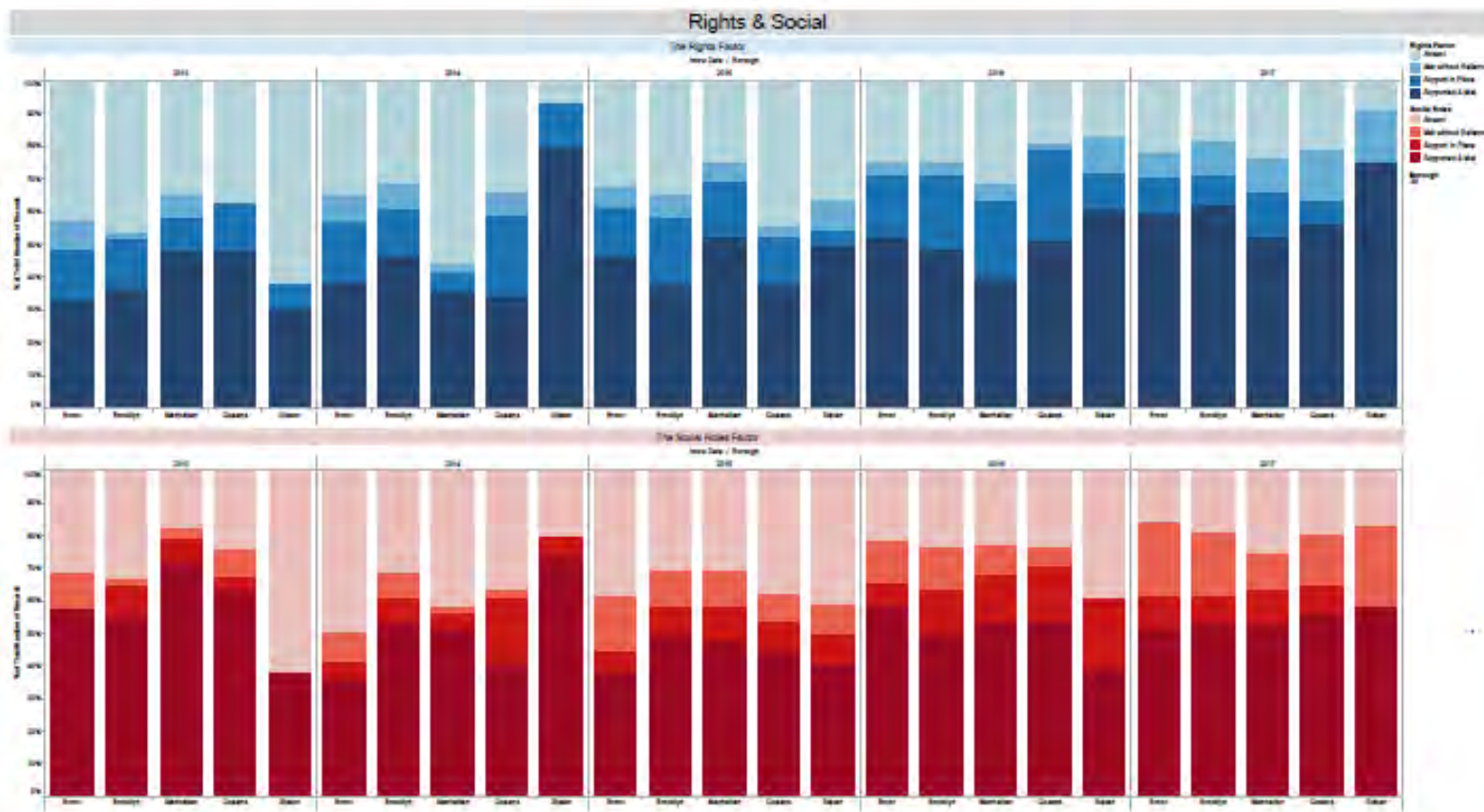
FACTOR 3: NATURAL SUPPORTS

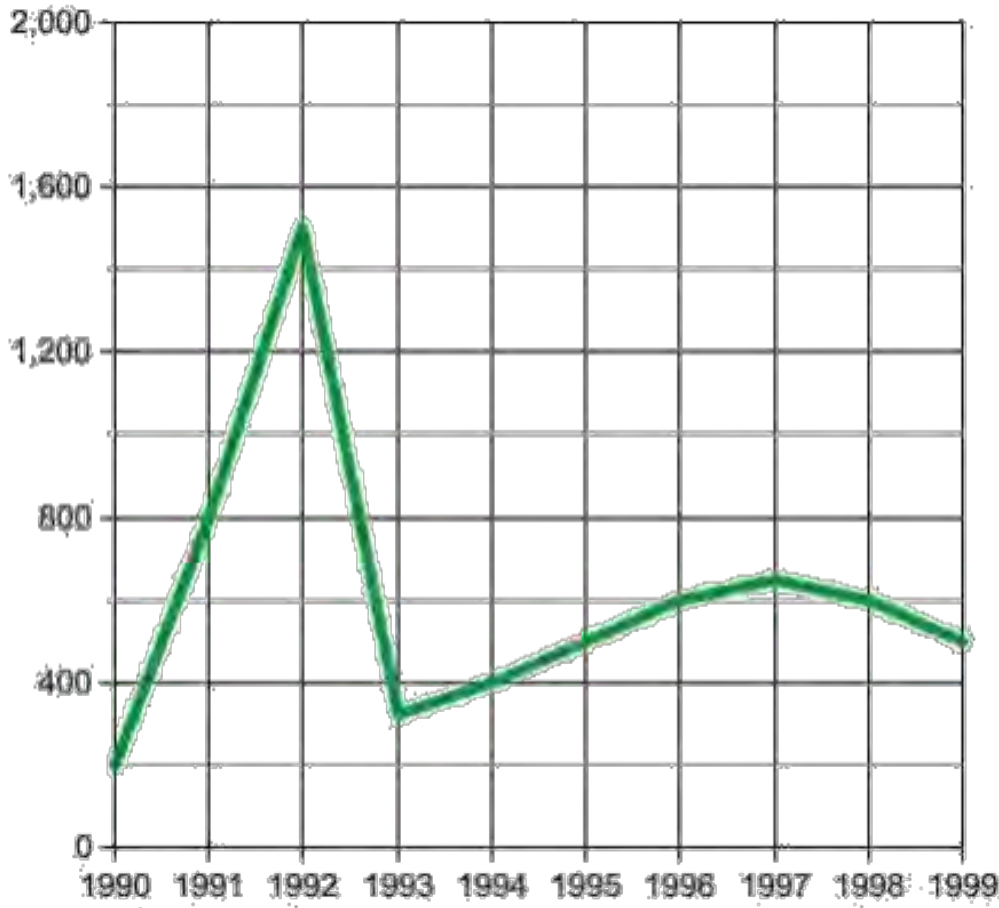




Building a Quality Monitoring System

Presenting Your Data





Analysis and Action





Building a Quality Monitoring System

Analysis and Action

- Who will be responsible for analyzing the data that you collect?
- Who will be responsible for carrying out action steps in relation to this analysis?
- Accountability should be built into your quality monitoring plan
- Set achievable goals



Building a Quality Monitoring System

Analysis and Action

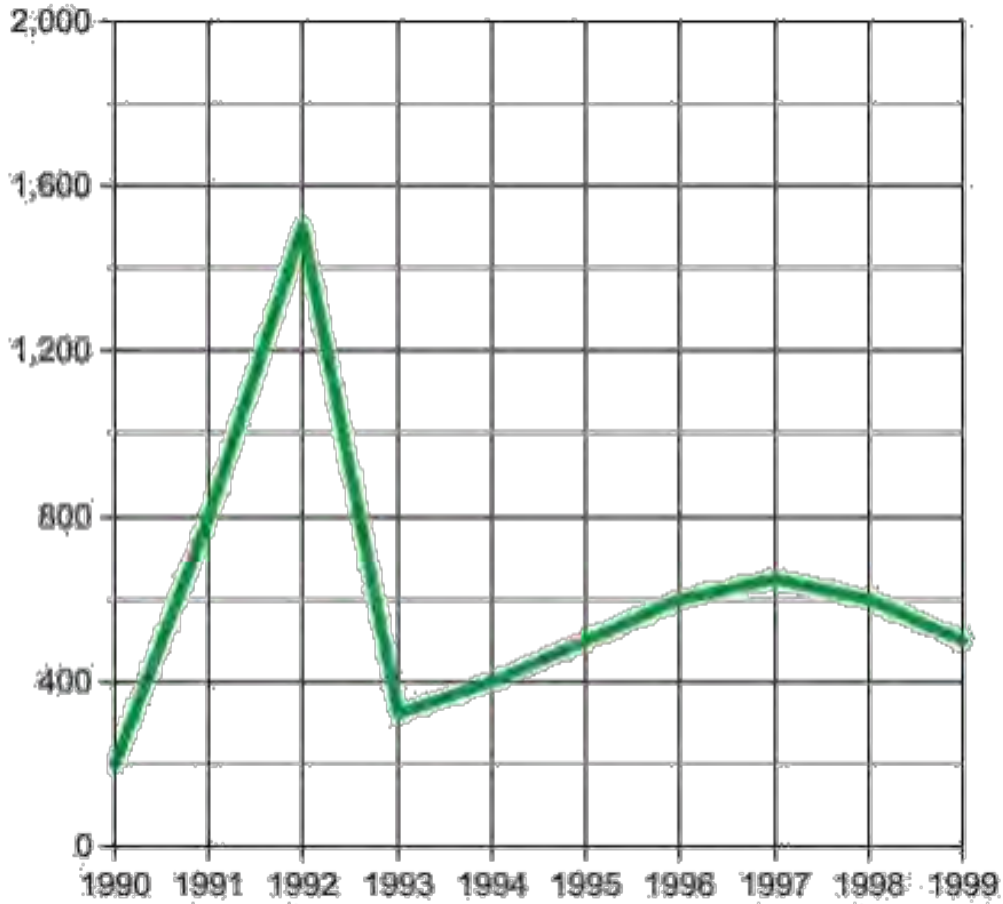
- Create a plan regarding how your data will be collected and organized
- Include who will be responsible for collecting this data
- Include who will be responsible for analyzing this data
- Include who will be responsible for action steps associated with your data
- Set time frames: Monthly, Quarterly, etc.
- Keep everyone accountable



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Additional Resources

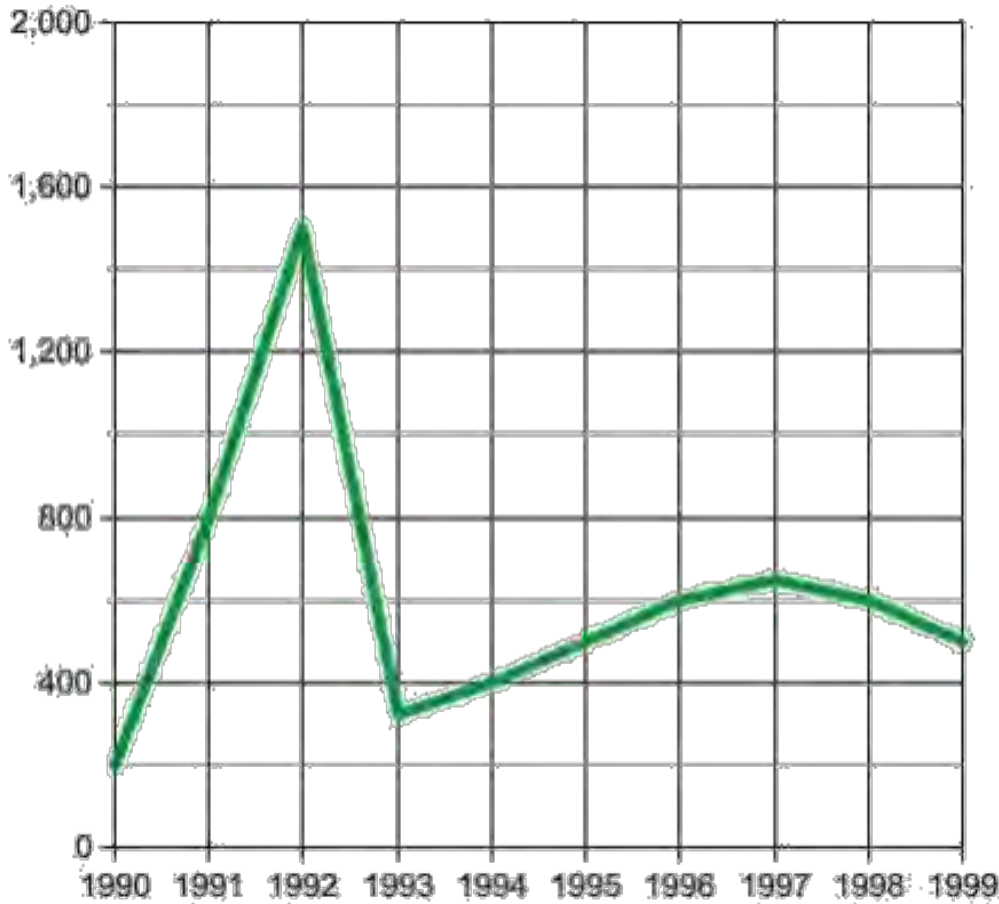
- You Tube search terms: Excel Pivot Tables, Graphing in Excel, Easy Data Analysis
- Web Search Terms: Free Online Graph Makers
- Partner with organizations in your area that are doing this well
- CQL e-community on Facebook



**Questions So
Far?**



Factor 10 of the Basic Assurances®





Building a Quality Monitoring System

Factor 10

Factor 10

=

Quality Monitoring



Building a Quality Monitoring System

Factor 10

- There is no substitute for direct knowledge of the issues impacting people's health, safety and personal security
- The organization has a formal plan that outlines how it will monitor and evaluate the presence of Basic Assurances[®]
- Ongoing evaluation of Basic Assurances[®] occurs at two levels: the individual and the larger organization
- 10a of the Basic Assurances[®] directs organizations to establish a policy that describes how quality will be monitored- this is the foundation
- 10b of the Basic Assurances[®] is the Quality Monitoring Plan



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Factor 10

10a: Policy Probes- The Basic Structure

1. Does the organization have policies and procedures that describe its plan for monitoring the presence of Basic Assurances[®]?
2. Does the policy identify leaders responsible for overseeing the design of the plan and assigning priorities for monitoring the presence of Basic Assurances[®]?
3. Does the policy establish the responsibilities of leaders and the structure for leaders to oversee implementation of the plan?
4. Does the policy describe the organization's commitment to attain and maintain the presence of Basic Assurances[®] outcomes over time?



Building a Quality Monitoring System

Factor 10

These responsibilities can be presented as a narrative or a grid...

Factor	What Data Will Be Collected?	Who Will be Responsible for Collecting This Data?	How Often Will the Data be Examined?	Who Will be responsible for Action Steps?
Factor 1 Rights Protection and Promotion				
Factor 2 Dignity and Respect				



Building a Quality Monitoring System

Factor 10

10a: Sharing and Stakeholder Involvement

7. Does the process include methods to inform and educate people, their families and support staff about Basic Assurances[®] and to solicit their involvement in the evaluation process?
8. Do people, families and support staff actively participate in collecting and analyzing data used to evaluate Basic Assurances[®]?
9. Does the organization have a process for sharing the results of the plan with people, families, staff and others external to the organization?
10. Is the plan modified with the input of people, families and support staff?

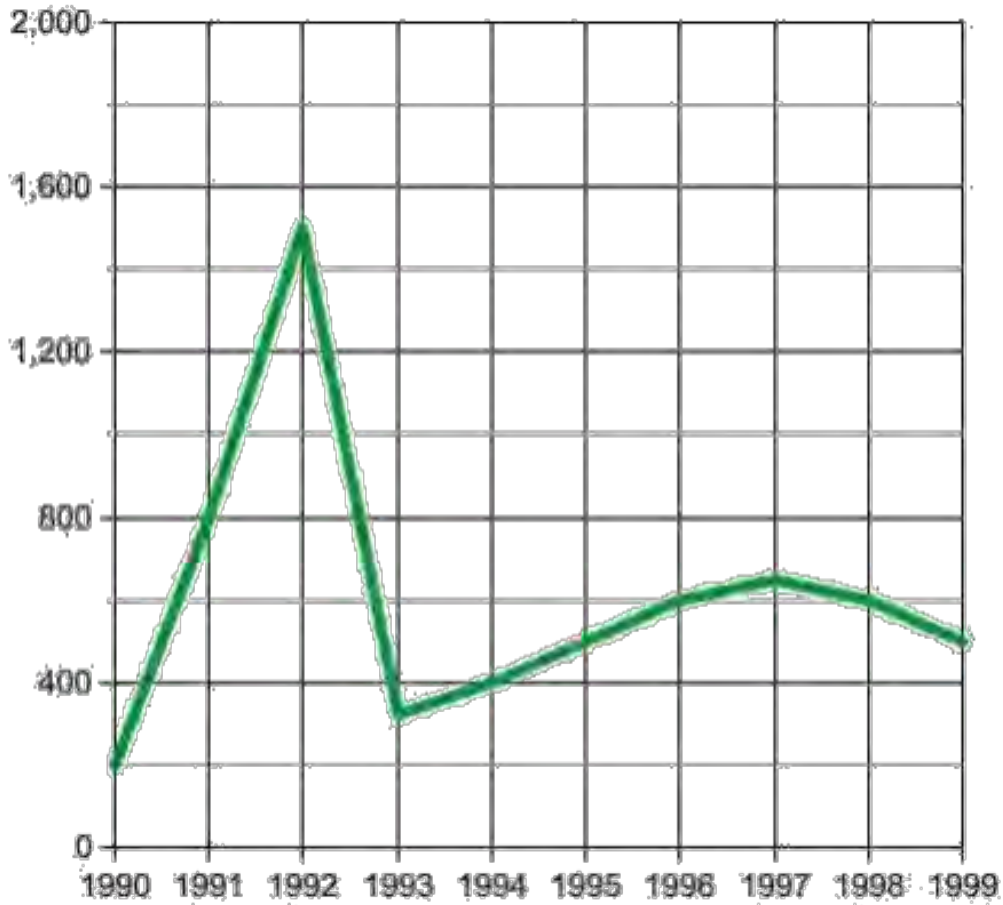


Building a Quality Monitoring System

Factor 10

10b: The Plan: Data and Analysis

3. Are measures identified that indicate the presence or absence of important elements?
4. Are the data sources and methods of collection identified for each measure?
5. Are the methods of data analysis and evaluation identified for each of the elements?
7. Do the methods used enable the analysis of both a single critical event or incident (sentinel review) and system outcomes?
8. Does the plan describe how to use feedback from other sources including satisfaction surveys, complaints, audits and/or other applicable regulatory reviews?
10. Is the plan coordinated and interrelated across the organization's various programs and departments around the flow of services and supports provided to people?



Questions?



Stay In Touch:

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