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.

CQL | **The Council on Quality and Leadership**

What does quality look like at your organization?

ABOUT US

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.

Change *Inspires* us.

"Quality is a continuous journey,
it's not a destination."

- Jeff Pederson, CHI Friendship

CQL PARTNERSHIP

- An *appreciative* approach to quality enhancement

- Opportunities not deficiencies

- Continuous quality improvement

Responses:

What does quality look like at your organization?

Basic Assurances® System

We might be able to observe quality anecdotally through:

- A smiling face
- An affirmative response
- A good feeling
- A show of interest
- A job well done

While very important, these observations may not always tell us how well we are doing as organizations overall

Basic Assurances® System

Using data allows us to measure quality in a way that is more holistic and allows us to become more pro-active in preventing problems and crisis.
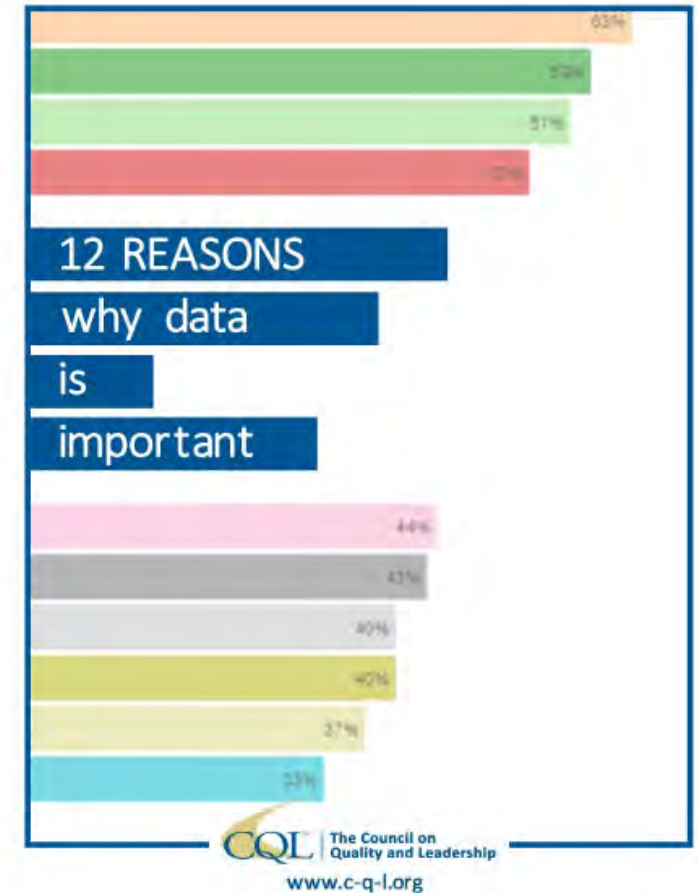
There are many good reasons
to use data and develop an
effective quality monitoring
system at your organization,
and chances are you already
doing it to some extent

Why is Having a Quality Monitoring System Important?

- **Improve people's lives:** We could probably stop here

- **Make informed decisions:** Good data provides indisputable evidence, while anecdotal evidence, assumptions, or abstract observation might lead to wasted resources due to taking action based on an incorrect conclusion.

- **Find solutions and become more pro-active:** Data allows organizations to more effectively determine the cause of problems. Data allows organizations to visualize relationships between what is happening in different locations, departments, and systems.

- **Develop a better understanding of what you do well:** Data allows you to replicate areas of strength across your organization. Data analysis will support you to identify high-performing programs, service areas, and people. Once you identify your high-performers, you can study them in order to develop strategies to assist programs, service areas and people that are low-performing.

- **Financial Sustainability:** Funding is increasingly outcome and data-driven. With the shift from funding that is based on services provided to funding that is based on outcomes achieved, it is increasingly important for organizations to implement evidence-based practice and develop systems to collect and analyze data. Data can also help organizations to become more efficient.
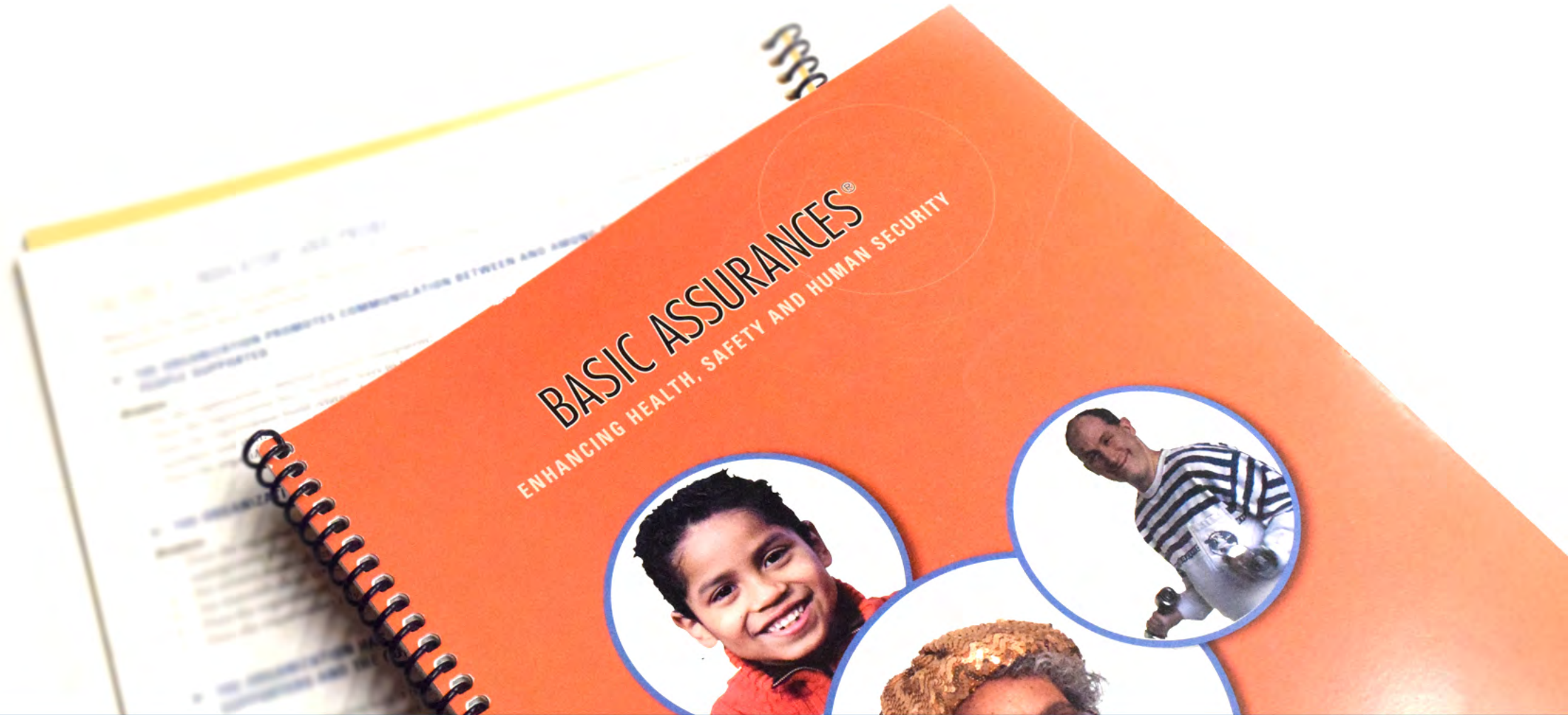
WEBINAR OVERVIEW

- Introduction to the Basic Assurances®
- Process and evidence collection
- Indicator A: The organization monitors Basic Assurances®.
- Indicator B: A comprehensive plan describes the methods and procedures for monitoring Basic Assurances®.
- Building your system
- Data
- Questions

BASIC ASSURANCES®
An Introduction

BASIC ASSURANCES®
An Introduction

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**
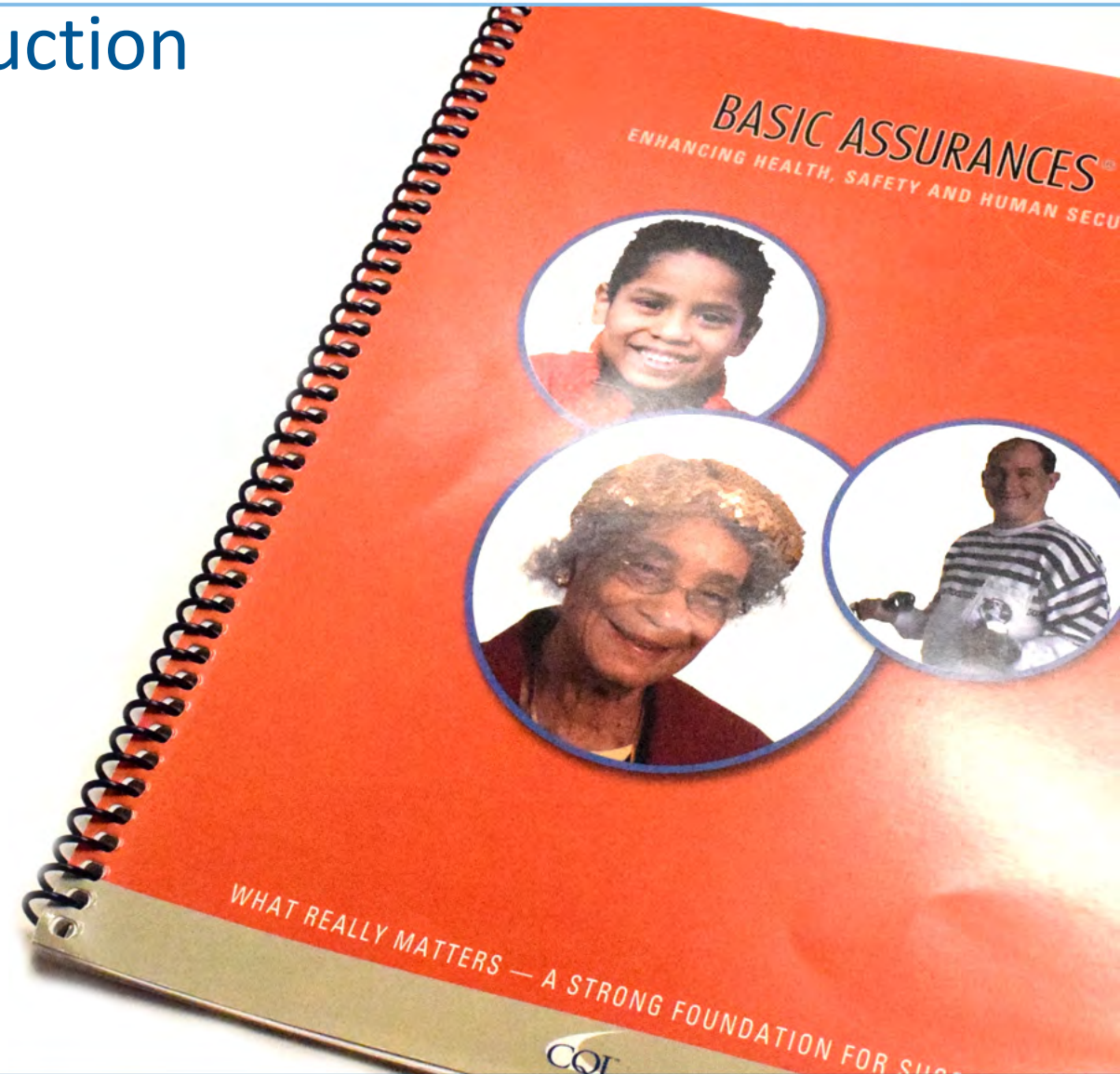
Key Concepts

The Basic Assurances® focus on essential, fundamental, and non-negotiable requirements for all service and support providers

- Organizations are encouraged to implement consensus best practices in relation to each measure
- The Basic Assurances® require more than compliance with licensing and certification standards. We use this tool to understand the effectiveness of practice through the perspective of each person.

BASIC ASSURANCES®
Structure

Factor:

Basic Assurances® System (Topic Area)

Indicator:

Indicator A: The organization monitors Basic Assurances®. (Sub-Topic)

Probes: (Questions to support validation of the indicator)

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?

Structure

Two components are evaluated: System and Practice

- Systems are those organizational supports that provide the structure for organizational practices. This may include policies, procedures, staff training or other types of systems
- Organizational practice is what is observed in daily operations. This demonstrates how an organization's systems are put into action

Process and Evidence

- Document Review
- Factor Review Groups
- Organizational Presentation

Document Review

- Policies and procedures
- Committee meeting minutes
- The Factor 10 Plan

Factor Review

- Each factor is reviewed with organizational members that have a role in the implementation of systems and practice pertaining to that factor
- This is an opportunity for the organization to provide examples of what each area looks like in practice
- It is also an opportunity to ask questions and share best practices
- The organization will present their Basic Assurances® Monitoring Plan

Indicator A:
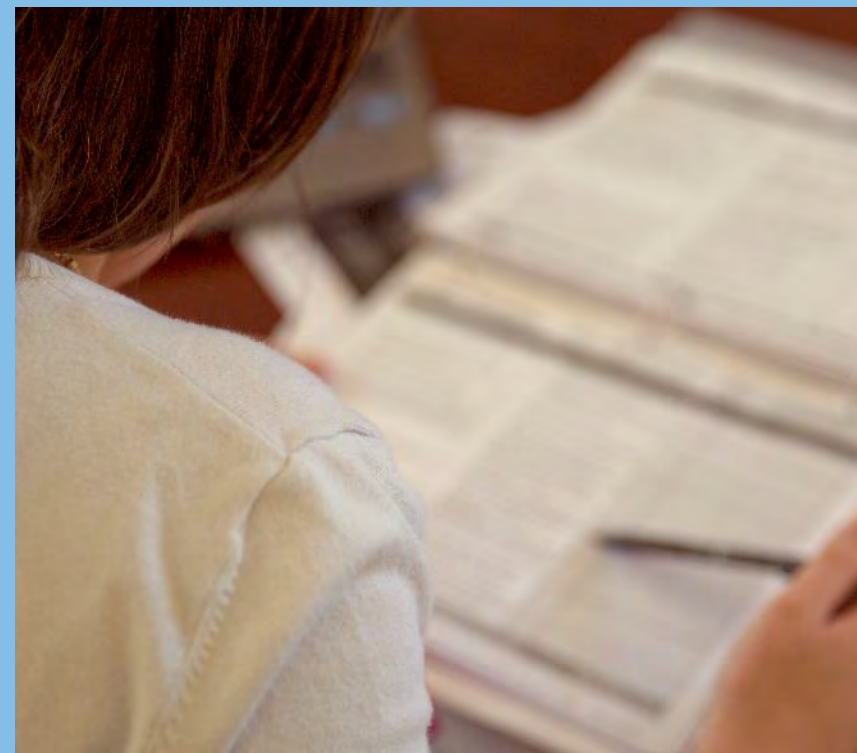
The organization monitors

Basic Assurances®

Indicator A: The organization monitors Basic Assurances®

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?
5. Does the policy emphasize personal and organizational outcomes rather than individual staff performance?

Indicator A: The organization monitors Basic Assurances® (Continued)

6. Does the policy emphasize a continuous improvement and learning process rather than a system that responds only to identified problems?

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?

Probes

Indicator A: The organization monitors Basic Assurances® (Continued)

11. Are Basic Assurances® evaluated at least annually for each person?

12. Is aggregate data on the presence of Basic Assurances® evaluated at least annually?

13. Does the analysis of Basic Assurances® show substantive improvement that is maintained over time?

14. Does the data collected to evaluate the presence of Basic Assurances® include Personal Outcome Measures® data?

15. Are Basic Assurances® present during all external audits, reviews, monitoring and/or surveys?

Indicator B:

A comprehensive plan describes the methods and procedures for monitoring Basic Assurances®

Probes

Indicator B: A comprehensive plan describes the methods and procedures for monitoring Basic Assurances®

1. Are the key functions and activities of the organization that relate to Basic Assurances® identified?
2. Does the plan identify the most important element(s) of each Basic Assurances® function and activity?
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?

Probes

Indicator B: A comprehensive plan describes the methods and procedures for monitoring Basic Assurances® (Continued)

6. Are people responsible for implementing the plan identified, including those responsible for collecting, organizing and evaluating data?

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?

9. Does the plan include priorities, goals and objectives to ensure the presence of Basic Assurances® are integrated into the organization's annual plan?

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?

Your *System* should include three primary components:

- A policy (Indicator A) that describes your plan for monitoring quality
- A plan (Indicator B) that is continually and/or regularly updated that contains all of the data and information to be analyzed
- A mechanism for review and analysis

Your *Policy/Procedure should detail the basic structure of your plan*:

- What data and information will be collected in relation to each of the Basic Assurances® (more on this later)
- Who is responsible for collecting each piece of data (accountability)
- Who is responsible for analysis (Quality monitoring mechanism- more on this later)
- Timelines for collection and analysis
- Who is responsible for action associated with analysis (more accountability)
- Strategies for involving stakeholders- sharing information and involvement in the process
- Values statement

Consider the following goals:

- Quality monitoring should be holistic
- A good system will allow you to identify correlations between what is happening in different programs and systems
- The plan should be understandable by everyone, not just the administrators
- Expectations for capacity and expertise of analysis is greater organizations with greater resources, as the amount of data collected should be greater as well

Begin with the data that you have RIGHT NOW, and allow your plan to evolve based on identified strengths and opportunities…

Placeholder for sample plans

Factor 1 Rights Protection and Promotion Data:

- Human Rights Committee Review: Restrictions utilized, restorations, restrictions approved/not approved, % of people attending HRC meetings, advocacy (may be more abstract)
- Training for staff and people supported
- Percentages of people with guardians and rep payee
- POMs: People Exercise Rights, People are Treated Fairly

Factor 2 Dignity and Respect Data:

- Grievance and complaint data
- Number of people working in integrated employment settings
- Percentage of people with entrance door keys
- Percentage of staff trained to promote dignity and respect
- Percentage of people who are employed and earning at least a minimum wage
- POMs: People are Respected, People Choose Where and With Whom they Live, People Choose Where They Work, People Choose Services

Factor 3 Natural Support Networks Data:

- Individualized Assessments
- Use of volunteers
- Use of technology
- POMs: People Are Connected To Natural Supports, People Have Friends, People Have Intimate Relationships, People Perform Different Social Roles, People Interact With Other Members of the Community

Factor 4 Protection From Abuse, Neglect, Mistreatment and Exploitation Data:

- Review of Incident Management Committee Minutes
- Training for staff and people supported
- Data on allegations of abuse, neglect, mistreatment and exploitation: Number of allegations and substantiated allegations of ANME
- Data on injuries (known & unknown origin), deaths, and restrictive interventions
- External reviews
- POMs: People are Free From Abuse & Neglect, People are Safe

Factor 5 Best Possible Health Data:

- Medication Errors (as a percentage of total medication passes)
- Data regarding people managing their own health care
- Hospitalizations
- ER visits
- Sick days
- Illnesses and hospitalizations
- Use of PRN medications
- External reviews
- POMs: People have the best possible health

Factor 6 Safe Environments Data:

- Review of Safety Committee minutes
- Review of policies/procedures on disaster preparedness and internal inspections
- Training for staff and people supported
- Data on emergency drills, external/internal inspections
- External reviews
- POM Interviews: People are Safe, People Use Their Environments

Factor 7 Staff Resources and Supports Data:

- Hiring and turnover analysis
- People supported, family and employee satisfaction surveys
- Training curricula, pre/post test, evaluation of training
- Staff training records
- Performance evaluations
- POM Interviews: People experience continuity and security, People choose services

Factor 8 Positive Services and Supports Data:

- Restrictive interventions
- Psychotropic medication usage
- Person Centered Goal Attainment
- People running their own meeting
- Training for staff and people supported
- Incident management data
- POM Interviews: People choose personal goals, People realize personal goals

Factor 9 Continuity and Personal Security Data:

- Financial reports and fiscal audit
- Participation in organizational governance by people receiving supports, families, DSP's, community members and other stakeholders

The *mechanism* is responsible for collection, analysis and action:

- Your policy/procedure establishes the accountability associated with the mechanism
- The mechanism is often a committee that consists of leadership, people supported, frontline staff and stakeholders
- The committee should have a defined frequency for meeting (monthly, quarterly, etc.)
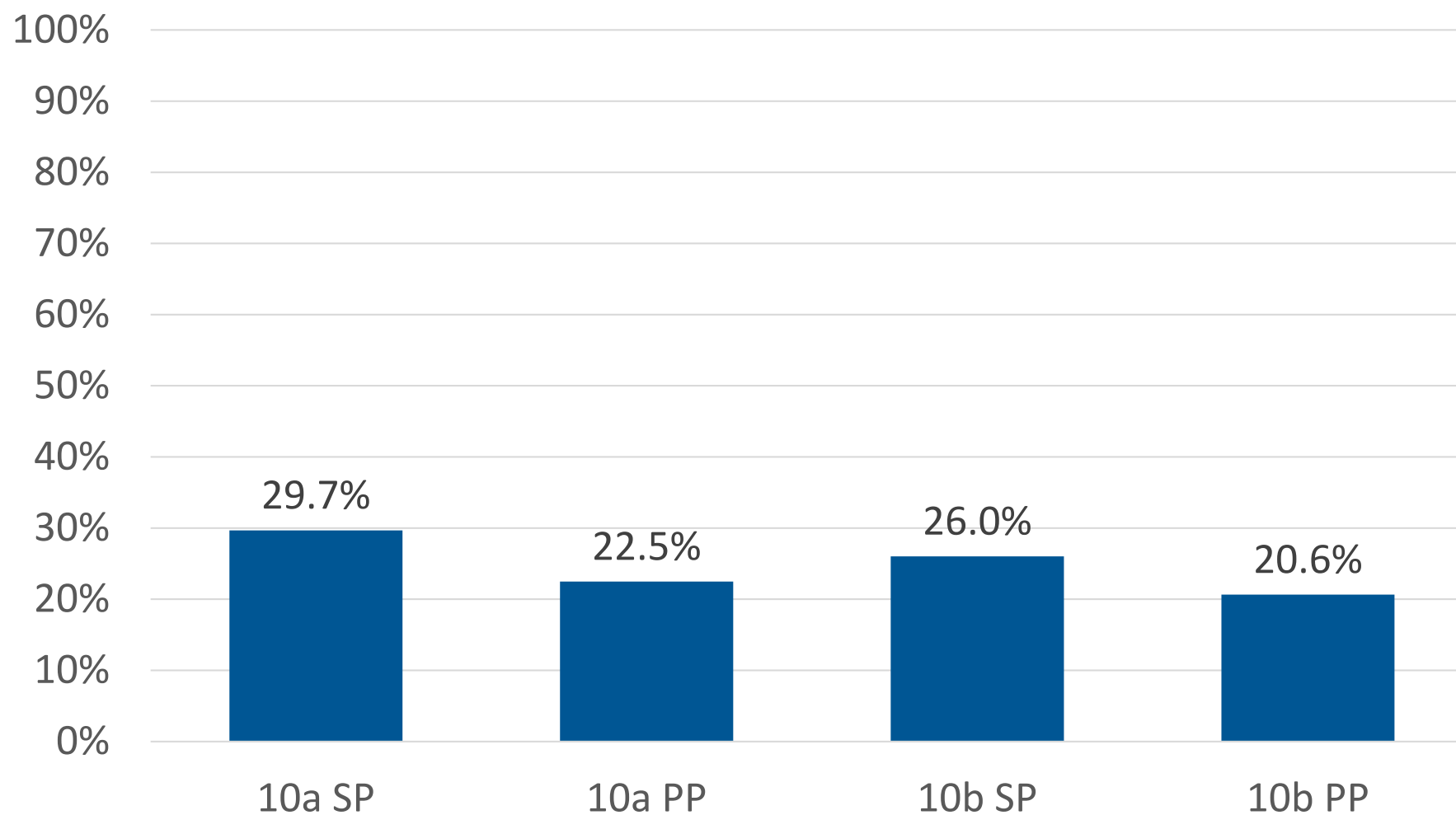- A record of meetings and actions should be maintained and reviewed

Factor 10 Data

FACTOR 10:
PRESENCE OF INDICATORS
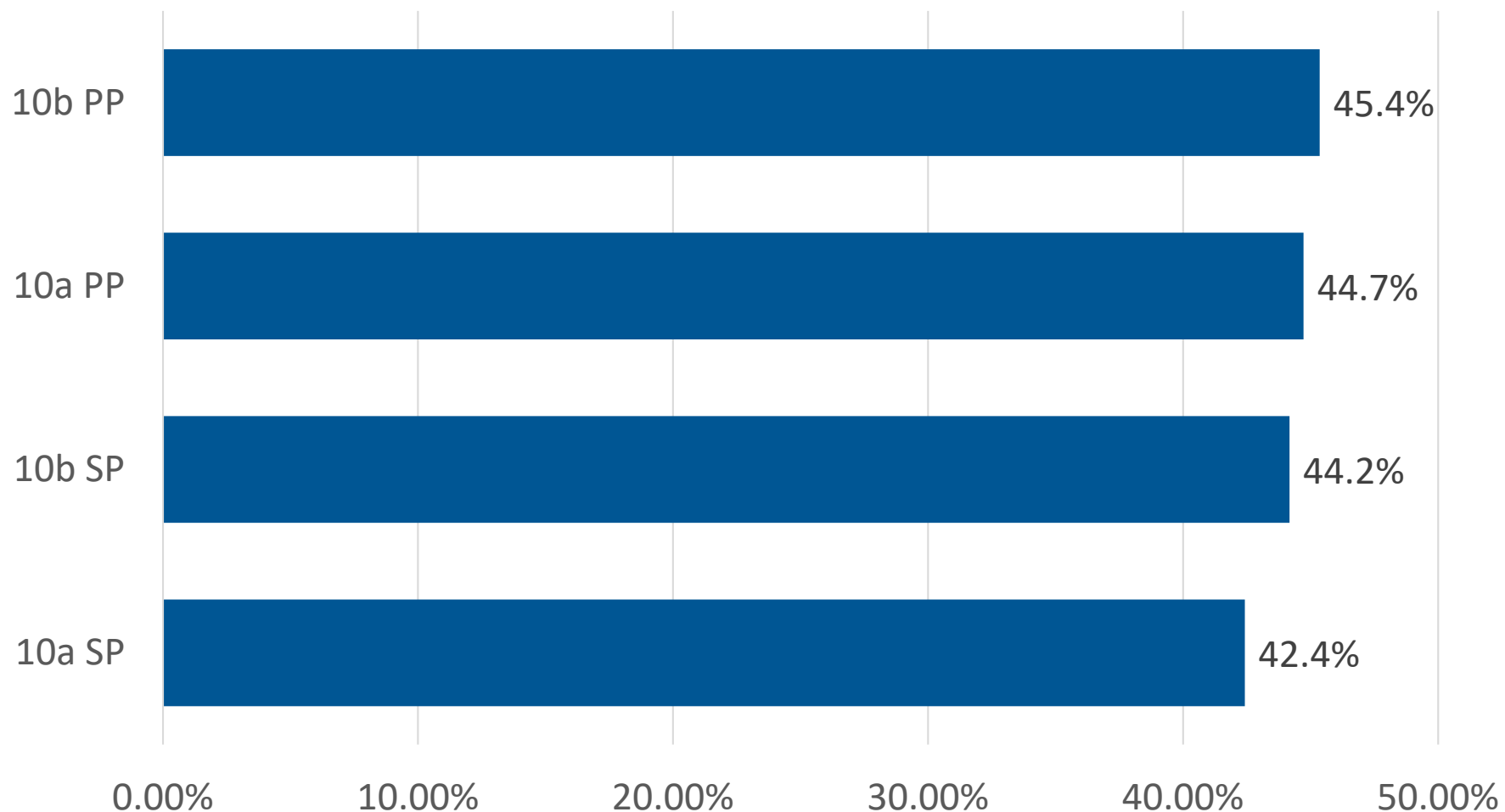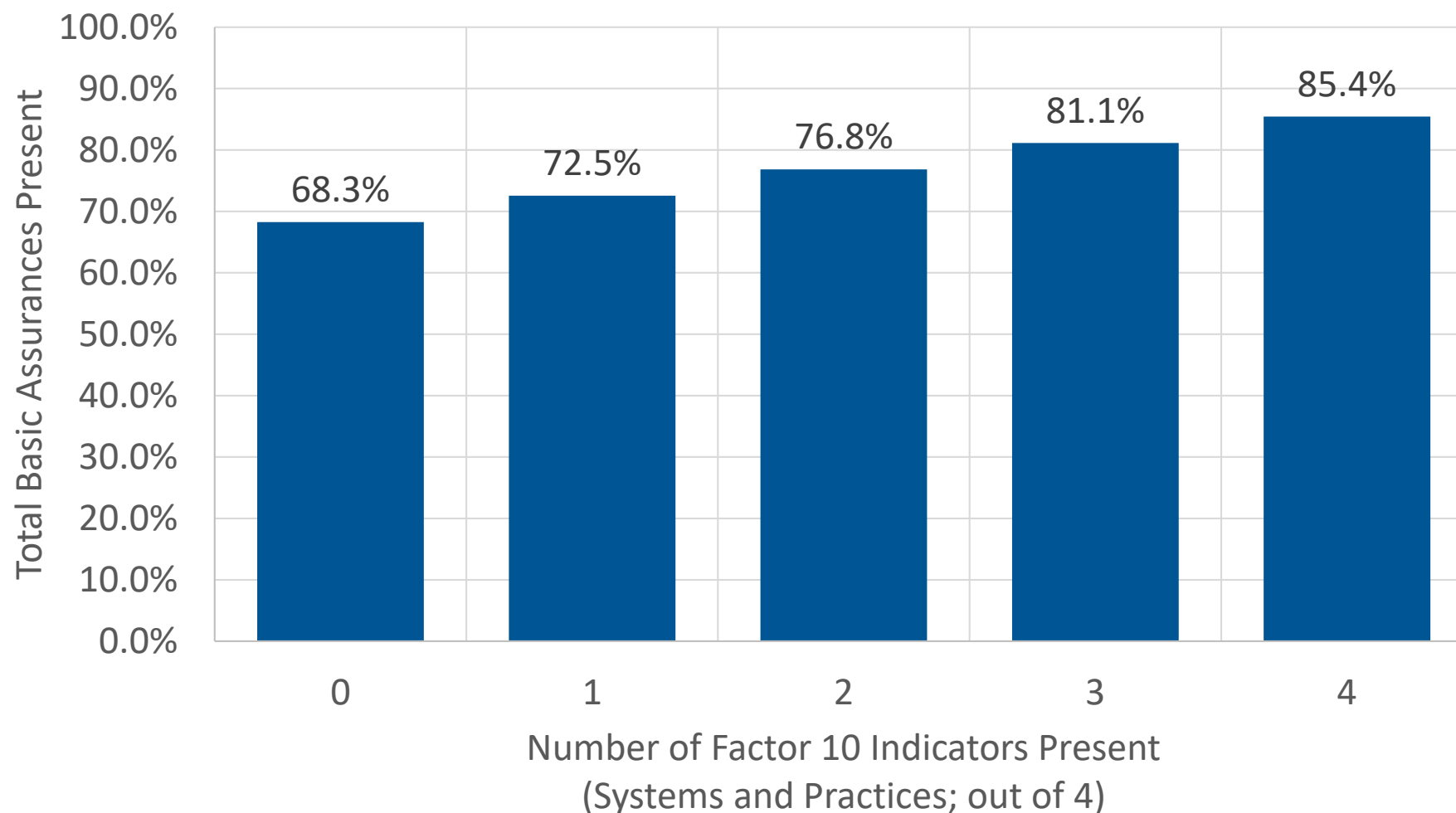
10b7 Do the methods used enable the analysis of both a single critical event or incident (sentinel review) and system outcomes?	0.821
10b5 Are the methods of data analysis and evaluation identified for each of the elements?	0.812
10b3 Are measures identified that indicate the presence or absence of important elements?	0.807
10b4 Are the data sources and methods of collection identified for each measure?	0.770
10a13 Does the analysis of Basic Assurances® show substantive improvement that is maintained over time?	0.769

Placeholder for Credited Orgs Sharing Plans

www.c-q-l.org

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