BASIC ASSURANCES® WEBINAR SERIES

Factor 2: Dignity and Respect

The Council on Quality and Leadership

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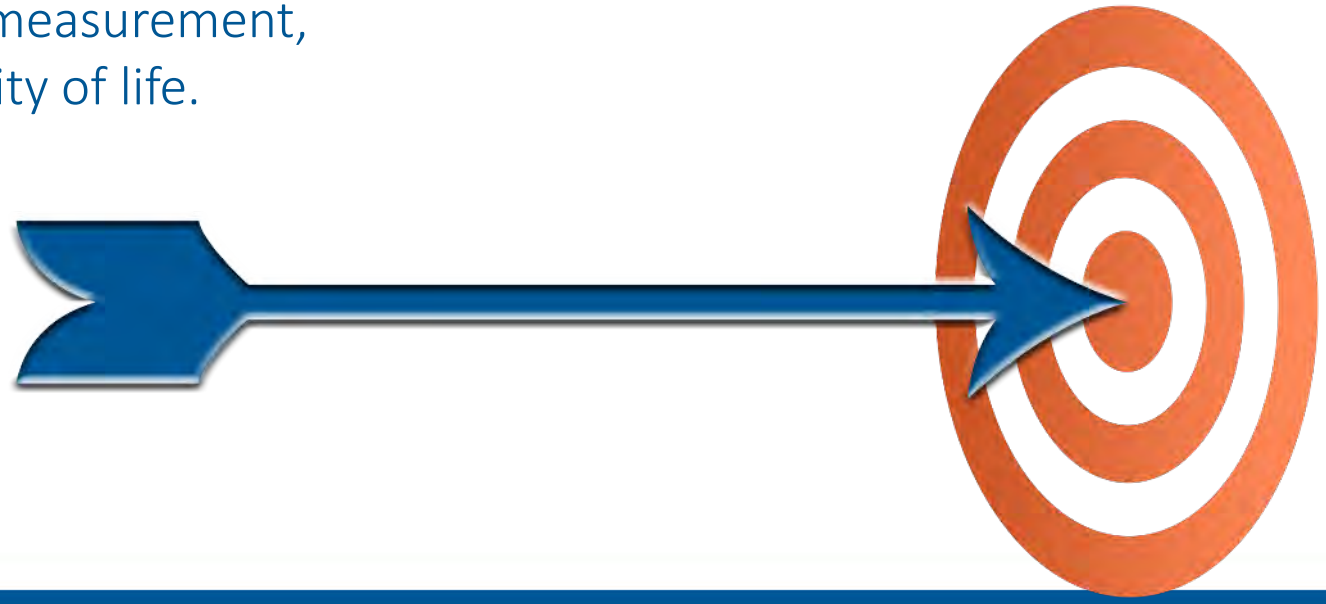
CQL | THE COUNCIL ON QUALITY AND LEADERSHIP
ABOUT US

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

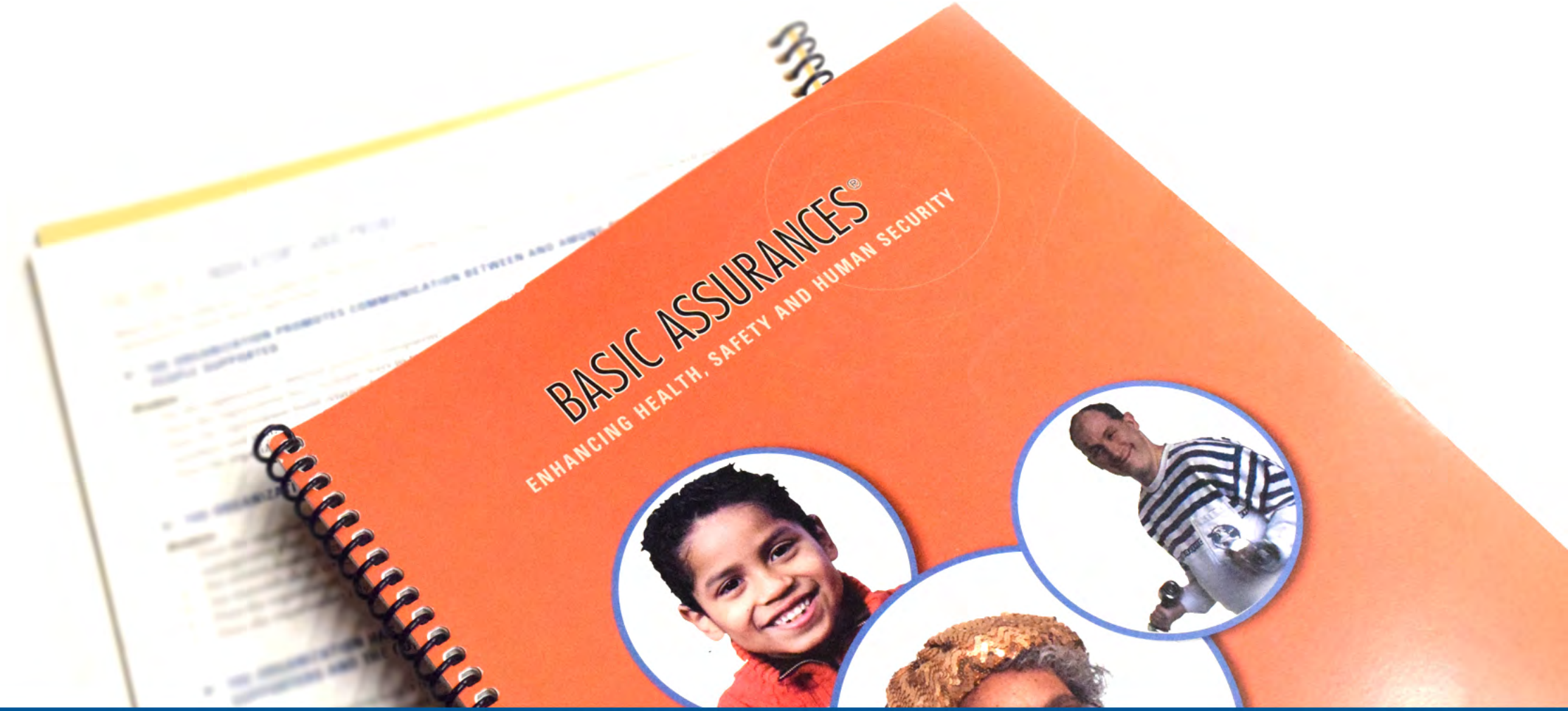
CQL PARTNERSHIP

- An *appreciative* approach to quality enhancement
- Opportunities not deficiencies
- Continuous quality improvement

CQL | THE COUNCIL ON QUALITY AND LEADERSHIP
WEBINAR OVERVIEW

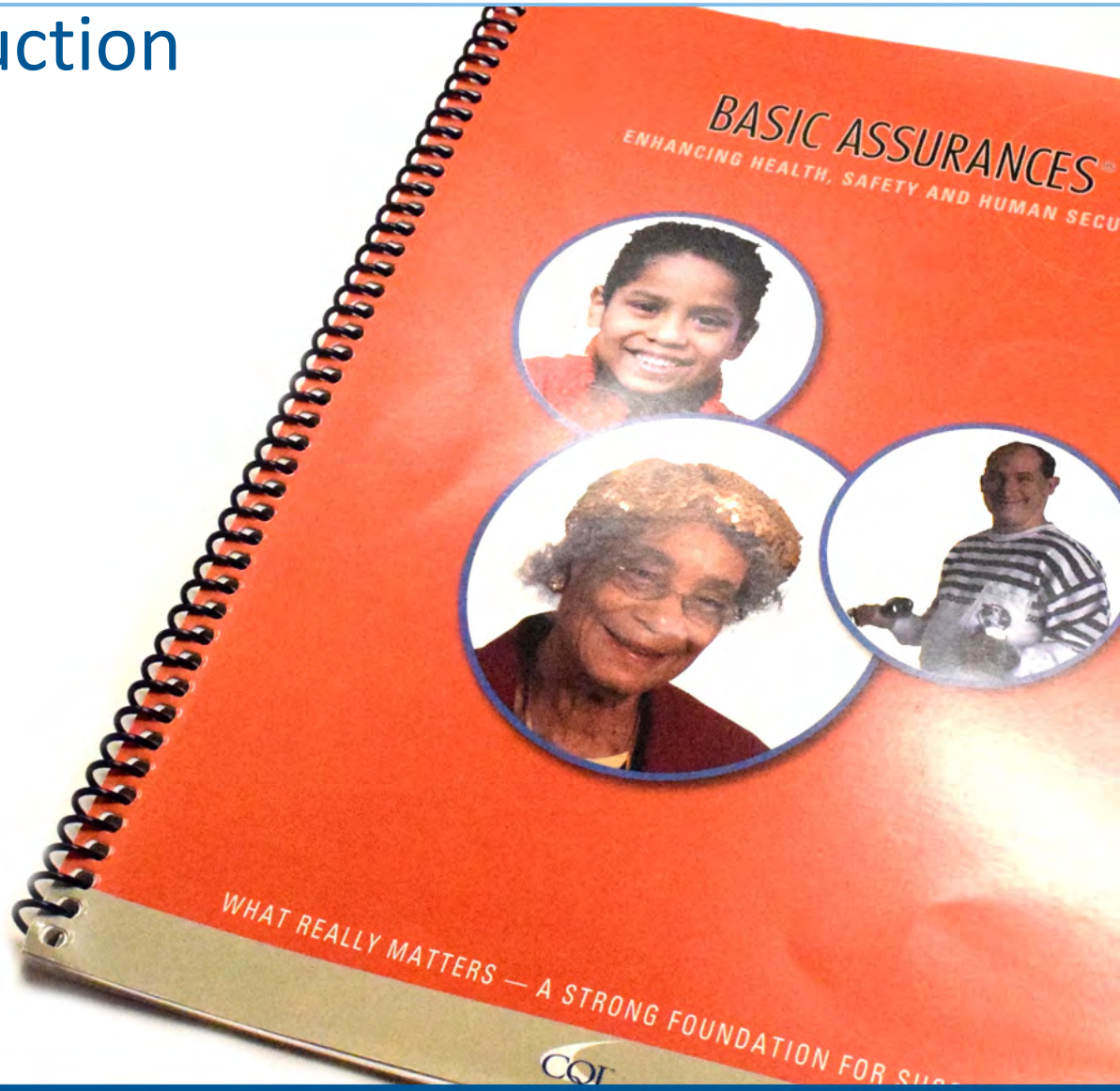
- Introduction to the Basic Assurances®
- Process and evidence collection
- Indicator A: People are Treated as People First
- Indicator B: The Organization Respects People's Concerns and Responds Accordingly
- Indicator C: People Have Privacy
- Indicator D: Supports and Services Enhance Dignity and Respect
- Indicator E: People Have Meaningful Work and Activity Choices
- Validation and Decision-Making
- 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:

Dignity and Respect (Topic Area)

Indicator:

2a People Are Treated As People First (Sub-Topic)

Probes: (Questions to support validation of the indicator)

1. Are people called by their preferred names?
2. Does staff refrain from referring to people by their disability, diagnosis or condition?
3. Are people extended the same common courtesies anyone would expect?
4. Does the organization's name, letterhead and internal and public communications promotes a positive image of people, services and supports?
5. Are support staff trained to promote dignity and respect and to recognize each person as a unique individual?

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

DIGNITY AND RESPECT
Process and Evidence

- Document Review
- Observation and Visits
- Focus Groups
- Factor Review
- POMs

Document Review

- Policies and procedures
- Committee meeting minutes
- Completed assessments
- Staff training records
- People's records (with permission)
- Complaint Logs
- Wage data

Observation and Visits

- Is people first language used?
- Is the home decorated in a way similar to others in the community?
- Are people afforded privacy during their daily routines?
- Are people observed to have clothing, personal items, and hairstyles that reflect their preferences?
- Are the activities observed appropriate for people's age and culture?
- Do activities promote people's dignity?
- Are people engaged in meaningful work for which they are paid fairly?
- Is there camaraderie among staff and people receiving services?

Focus Groups

- Focus groups may be conducted with people supported, staff, families and others depending on the types of services and accreditation
- Focus groups allow us to better understand systems and practices from the perspective of those that are affected by them
- Sample Questions:
    - Do people listen to your ideas and honor your choices? (people supported)
    - What is your role in assisting the person to feel respected? (staff)
    - How does the organization show respect to your family member? (family)

Factor Review

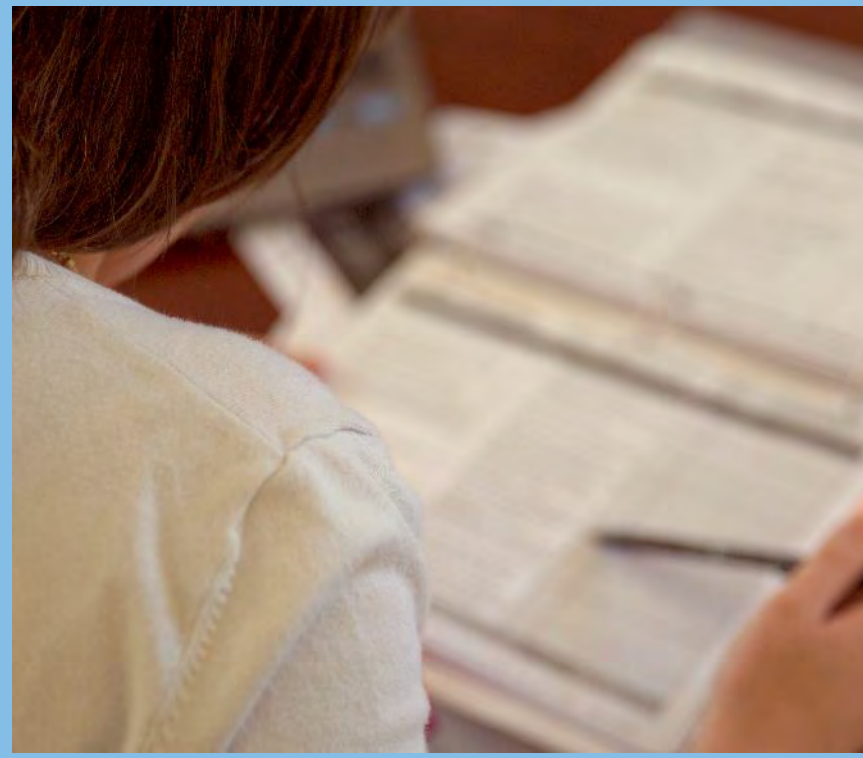
- Each factor is reviewed with organizational members that have a role in the implementation of systems and practice pertaining to that factor
- This is an opportunity for the organization to provide examples of what each area looks like in practice
- It is also an opportunity to ask questions and share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

Personal Outcome Measures®

Personal Outcome Measures® allow us to better understand quality through the perspective of the person

- The person's experience helps us to understand the effectiveness of systems and practices implemented by the organization
- Interviewees are often selected from categories such as people with a restriction in place, people with extensive health supports, or people that have experienced abuse and neglect

Indicator A:
People are Treated as People First



DIGNITY AND RESPECT
Probes

Indicator A: People are Treated as People First

1. Are people called by their preferred names?
2. Does staff refrain from referring to people by their disability, diagnosis or condition?
3. Are people extended the same common courtesies anyone would expect?
4. Does the organization's name. letterhead and internal and public communications promote a positive image of people, services and supports?
5. Are support staff trained to promote dignity and respect and to recognize each person as a unique individual?

Indicator B:
The Organization Respects People's Concerns and Responds Accordingly

Poll #1

Which of the following is an example of a complaint, problem or concern that should be documented?

- John mentioned to the evening staff that he doesn't like that morning staff make him wake up at 5am for a shower.
- Patty's mother doesn't like the way staff support Patty to style her hair.
- A Support Coordinator states that they are concerned about how goals are tracked.
- None of the Above
- All the Above

DIGNITY AND RESPECT
Probes

Indicator B: The Organization Respects People's Concerns and Responds Accordingly

1. Do people receive needed supports to report complaints, problems or concerns?
2. Are families and legally authorized representatives informed about, and do they understand, the organization's complaint process?
3. Do people receive a timely response to their complaints that is relevant and understandable?
4. Does the organization review and analyze complaint information at least annually?
5. Does the organization implement a system to determine people's satisfaction with their services and supports?
6. Does the organization use information about satisfaction to improve services and supports?
7. Does the organization routinely use CQL's Personal Outcome Measures assessment tool to learn about people's opinions, preferences, likes, dislikes, wants and personal needs? Does it respond to what it learns about the person, adjusting its supports as necessary?

Indicator C:
People Have Privacy

DIGNITY AND RESPECT
Probes

Indicator C: People Have Privacy

1. Is personal information shared only with people's permission or that of their legally authorized representatives?
2. Do people have the space and opportunity to speak on the telephone, open and read mail, and visit with others, privately?
3. Are entrance doors lockable by the person?
4. Do people have a place and the opportunity to be by themselves during the day?
5. Do people have an option to choose a private bedroom if receiving residential support?
6. Do people have a choice of roommates (if applicable)?
7. Do support staff demonstrate respect for people's privacy when providing needed supports for dressing and personal hygiene and when entering people's rooms?
8. Do visitors respect people's privacy?

Indicator D:

Supports and Services Enhance Dignity and Respect

DIGNITY AND RESPECT
Probes

Indicator D: Services and Supports Enhance Dignity and Respect

1. Do people receive needed supports to ensure their personal cleanliness and appearance as needed and requested?
2. Do people have autonomy and independence in making life choices including control over their own schedules and routines?
3. Do people receive information about their supports and services in plain language that is accessible and that reflects cultural considerations?
4. Are supports provided only to the extent needed by the person?
5. Are people provided options for support settings that include generic settings?
6. Are supported provided in integrated settings?
7. Are people supported to decorate their homes as they choose and to maintain homes that are safe and sanitary?
8. Are transportation and other supports provided so people can access community services similar to those used by the community at large?

Indicator E:

People have Meaningful Work and Activity Choices

Poll #2

True or False 14c subminimum wage is considered a Fair Wage?

DIGNITY AND RESPECT
Probes

Indicator E: People have Meaningful Work and Activity Choices

1. Do personal preference assessments identify the kinds of work and recreational activities people want?
2. Do people receive the support needed to make choices about the kinds of work and activities they prefer?
3. Are services and supports focused on assisting people to achieve their goals and desires?
4. Are the activity and work options available to people age appropriate and culturally normative? Do these options promote a positive self-image?
5. Are people paid fairly for work they perform?
6. Are people supported to generate income to be used for needs and wants not covered by public assistance?
7. Are people actively supported to seek employment and work in competitive and integrated settings?
8. Are people actively supported to engage in community life?
9. Are people actively supported to control their personal resources?

DIGNITY AND RESPECT
Past Webinars

Past webinars on best practices related to Dignity and Respect:
Archived webinars can be found on our website at: c-q-l.org/resource-library/webinars

- Transforming Employment
- Decision Making with the POMs (Series)
- Modern Ableism and Disability Prejudice

Validation and Decision-Making

DIGNITY AND RESPECT
Validation and Decision-Making

- Each probe is validated present or not present based on evidence obtained during the review
- Each indicator is validated at the systems and practice level
- Indicators are validated based on a preponderance of evidence related to an indicator, not based on a given number of probes found to be present or not present
- During an accreditation, when an **indicator** is found to be not present in systems and/or practice, an action plan is required
- The title of the indicator is not always a complete description of all of the elements contained within an indicator

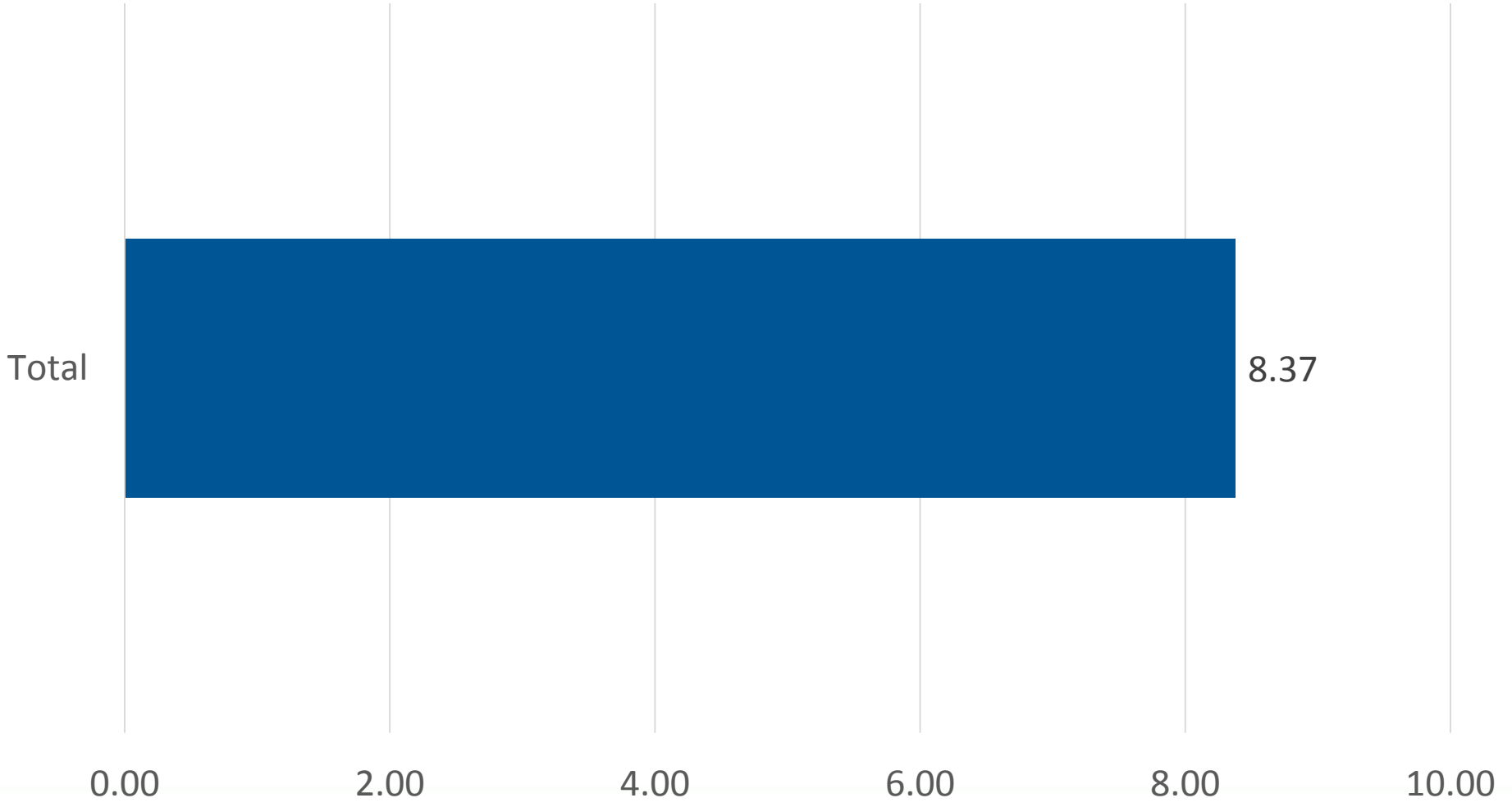
Factor 2 Measurables:

- % of people who are satisfied with the resolution on their grievances
- # of people working in integrated employment settings
- % of people with POM interviews
- % of people with entrance door keys
- % of staff trained to promote dignity and respect
- $ people are paid
- POMs: People are Respected, People are Treated Fairly, People Choose Where and With Whom they Live, People Choose Where They Work, People Choose Services, People Choose Personal Goals, etc.

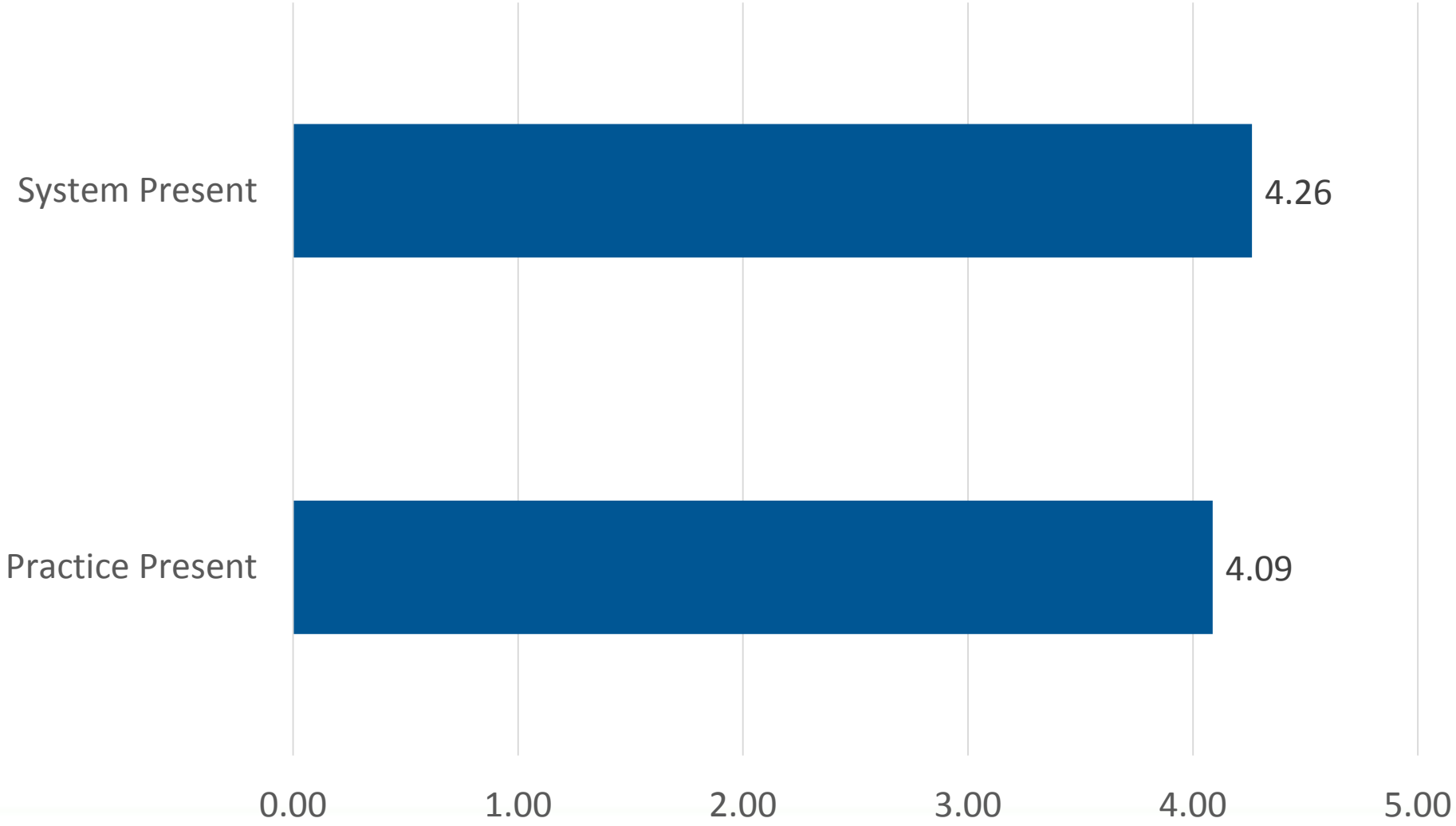
Factor 2 Data

FACTOR 2

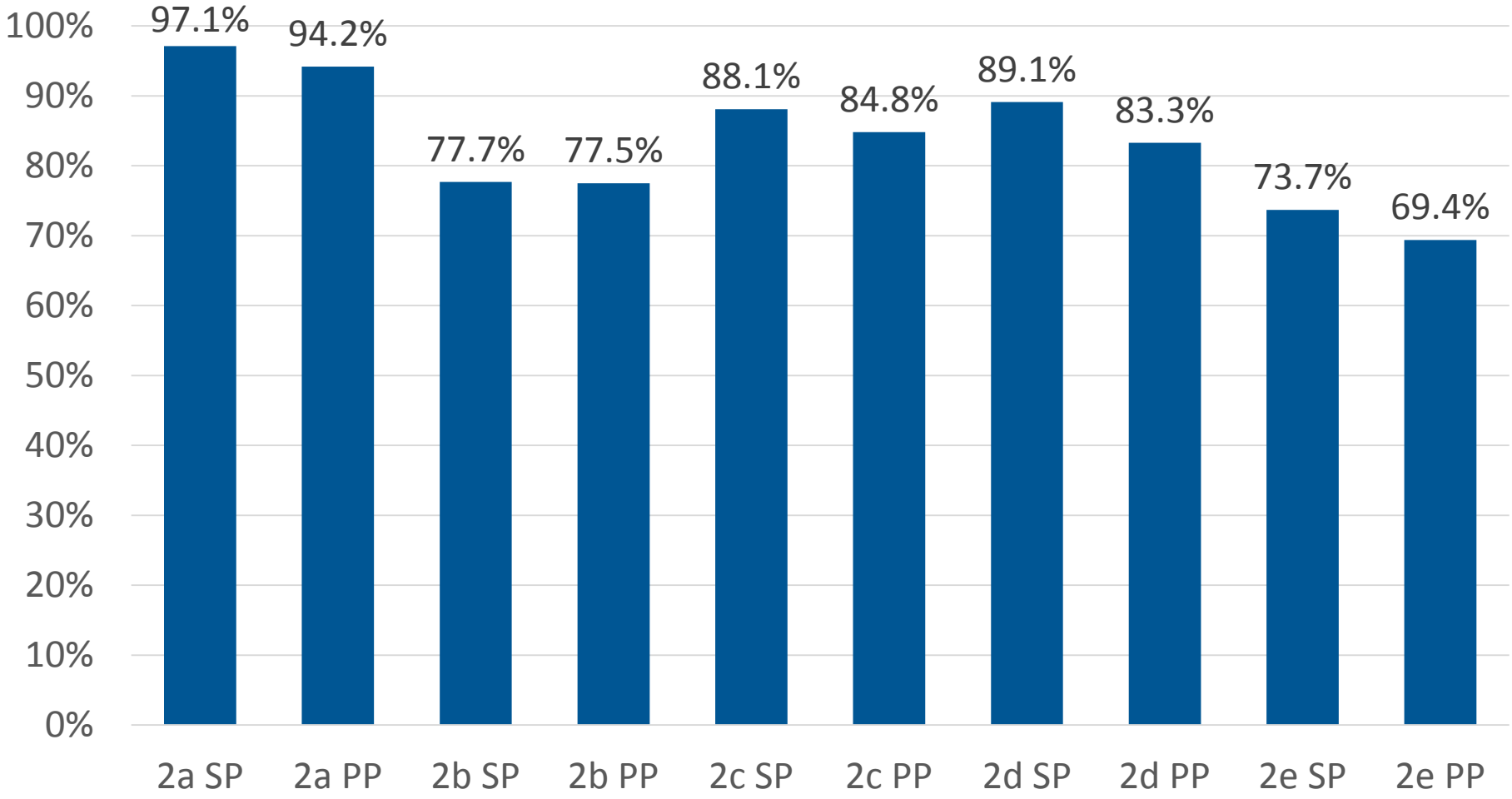
TOTAL INDICATORS PRESENT



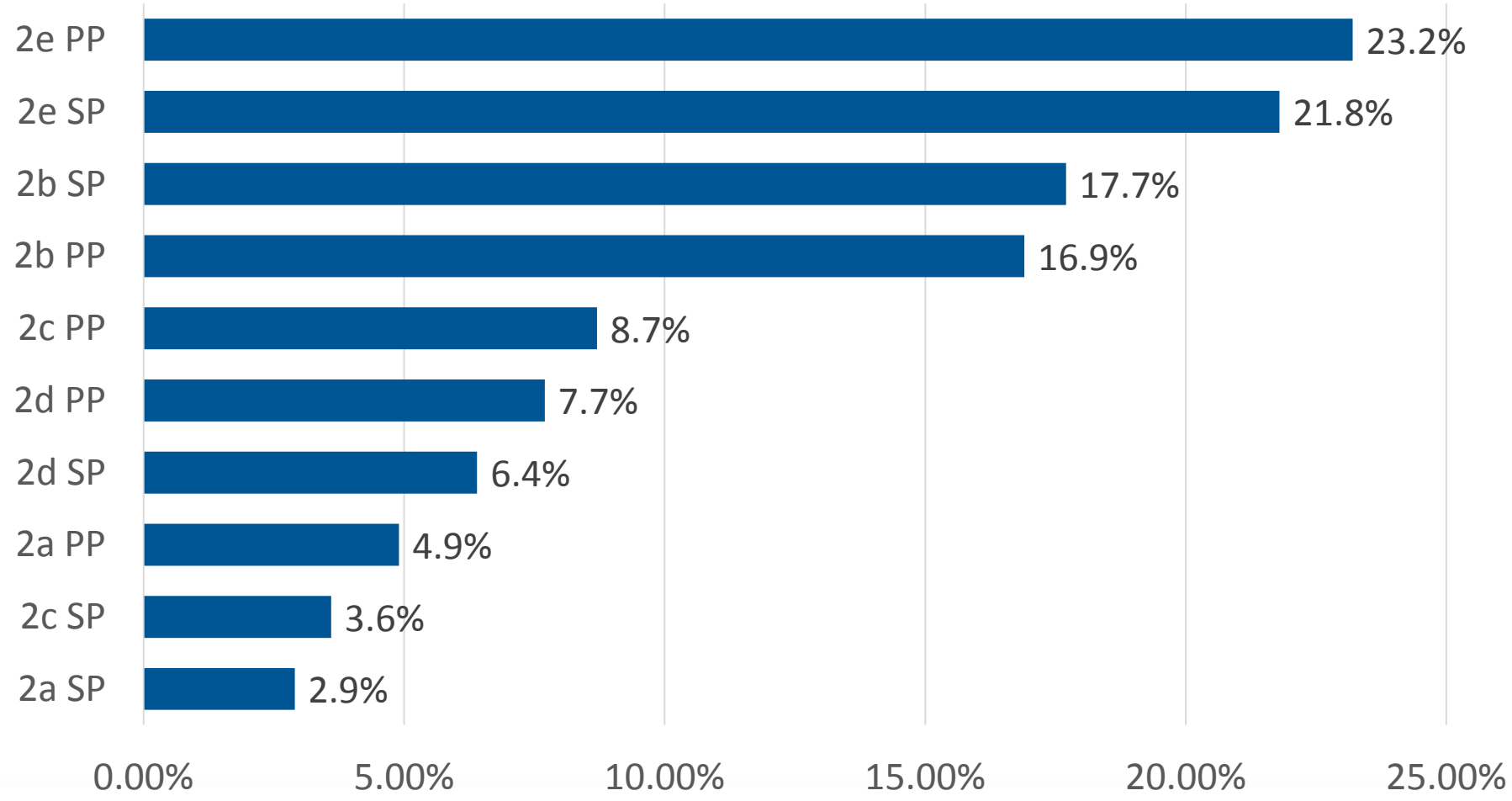
FACTOR 2


System Present
4.26
Practice Present
4.09
0.00
1.00
2.00
3.00
4.00
5.00

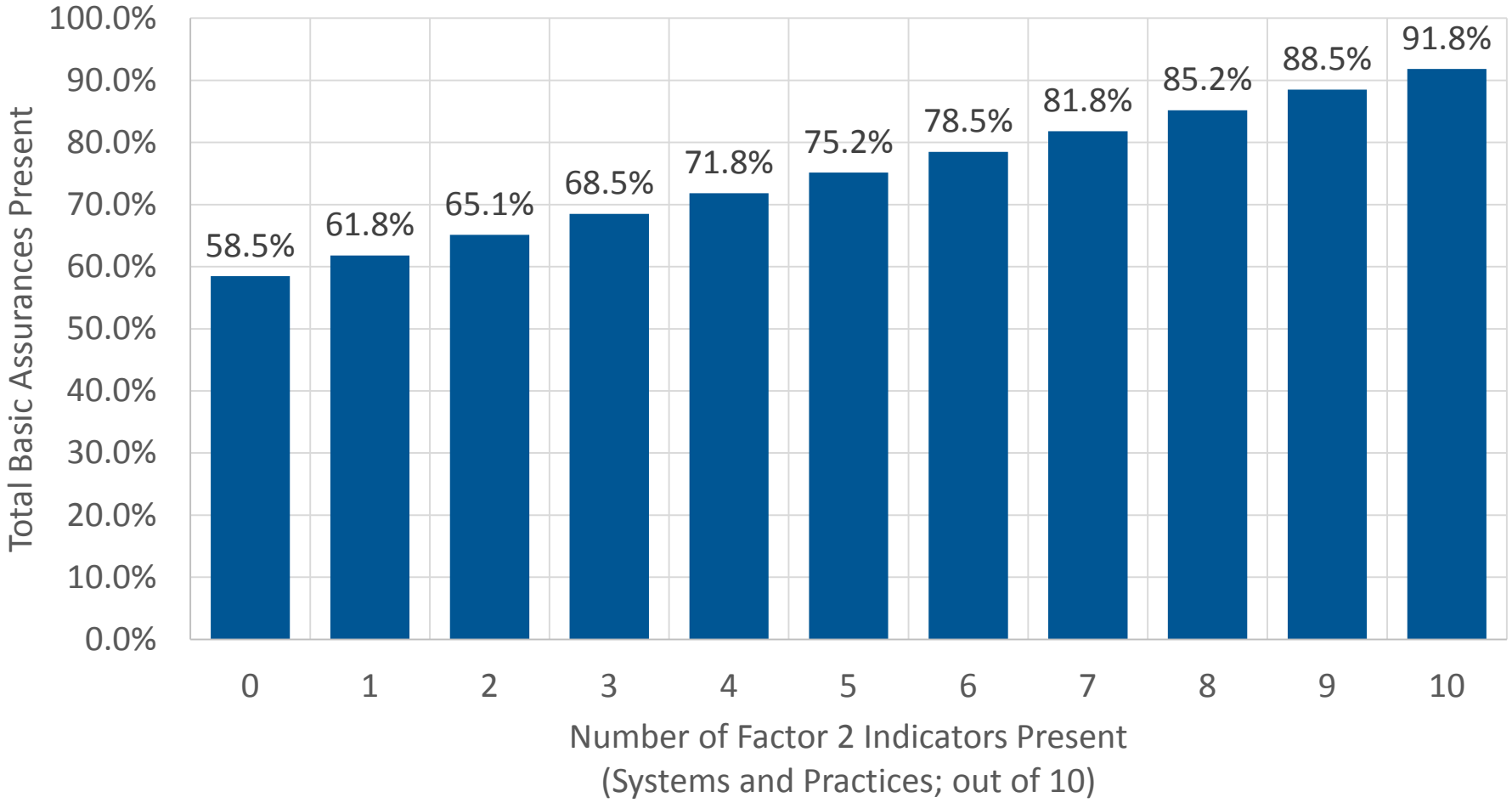
FACTOR 2:
PRESENCE OF INDICATORS



DISCREPANCIES BETWEEN ORG SELF-ASSESSMENTS & CQL REVIEW



IMPACT OF FACTOR 2 ON TOTAL BASIC ASSURANCES®



MOST IMPACTFUL PROBES

2d2 Do people have autonomy and independence in making life choices, including control over their own schedules and routines?	0.572
2e4 Are the activity and work options available to people age appropriate and culturally normative? Do these options promote a positive self-image?	0.538
2b1 Do people receive needed supports to report complaints, problems or concerns?	0.508
2e2 Do people receive the support needed to make choices about the kinds of work and activities they prefer?	0.495
2d4 Are supports provided only to the extent needed by the person?	0.489

CQL℠ | The Council on Quality and Leadership

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