

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.



BASIC ASSURANCES® WEBINAR SERIES

Factor 3: Natural Support Networks



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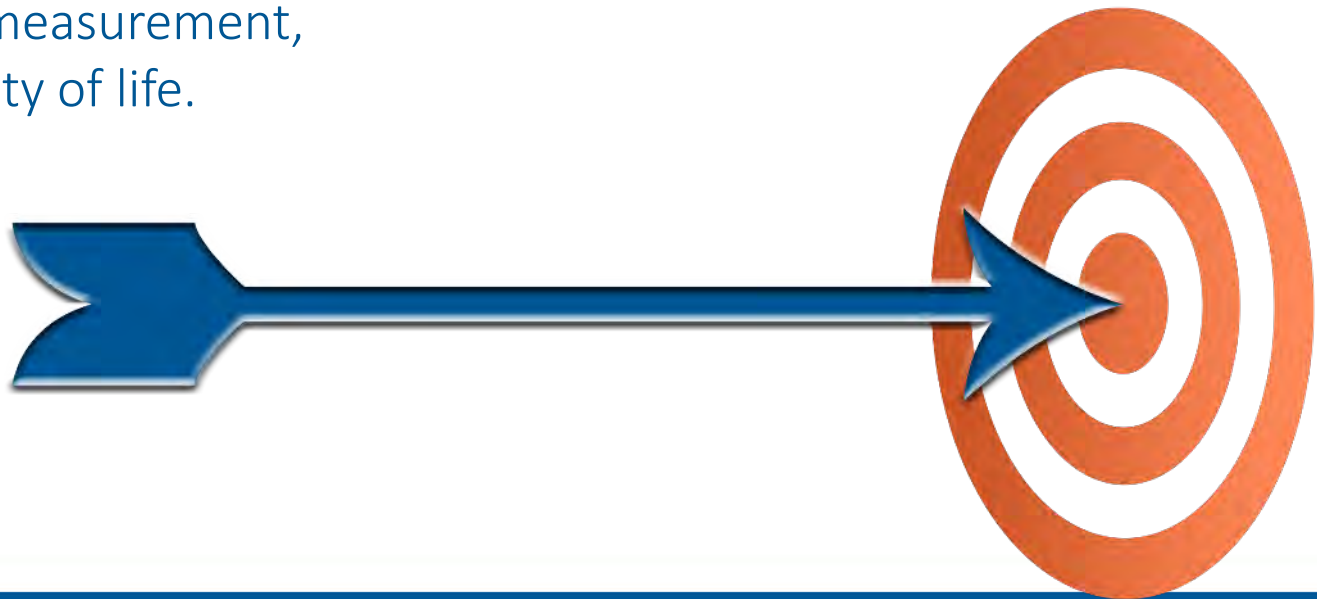
CQL | THE COUNCIL ON QUALITY AND LEADERSHIP ABOUT US

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.





CQL | THE COUNCIL ON QUALITY AND LEADERSHIP
ABOUT US

Change *Inspires* us.

“Quality is a continuous journey,
it’s not a destination.”

- Jeff Pederson, CHI Friendship



CQL | THE COUNCIL ON QUALITY AND LEADERSHIP

CQL PARTNERSHIP

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





CQL | THE COUNCIL ON QUALITY AND LEADERSHIP

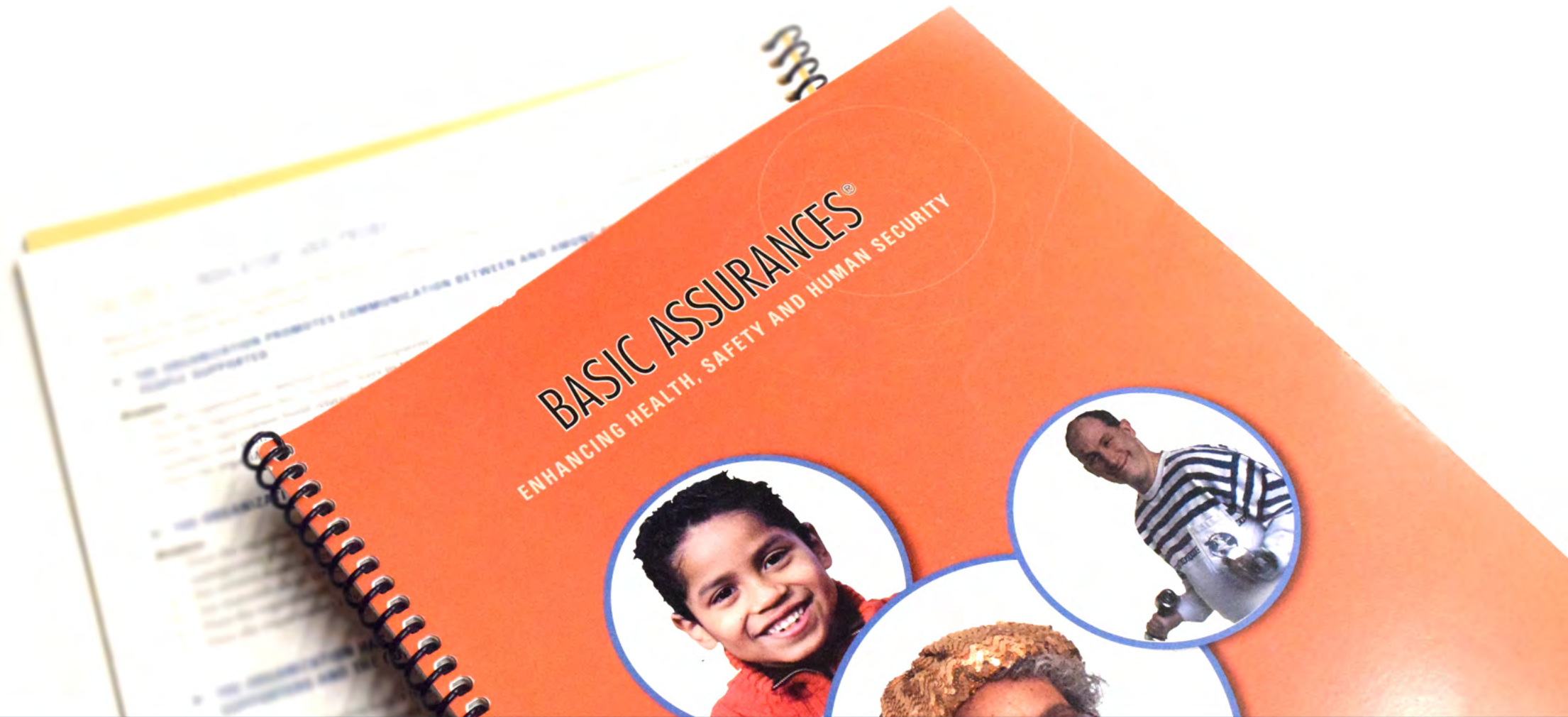
WEBINAR OVERVIEW

- Introduction to the Basic Assurances®
- Process and evidence collection
- Indicator A: Policies And Practices Facilitate Continuity Of Natural Support Systems
- Indicator B: The Organization Recognizes Emerging Support Networks
- Indicator C: Communication Occurs Among People, Their Support Staff And Their Families
- Indicator D: The Organization Facilitates Each Person's Desire For Natural Supports
- Validation and Decision-Making
- Questions



BASIC ASSURANCES®

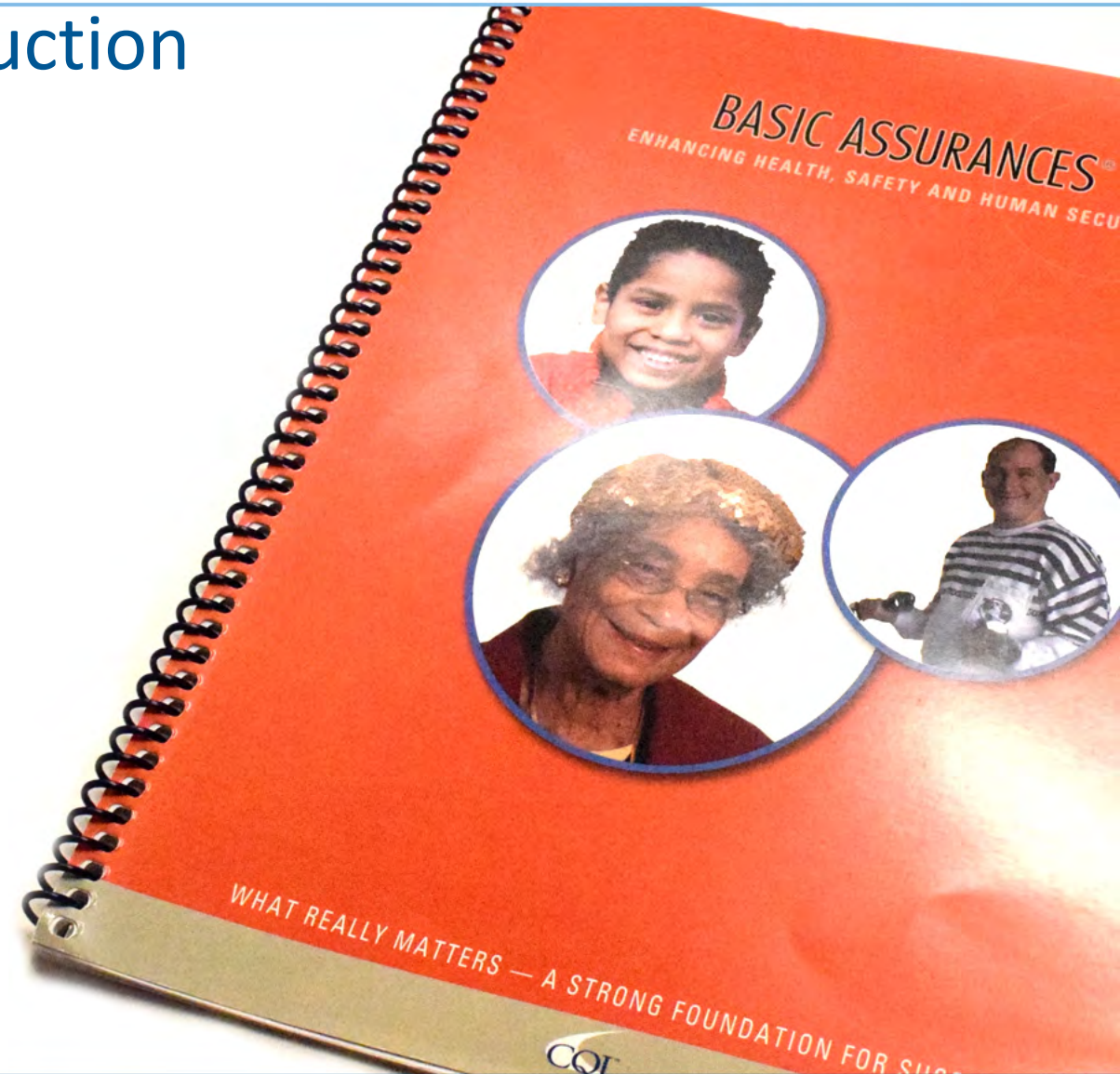
An Introduction



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





BASIC ASSURANCES®

An Introduction

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:

3 Natural Support Networks (Topic Area)

Indicator:

3b The Organization Recognizes Emerging Support Networks (Sub-Topic)

Probes: (Questions to support validation of the indicator)

1. Are existing and potential natural supports identified for each person?
2. Are people assisted to overcome barriers that prevent them from remaining connected to their natural supports?
3. Does the organization build the capacity for natural supports based on people's choices and preferences?
4. Does the organization use volunteers to build capacity for potential natural supports?
5. Does the organization use community resources, including local organizations, clubs, places of worship and schools, to build capacity for potential natural supports?
6. Does the organization support the inclusion of family members or close personal friends for people who need assistance with decision making?



BASIC ASSURANCES® System and Practice

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



BASIC ASSURANCES®

Factor 3: Natural Support Networks

Process and Evidence





NATURAL SUPPORT NETWORKS

Process and Evidence

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

NATURAL SUPPORT NETWORKS

Process and Evidence

Document Review

- Policies and procedures
- Completed assessments
- Staff training records
- People's records (with permission)
- Support plans





NATURAL SUPPORT NETWORKS

Process and Evidence

Observation and Visits

- Pictures of families and friends
- Ready access to contact information for family and friends
- Interactions
- A private place to talk with family and friends
- Access to a house phone, cell phone, computer, etc..

NATURAL SUPPORT NETWORKS

Process and Evidence

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:
 - How do you stay connected to your family & friends? (people supported)
 - How do you support people stay connected to family & meet new people? (staff)
 - How are you involved in the development of policies and services? (families)



NATURAL SUPPORT NETWORKS

Process and Evidence

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



NATURAL SUPPORT NETWORKS

Process and Evidence

Personal Outcome Measures®

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

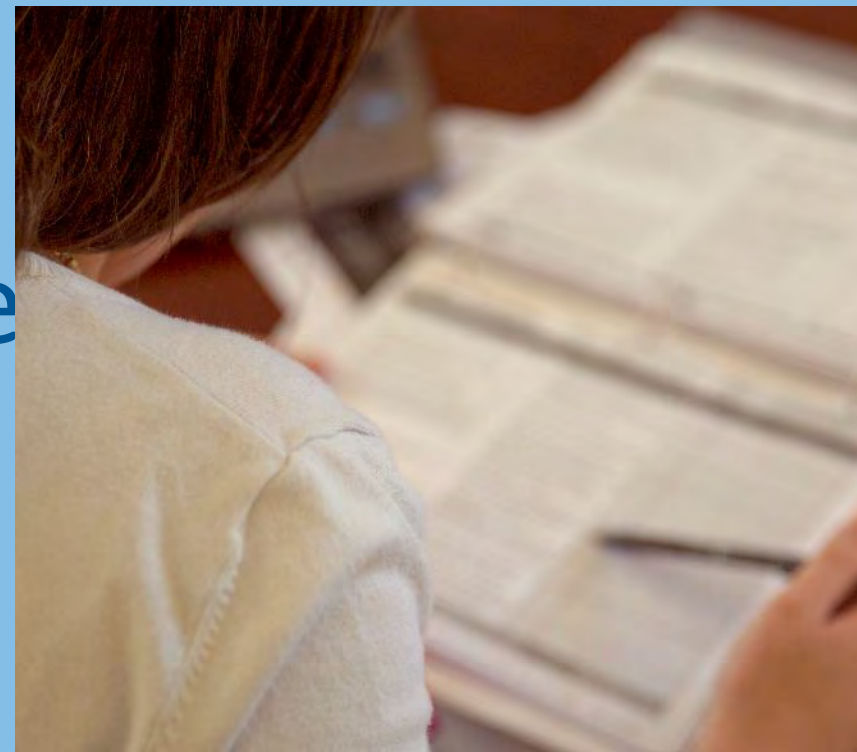
- The person's experience helps us to understand the effectiveness of systems and practices implemented by the organization
- Interviewees are often selected from categories such as people with a restriction in place, people with extensive health supports, or people that have experienced abuse and neglect



BASIC ASSURANCES® WEBINAR SERIES

Factor 3: Natural Support Networks

Indicator A: Policies And Practices Facilitate Continuity Of Natural Support Systems





NATURAL SUPPORT NETWORKS

Probes

Indicator A: Policies And Practices Facilitate Continuity Of Natural Support Systems

1. Does the organization acknowledge the value of natural supports in people's lives in promoting identity, personal security and continuity?
2. Do the organization's policies and practices promote frequent and informal visits to families' and friends' homes?
3. Do the organization's policies and practices promote frequent and informal visits at people's homes?
4. Do the organization's policies describe the procedures for providing the supports needed to ensure people's health, safety and well-being during visits with family and friends?
- 5. Do policies describe, and practices reflect, how the organization promotes natural support networks to facilitate continuity in existing relationships and building new relationships?**
- 6. Do policies describe, and practices reflect, how the organization assists people who may have lost contact with their support network?**
- 7. Do policies describe, and practices reflect, how the organization assists people to access their natural supports?**
8. Do staff receive training to support people's families and friends to communicate with them or otherwise keep in contact and maintain relationships?



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Factor 3: Natural Support Networks

Indicator B: The Organization Recognizes Emerging Support Networks





NATURAL SUPPORT NETWORKS

Probes

Indicator B: The Organization Recognizes Emerging Support Networks

- 1. Are existing and potential natural supports identified for each person?**
2. Are people assisted to overcome barriers that prevent them from remaining connected to their natural supports?
- 3. Does the organization build the capacity for natural supports based on people's choices and preferences?**
4. Does the organization use volunteers to build capacity for potential natural supports?
5. Does the organization use community resources, including local organizations, clubs, places of worship and schools, to build capacity for potential natural supports?
6. Does the organization support the inclusion of family members or close personal friends for people who need assistance with decision making?



BASIC ASSURANCES® WEBINAR SERIES

Factor 3: Natural Support Networks

Indicator C:
Communication Occurs
Among People, Their
Support Staff And Their
Families





NATURAL SUPPORT NETWORKS

Probes

Indicator C: Communication Occurs Among People, Their Support Staff And Their Families

1. Do people choose the extent and frequency of contact with their natural support networks?
2. Does the organization maintain names, addresses and phone numbers of family and friends who are important to people?
- 3. Are people provided the supports they need to remain connected to those important to them? Are they supported to make phone calls, write letters, remember special days, or maintain photo albums and pictures?**
4. Are legally authorized representatives, and others identified by people to receive such information, notified promptly and compassionately of incidents involving the person?
5. Are inquiries from those in people's natural support networks responded to in a positive and timely manner?



BASIC ASSURANCES® WEBINAR SERIES

Factor 3: Natural Support Networks

Indicator D:
The Organization Facilitates
Each Person's Desire For
Natural Supports





NATURAL SUPPORT NETWORKS

Probes

Indicator D: The Organization Facilitates Each Person's Desire For Natural Supports

1. Are people satisfied with the extent and frequency of contact with their support networks?
2. Are families and significant others actively involved in the planning process in accordance with people's desires?
3. Does the organization have a system for documenting people's involvement and contact with their support networks?
- 4. Can families and friends visit people at reasonable times without prior notice, unless the person explicitly requests they not do so?**
5. Do people have private space to visit with family and friends?
- 6. Does the organization involve families and others important to people when it develops and evaluates its policies, programs, services and supports?**



NATURAL SUPPORT NETWORKS

Past Webinars & Additional Resources

Past webinars on best practices related to natural supports:

Archived webinars can be found on our website at: c-q-l.org/resource-library/webinars

- Building Social Capital
- Exploring Your Community
- Exploring Your Connections



NATURAL SUPPORT NETWORKS

Past Webinars & Additional Resources

Additional resources on natural supports:

Archived Capstone e-Newsletter articles posted 6/28/2018 found on our website: c-q-l.org/resource-library/resource-library/all-resources/natural-support-networks

- Connecting To Natural Support Networks
- Connections To Quality Of Life
- Overcoming The Hurdles
- Tools To Strengthen Natural Supports



BASIC ASSURANCES® WEBINAR SERIES

Factor 3: Natural Support Networks



Validation and Decision-Making



NATURAL SUPPORT NETWORKS

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



NATURAL SUPPORT NETWORKS

Validation and Decision-Making

Example:

Indicator 3B: The organization recognizes emerging support networks

There are a number of probes that address emerging support networks:

1. (3.b.1) Are existing and potential natural supports identified for each person?
2. (3.b.3) Does the organization build the capacity for natural supports based on people's choices and preferences?
3. (3.b.4) Does the organization use volunteers to build capacity for potential natural supports?
4. (3.b.5) Does the organization use community resources, including local organizations, clubs, places of worship and schools, to build capacity for natural supports?



Factor 3 Measurables:

- Natural Supports policy
- Assessments
- Training for staff and people supported
- Use of volunteers
- Use of technology
- POMs: People Are Connected To Natural Supports, People Have Friends, People Have Intimate Relationships



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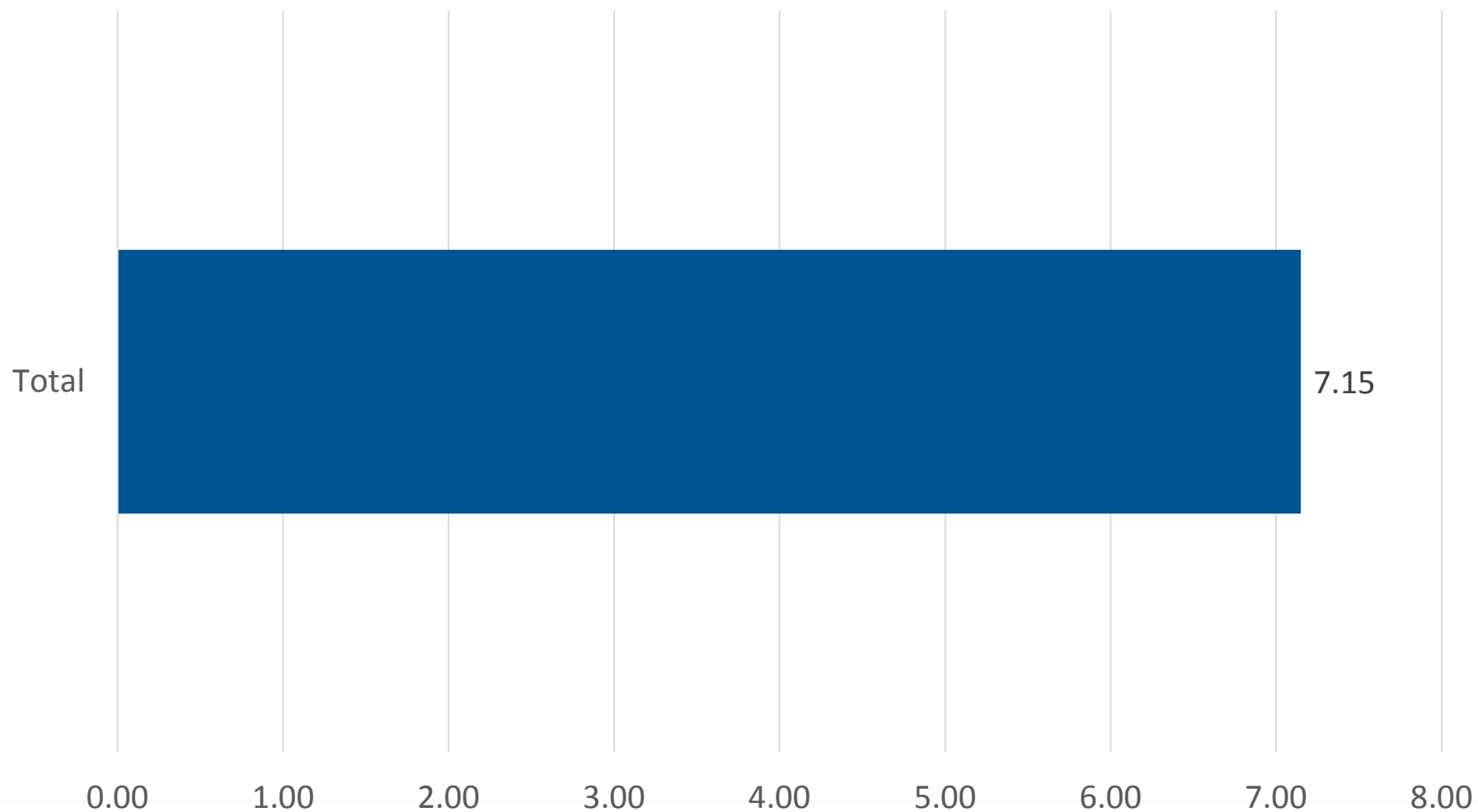
Factor 3: Natural Support Networks



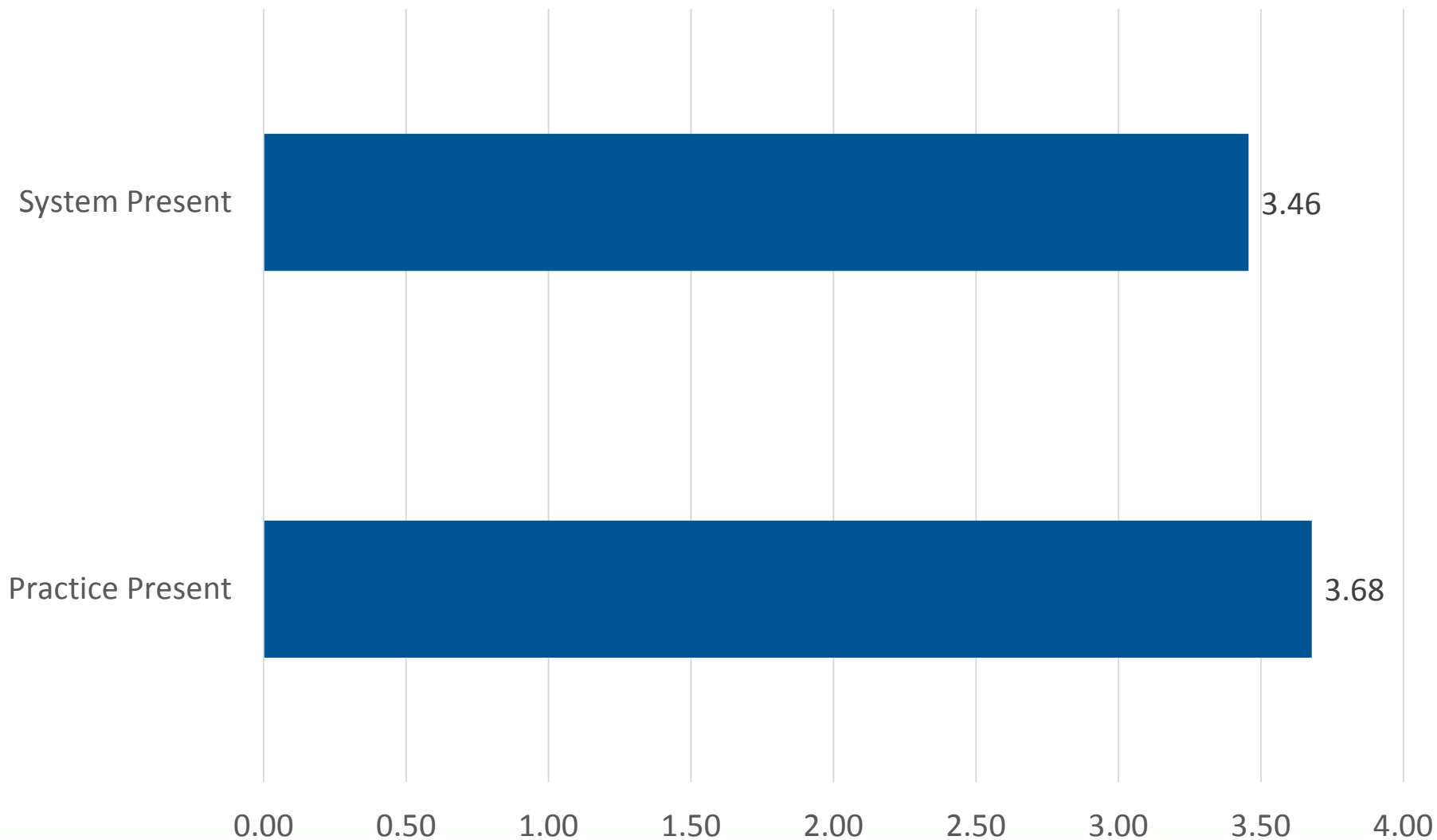
Factor 3 Data

FACTOR 3

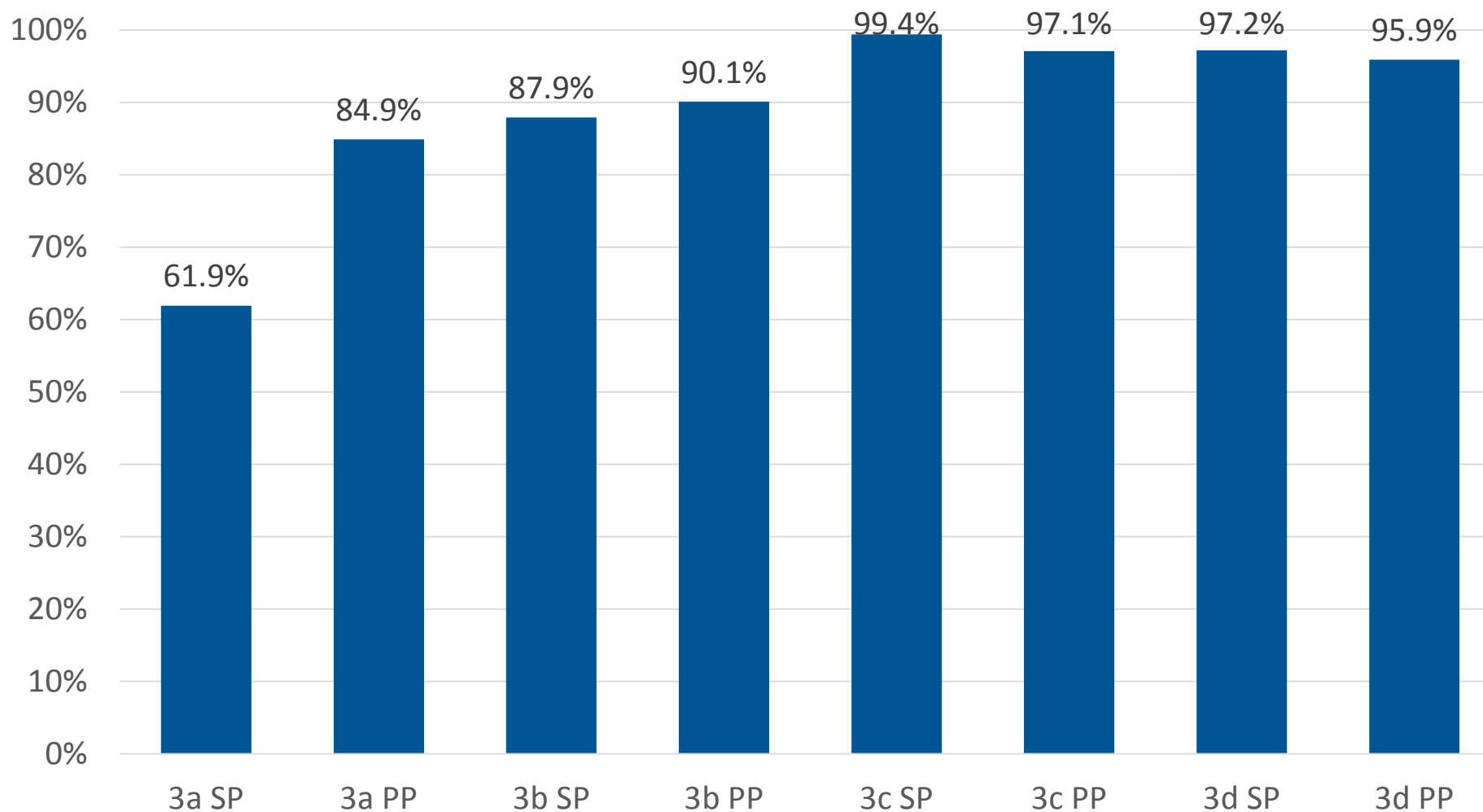
TOTAL INDICATORS PRESENT



FACTOR 3

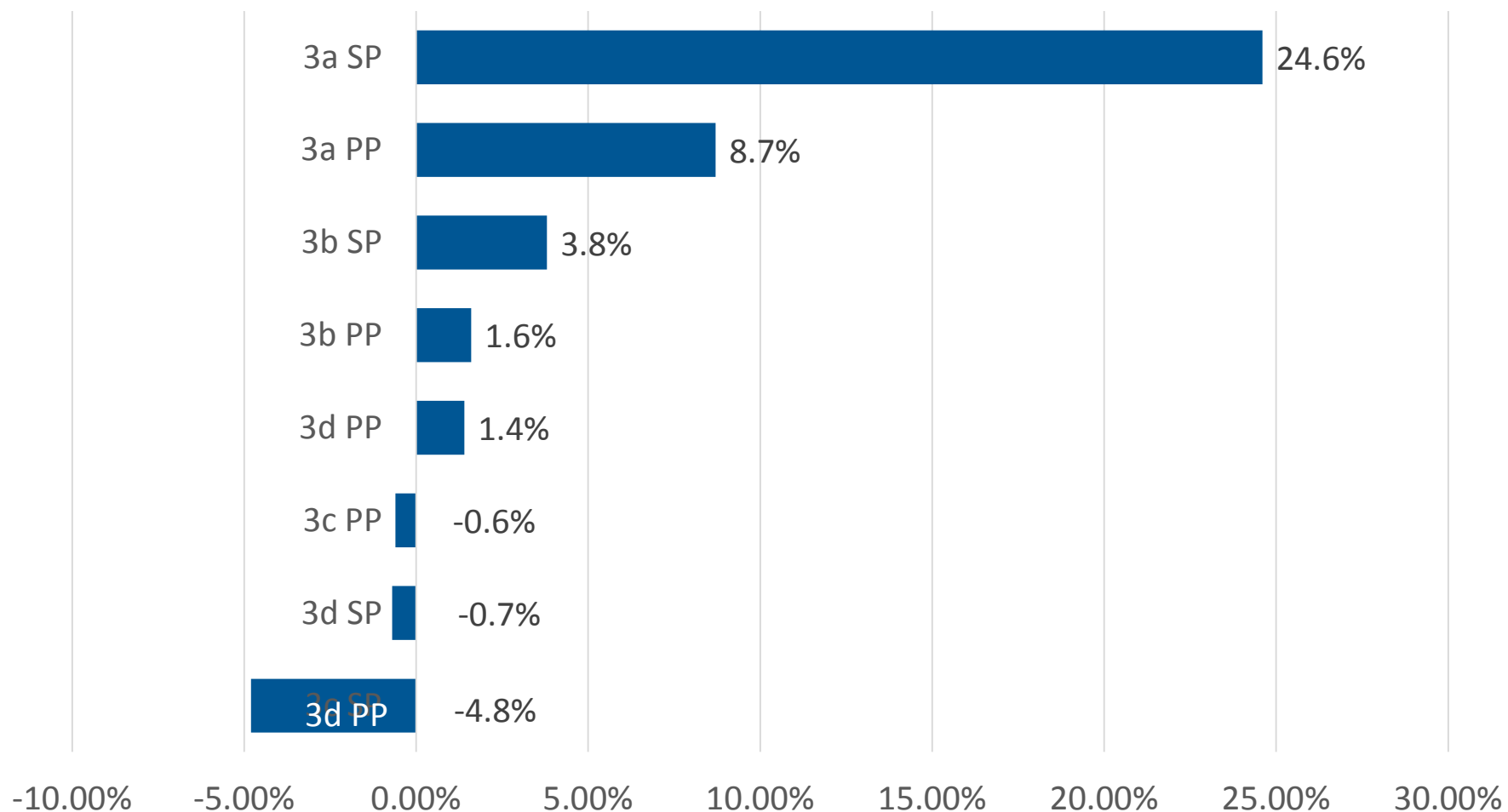


FACTOR 3: PRESENCE OF INDICATORS

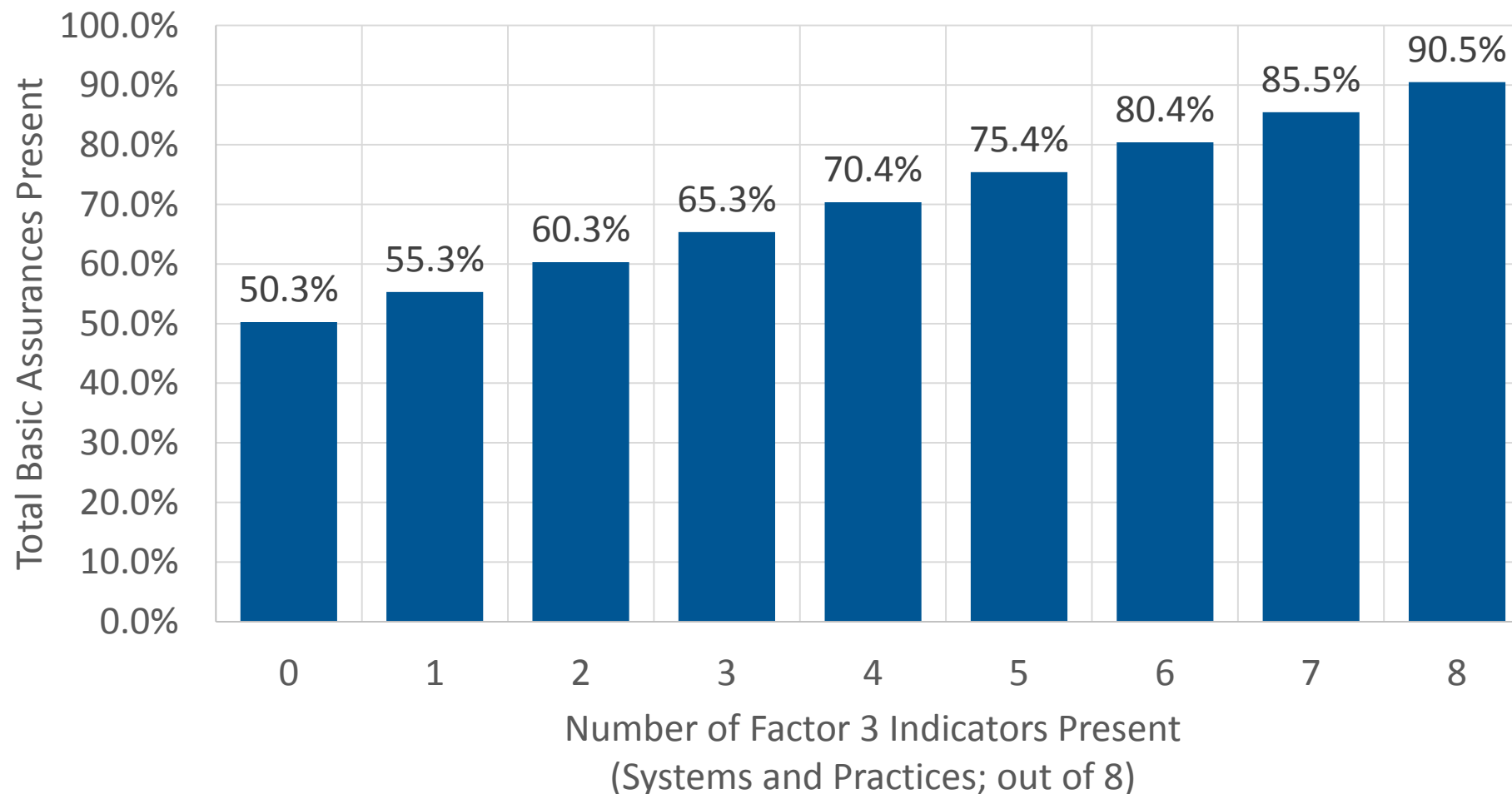




DISCREPANCIES BETWEEN ORG SELF-ASSESSMENTS & CQL REVIEW



IMPACT OF FACTOR 3 ON TOTAL BASIC ASSURANCES®



MOST IMPACTFUL PROBES

3a7 Do policies describe, and practices reflect, how the organization assists people to access their natural supports?	0.551
CQL_3a5 Do policies describe, and practices reflect, how the organization promotes natural support networks to facilitate continuity in existing relationships and build new relationships?	0.538
CQL_3a6 Do policies describe, and practices reflect, how the organization assists people who may have lost contact with their support network?	0.532
CQL_3a2 Do the organization's policies and practices promote frequent and informal visits to families' and friends' homes?	0.500
CQL_3b3 Does the organization build the capacity for natural supports based on people's choices and preferences?	0.473



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