


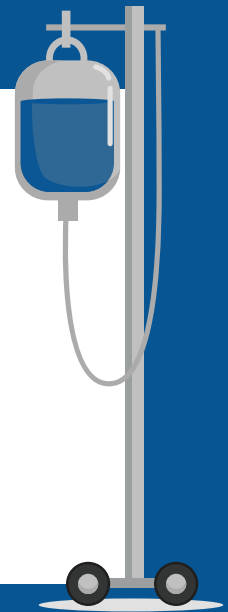
# Social Determinants of Health: Impact on Emergency Department Visits



Social determinants of health not only help promote health outcomes and health equity, but also increase people with intellectual and developmental disabilities' (IDD's) quality of life. Our research suggests this has a significant impact on lives.

## The number of **Emergency Department Visits** for people with IDD was ...

-  **66% LOWER**  
when people experienced **continuity and security**
-  **57% LOWER**  
when supports enhanced **dignity and respect**
-  **40% LOWER**  
when agencies implemented **ongoing staff development**



**90% LOWER**  
when people participated  
in the life of  
the community



**63% LOWER**  
when people had  
meaningful work  
and activity choices



**61% HIGHER**  
when people had  
direct support staff  
turnover within 2 years

### References:

- Friedman, C. (2018). *Building the framework for IDD quality measures*. Towson, Chicago, and Omaha: CQL | The Council on Quality and Leadership, the Institute for Public Policy for People with Disabilities, and Mosaic. Retrieved from <https://c-q-l.org/resources/guides/building-the-framework-for-idd-quality-measurement/>
- Friedman, C. (2019). *The impact of direct support professional turnover on the health and safety of people with intellectual and developmental disabilities*. Manuscript submitted for publication.
- Friedman, C. (2020). Managed care and value-based payment: The relationship between quality of life outcomes and emergency room utilization. *Intellectual and Developmental Disabilities*. Advance online publication, <http://aaid.org/publications/journals/articles-accepted-for-publication>
- Friedman, C. (2020). The impact of ongoing staff development on the health and safety of people with intellectual and developmental disabilities. *Journal of Developmental & Physical Disabilities*. Advance online publication. <https://doi.org/10.1007/s10882-020-09743-z>

# Social Determinants of Health: Impact on Injuries



Social determinants of health not only help promote health outcomes and health equity, but also increase people with intellectual and developmental disabilities' (IDD's) quality of life. Our research suggests this has a significant impact on lives.

The number of **Injuries**  
for people with IDD was ...

**63% LOWER**

when organizations facilitated people's desires for natural supports

**54% LOWER**

when organizations respect people's concerns and respond accordingly

**60% HIGHER**

when people had direct support staff turnover within 2 years

**61% LOWER**

when agencies implemented ongoing staff development

**53% LOWER**

when supports and services enhanced dignity and respect

## References:

- Friedman, C. (2018). *Building the framework for IDD quality measures*. Towson, Chicago, and Omaha: CQL | The Council on Quality and Leadership, the Institute for Public Policy for People with Disabilities, and Mosaic. Retrieved from <https://c-q-l.org/resources/guides/building-the-framework-for-idd-quality-measurement/>
- Friedman, C. (2019). *The impact of direct support professional turnover on the health and safety of people with intellectual and developmental disabilities*. Manuscript submitted for publication.
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# Social Determinants of Health: 'Challenging' Behavior



Social determinants of health not only help promote health outcomes and health equity, but also increase people with intellectual and developmental disabilities' (IDD's) quality of life. Our research suggests this has a significant impact on lives.



The number of '**Challenging**' Behaviors people with IDD exhibited was ...

↓ **89% LOWER**  
when people were free from  
**unnecessary, intrusive interventions**

↓ **87% LOWER**  
when organizations provided each person  
**continuous and consistent services**

↓ **74% LOWER**  
when people had meaningful  
**work and activity choices**

**83% LOWER**  
when organizations treated  
their employees with dignity,  
respect, and fairness



**61% LOWER**  
when staff were trained to  
promote dignity and respect,  
and recognize individuality

## References:

- Friedman, C. (2018). *Building the framework for IDD quality measures*. Towson, Chicago, and Omaha: CQL | The Council on Quality and Leadership, the Institute for Public Policy for People with Disabilities, and Mosaic. Retrieved from <https://c-q-l.org/resources/guides/building-the-framework-for-idd-quality-measurement/>
- Friedman, C. (2020). *Reducing 'challenging' behavior by training support staff to promote dignity and respect*. Manuscript submitted for publication.