CQL℠ | The Council on Quality and Leadership

BEYOND BINDERS

Gathering Evidence Before Your Accreditation

Katherine Dunbar
Vice-President of Accreditation

Betsy Burns
Quality Enhancement Specialist

Kristen Heichel
Quality Enhancing Specialist

CQL℠ | The Council on Quality and Leadership

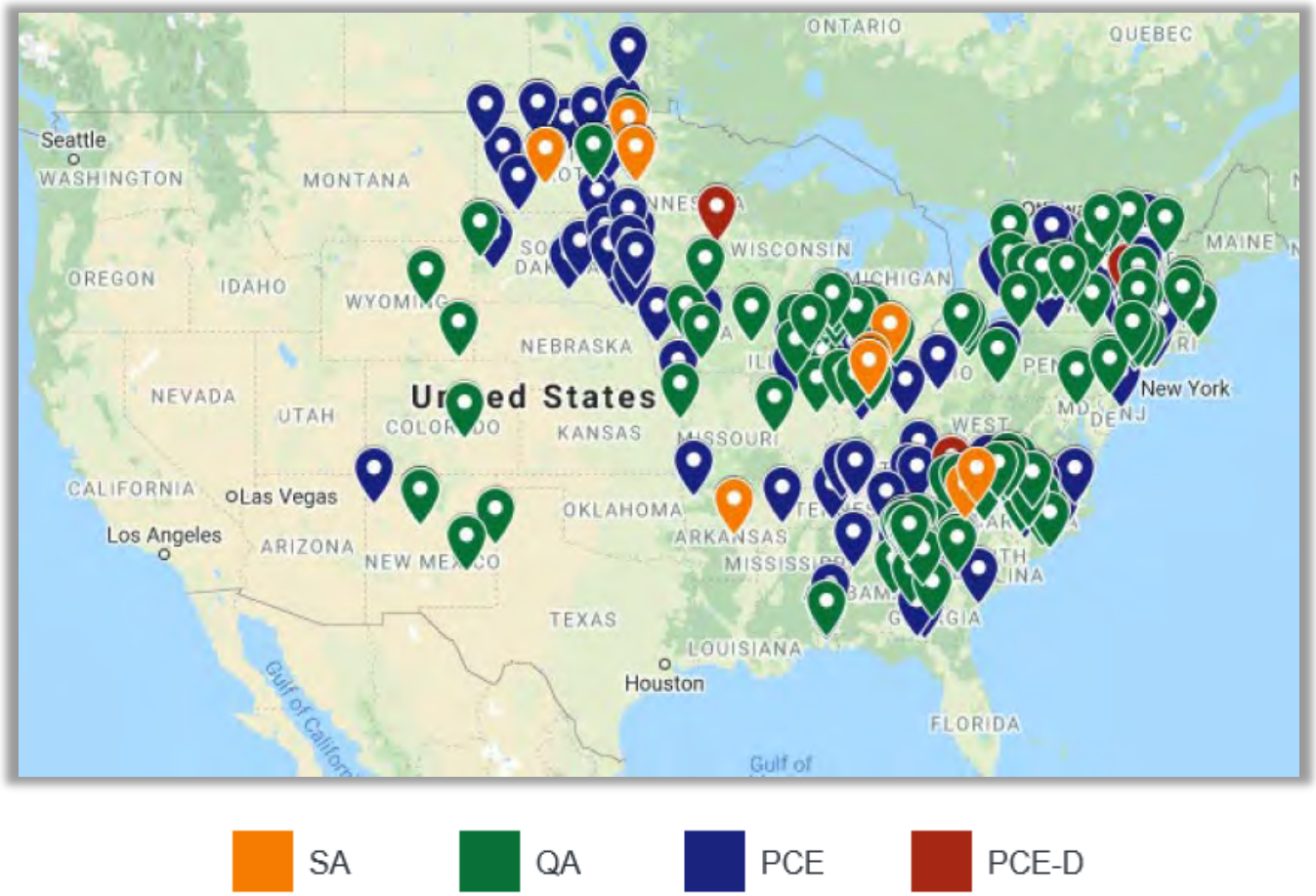
Vision

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 ACCREDITATION



- More than 360 organizations have achieved CQL Accreditation
- 25 States in the U.S.
  - Tennessee IDD System
  - All North Dakota and South Dakota organizations
- Canada
- Ireland
- New Zealand

CQL Accreditation

The Value and Benefits

- Positive impact on people
- Improved services
- QA and QE structure
- External Validation
- Accountability for Progress
- Strategic Planning
- Data, data, data
- Alignment of values
- Resource Sharing
- Personal Outcome Measures®
- Appreciative Inquiry
- Positive impact on workforce

Moving Beyond Binders
Why Is Evidence Important?

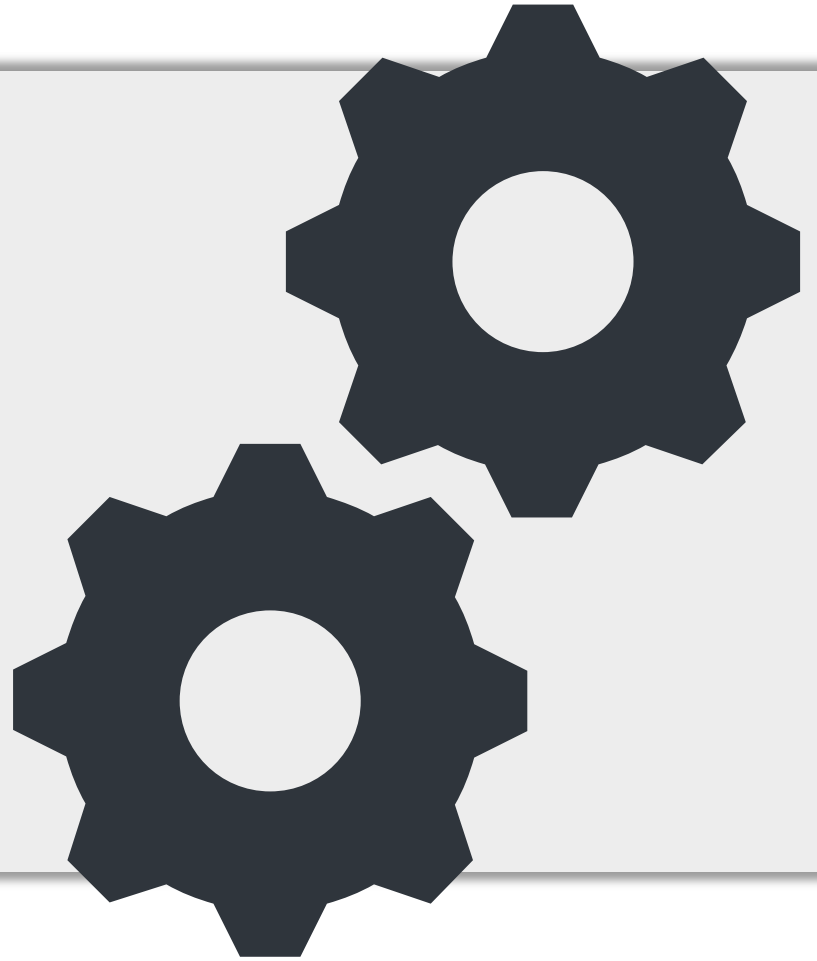
- Will look different according to the services the agency provides
- Offers an objective perspective
- Provides measurable information
- Establishes a ‘foundation’ for where to start
- Gives time for reflection in information-gathering
- Identifies what’s working well
- Flags opportunities for improvement

Collecting evidence helps CQL get familiar with your organization!

"Accreditation is this strong foundation that supports the agency to have clear and solid policies and practices."
- Jacquie McKnight, Empower Simcoe

Types of Evidence System

- Policies
- Procedures
- Forms
- Assessments
- Training
- Storytelling
- Personal Outcome Measures®
- Handbooks



"We found that CQL places a greater emphasis on how processes and practices actually impact people supported."

- Josh Wilson
Independent Case Management, Inc.

Types of Evidence
Practice

- Focus Groups
- Observation
- Visits with people, not buildings
- Personal Outcome Measures®
- Conversations with various stakeholders

Factor 1
Rights Protection and Promotion

System

- Policies and procedures around rights
- Rights training
- Person supported and employee handbooks
- Rights Assessment
- Human Rights Committee Minutes

Practice

- Conversations and observations
- Focus Groups
- Examples of advocacy
- Agency culture
- Visits where people receive services
- Human Rights advocacy
- Success stories for people exercising rights

Factor 2
Dignity and Respect

System

- Policies and procedures
- Fair wages and employment data
- Autonomy and choice
- Privacy/confidentiality policies
- Satisfaction and complaint data
- Training around dignity and respect
- Diversity, Inclusion, and Equity initiatives
- Choices

Practice

- Agency culture
- Visits with people
- Observations of all interactions
- Language
- Focus Groups
- Community partnerships
- Routines
- Concern resolution practices

Factor 3
Natural Support Networks

System

- Policies around relationships
- Education, experience, and exposure for people supported.
- Staff training around relationships.
- Response to complaint/concern data from friends and families
- Examples of community partnerships
- Communication strategies

Practice

- Conversations and visits with people
- Conversations with families via focus group
- Examples of how technology is used to stay in touch
- Success stories around emerging natural supports that evolved

"I got a simple rule about everybody. If you don't treat me right - shame on you."

- Louis Armstrong

Factor 4
Protection from Abuse, Neglect, Mistreatment, and Exploitation

System

- Policies and procedures
- Strategy for trend analysis / actions
- Investigatory files
- Risk assessments
- Incident Management actions
- Training for staff and people supported
- Education for families
- Data
- External Reviews

Practice

- Focus Groups
- Visits with People
- Staff interactions
- Transparency
- Culture of respect
- Victim support/resolution
- Intervention practices

"Joanne used the POM to understand outcomes that Kathy wanted to achieve her best possible health."

- *Jillian Faltermayer, Family Residences and Essential Enterprises, Inc.*

Factor 5
Best Possible Health

System

- Policies
- Medication records
- Incident reports
- ER/Hospitalization records
- Data regarding people managing their own health care
- Sick days/Illnesses
- Use of PRN medications
- External reviews
- POM: Best possible health

Practice

- POM
- Conversations with people
- Health documentation review
- Visits where people receive services
- Interactions
- Education/training for staff and people supported on managing individual health care

“Safety isn’t expensive, it’s priceless."

- Jerry Smith

Factor 6
Safety

System

- Policies
- Incident Reports
- Assessments
- Emergency Plans/Drills
- Individualized supports
- Surveys/reports from external licensing/certification entities
- Safety Committee/ Minutes
- Incident Reports
- Staff training records

Practice

- POM
- Completed assessments
- Emergency drills are conducted
- Design modifications, staffing, technology, safety devices such as smoke detectors, sprinklers
- Inspections
- Present and operable specialized equipment for emergencies
- Environments: Clean, hazard free, choice

Factor 7
Staff Resources and Supports

System

- Policies
- Employee Handbook
- Performance Evaluations
- Contracts (if unionized)
- Job Descriptions
- Training
- Recruitment, retention, and recognition plans
- Personnel Files

Practice

- DSP Focus Group
- Front Line Manager Focus Group
- Conversations
- Agency culture
- Leadership opportunities
- Relationships
- Inclusion
- Matching
- Visits where people receive services
- Interactions

"DSPs share a lot of information with us, then that gets translated into data that we look at."

- Kim Zoeller, President and CEO
Ray Graham Association

Factor 8
Positive Services and Supports

System

- Goals defined and realized by the person
- Person-centered plans (treatment, care plans, etc.) and flexibility
- Assessment of support needs
- Plan documentation
- Positive support plans
- Mental or behavioral health assessments
- Policies
- Staff training

Practice

- Focus Groups with people
- Front Line Manager Focus Group
- Conversations
- Responsiveness to changing support needs
- Plan implementation
- Visits where people receive services

"CQL has challenged us to think outside the box in many aspects, particularly in the area of restrictions."

- Megan Moore-Stevens
Residential Director
MMI Residential

Factor 9
Continuity and Personal Security

System

- Mission, Vision, Values statements
- Records
- Finance policies
- Financial statements and audits
- Money management policies
- Licensing/certification/survey documents
- Organizational chart

Practice

- DSP Focus Group
- Front Line Manager Focus Group
- People receiving services Focus Group
- Conversations
- Visits where people receive services

“A good system shortens
the road to the goal.”
- Orison Sweet Marden

Factor 10
Basic Assurances® System

System

- Policy/plan
- Mechanism/committee – that is responsible for collection, analysis and action, that includes people staff, families or other stakeholders
- Key functions and activities of the organization that relate to Basic Assurances®
- Data already being collected- relevant and meaningful data
- POM Data-Portal

Practice

- Conversations and visits with people, families, staff, other stakeholders
- PDCA: Plan, Do, Check, Act-Analyze aggregate data, what does it reveal, trends and actions taken
- POM
- Success stories— demonstrate compelling uncluttered visuals that communicates a story
- Quality=connections to people
- Reciprocity in action

Wrap-Up

- There are a multitude of ways to show evidence of Basic Assurances® Factors
- Be creative! Tell stories! Take pictures!
- Capture successes, and learning moments, so that you can share them
- Celebrate with people within your organization when things happen that align with the Basic Assurances®

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FACEBOOK E-COMMUNITY:

www.facebook.com/groups/CQLeCommunity/

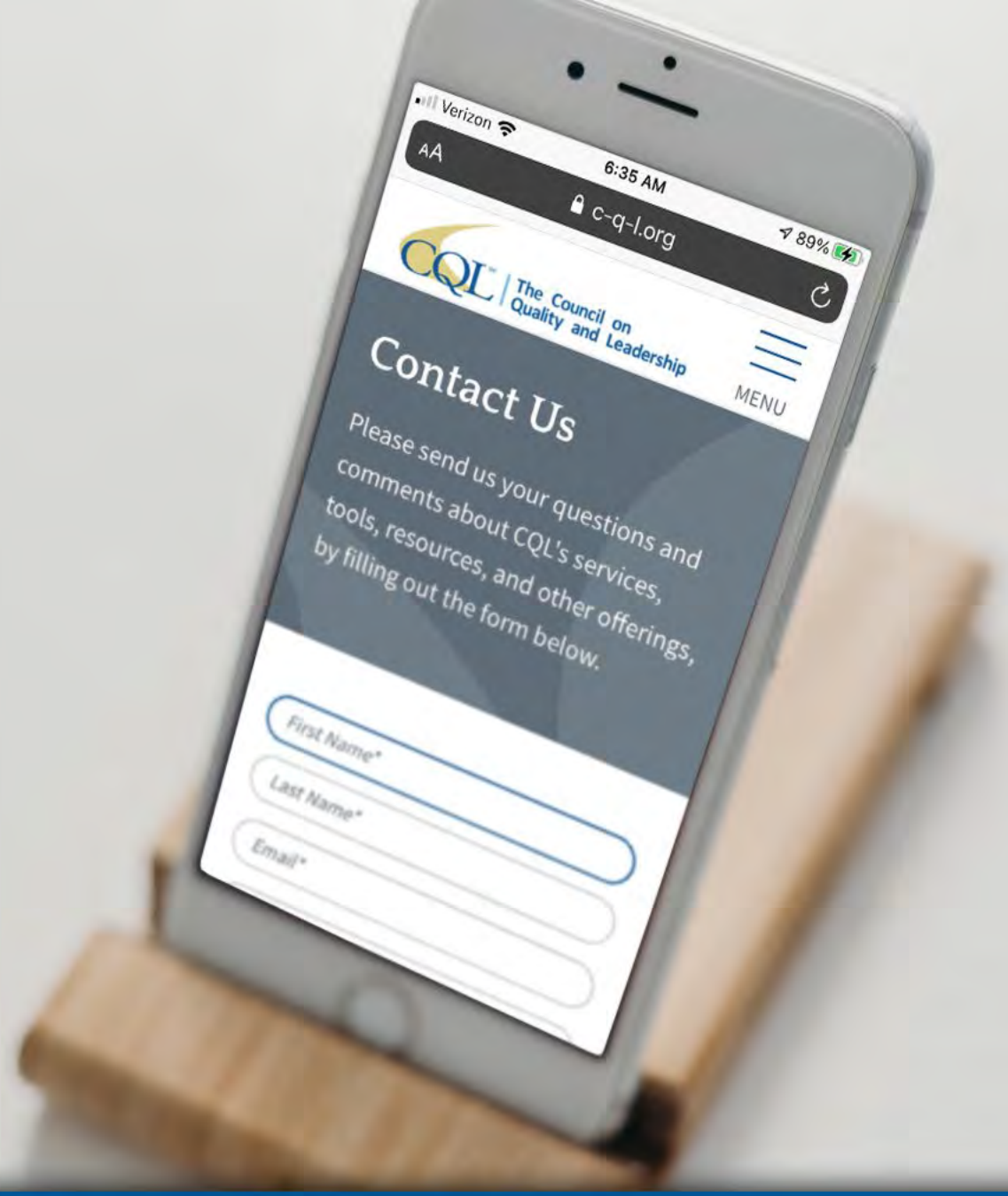
www.c-q-l.org/2022-CQL-Conference

Contact Us

Katherine Dunbar
kdunbar@thecouncil.org

Betsy Burns
bburns@thecouncil.org

Kristen Heichel
kheichel@thecouncil.org



Upcoming Webinars

Observations About Respect
JUNE 22 • 1:00 – 2:00pm CT

Visit 1 is Done! Next Steps
AUG 10 • 1:00 – 2:00pm CT

Accreditation Q&A
NOV 9 • 1:00 – 2:00pm CT

Questions?

Please Share!