



TRANSFORMATION IN MARYLAND

CQL Network Accreditation

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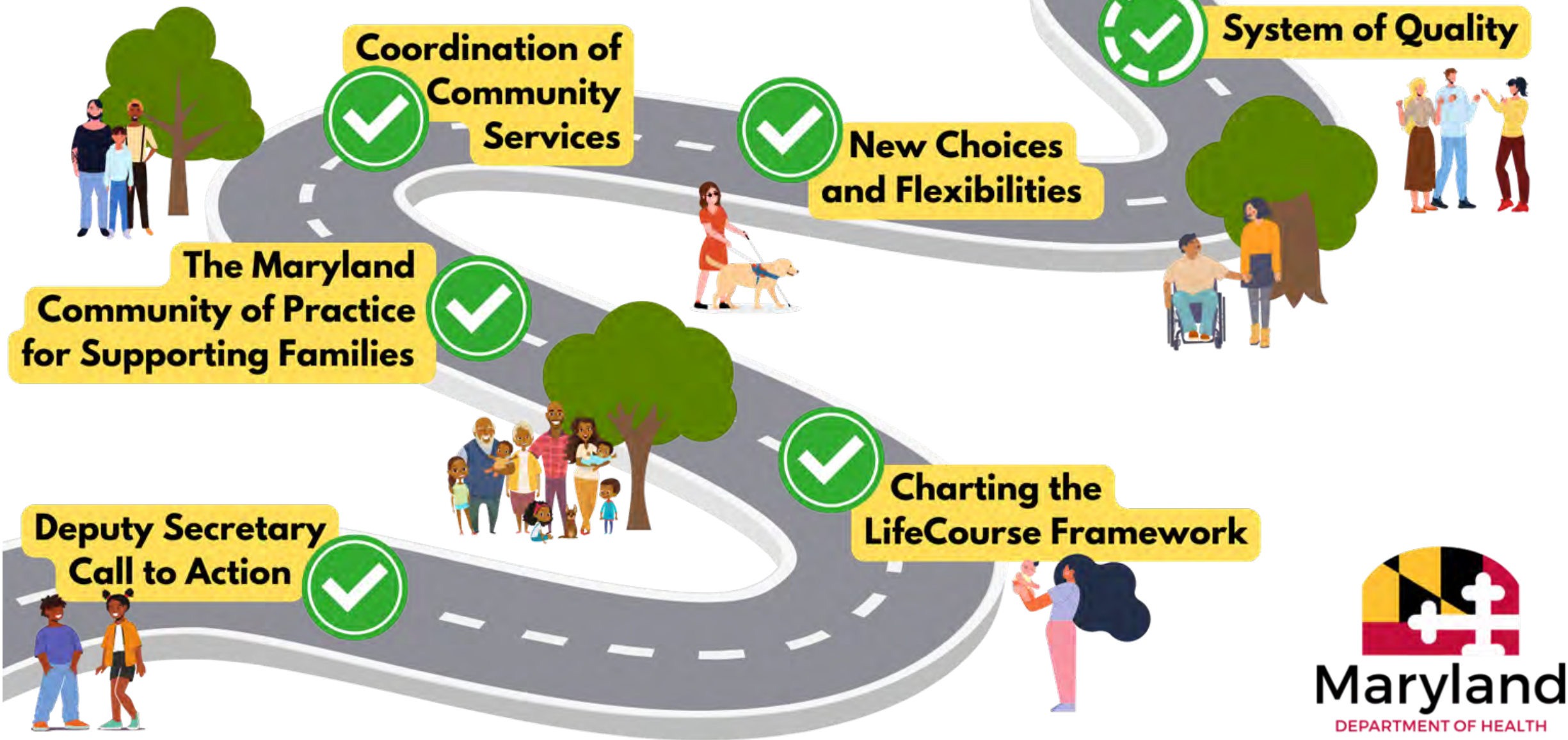
Introduction

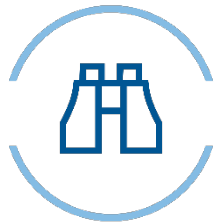


Deputy Secretary Bernard Simons

- **Opening Remarks**
- **Council on Quality and Leadership (CQL)
Network Accreditation**

Journey to Person-Centered Excellence





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.



- More than 380 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

Accreditation

A young man with short dark hair, wearing a light blue polo shirt and a black wristband, is smiling and holding a large red cushion. He is sitting outdoors, with a blurred background of green foliage and a body of water.

What is it?



Accreditation

Why is it important?



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



CQL Accreditation The CQL Difference

- “We found CQL really impacts the **people** we support.”
- *Susie Burke, Boundless (Ohio)*
- "It drives our commitment to **continuous** improvement.”
- *Kelly Kinderman, CSDD (New York)*
- "There was excitement among **all** stakeholders.”
- *Carmin Marchionda, ARC of Rockland (New York)*
- “The CQL approach is building on **strengths**.”
- *Jeff Pederson, retired, CHI Friendship (North Dakota)*
- "CQL **data** is all very central to our strategic planning.”
- *Kim Zoeller, Ray Graham Association (Illinois)*



CQL Accreditation

The CQL Difference



Organization-wide accreditation is more meaningful.

- CQL's approach to accreditation leads to best practices being embraced at all levels, for all services across an entire agency.



Data capabilities are integrated into accreditation.

- Accreditation alone can have value, but the inability to assess and analyze it, is limiting in determining success.



Partnership involves access to other offerings.

- Aside from just data, agencies often take advantage of CQL training, certification, and ongoing consultation.



Appreciative Inquiry helps replicate success.

- The concept identifies pockets of excellence and lays out how those successes can be utilized in areas of improvement.

CQL Accreditation Proprietary Tools



Basic Assurances[®]

- Safeguards of health, safety, security and more

Personal Outcome Measures[®]

- Understanding and measuring personally-defined outcomes

Shared Values

- Alignment of mission, vision, and values

Community Life[®]

- Relationship-building between people and the community



“Accreditation is critical in driving our framework and strategy for service delivery.”

- Brad Turner, Commissioner, TN DIDD



CQL Network Accreditation

CQL Network Accreditation offers systems:

- A method of defining, measuring, and evaluating quality from the **person's** perspective
- A **measure** of confidence that Basic Assurances® are in place in the Network Member Organizations
- A **strategy** for identifying the priorities/primary objectives of the Centers for Medicare and Medicaid Services (CMS), State, and regional authorities
- A **collaborative** approach to external measurement of quality



CQL Network Accreditation

CQL Network Accreditation evaluates how well the network management:

- Supports member organizations to **understand and implement** CQL's standards for performance
- Provides **oversight and monitoring** to network members
- Assesses **quality of life** of people receiving supports from network members
- Ensures **ongoing quality improvement** by network members
- Provides **leadership** in establishing community partnerships



CQL Network Accreditation

How this will all work in Maryland:

- CQL's relationship is with **MD DDA & Liberty**
- Builds DDA capacity for **quality monitoring and enhancement**
- Providers in MD **are not** 'automatically' accredited
- Providers in MD **can choose** to pursue CQL Accreditation

Network Accreditation



Three Factors



The Network clearly identifies, communicates,
and supports its expectations for the
implementation of a Basic Assurances[®] system



The Network monitors Basic Assurances[®]
as defined by CQL standards

3

The Network integrates the results of its evaluation into the management and operation of the Basic Assurances[®] system.

Network Accreditation



Timeline



Capacity-Building



**Network
Evaluation &
Analysis**



**Network
Accreditation**



**Infrastructure,
Communication,
& Stakeholder
Engagement**



CQL Network Accreditation What's Happening Now

Step 1: Capacity-Building

Training the QIO and DDA as:

- Certified Personal Outcome Measures® Interviewers
- Certified Basic Assurances® Reviewers
- Introducing Network Accreditation to providers

Network Accreditation

What's Happening Next





CQL Network Accreditation Organizations & Staff



- Planning Meetings
- Self-Assessments
- Site Visits
- Interviews
- Reviews
- Focus Groups
- Data Analysis
- Ongoing Support

“This CQL Accreditation process has offered us an opportunity to assess our practices – to highlight our areas of strengths and identify **opportunities for growth.**”

- Mel Hartzog
President and CEO
New York Foundling





CQL Network Accreditation Families



Learn About The Process

Talk to DDA and/or CQL staff, attend events, and visit the website: www.c-q-l.org/FullLives



Embrace Accreditation Components

Find out how tools like Personal Outcome Measures® and Basic Assurances® promote individual outcomes.



Spread The Word

Help us share information about how this process will enhance quality throughout Maryland.



Provide Feedback

As the Network Accreditation process is implemented, tell us how it's going for you and your loved one.

“We must create services that people need, not the other way around. We either underserve people or overserve them because they do not fit **into the box.**”

- Family Member

CQL Network Accreditation

People Supported



People will talk to you about your life and goals you want to achieve.



You will work with staff on supports to help you achieve goals.



The outcomes of your goals will be reviewed and celebrated.



"I liked my Personal Outcome Measures[®] interview. I show my goals to staff and my guardian. I'm planning **my own life**."

- Laurie K.
person supported
One Vision (Iowa)

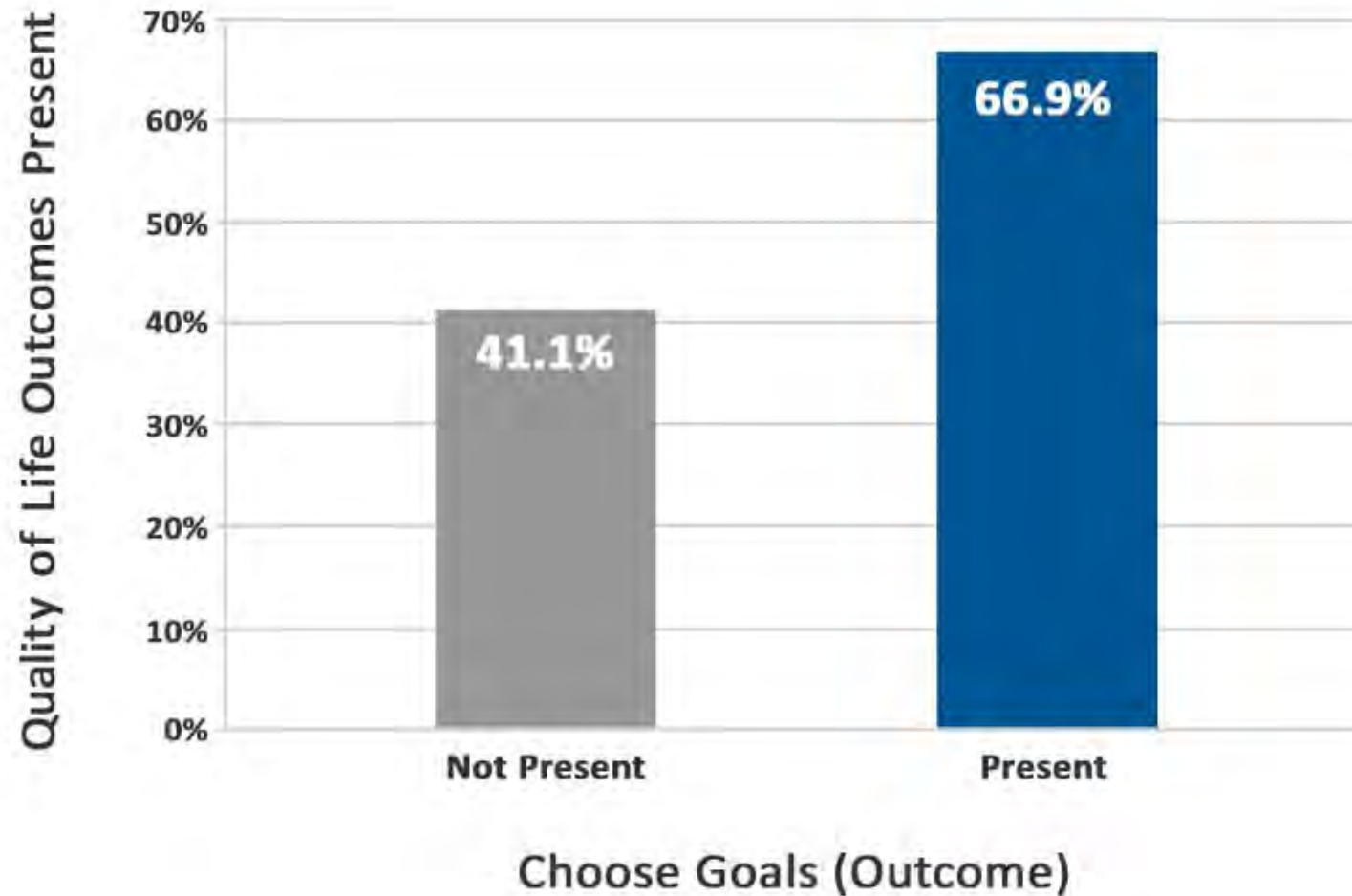


CQL Accreditation

The Impact Through
Stories and Data

The Impact

People Who Choose Their Goals



The Impact

People Who Choose Their Goals Were ...



2.7 times more likely to **interact with others in the community**



2.8 times more likely to be **treated fairly**



3.1 times more likely to **be respected**

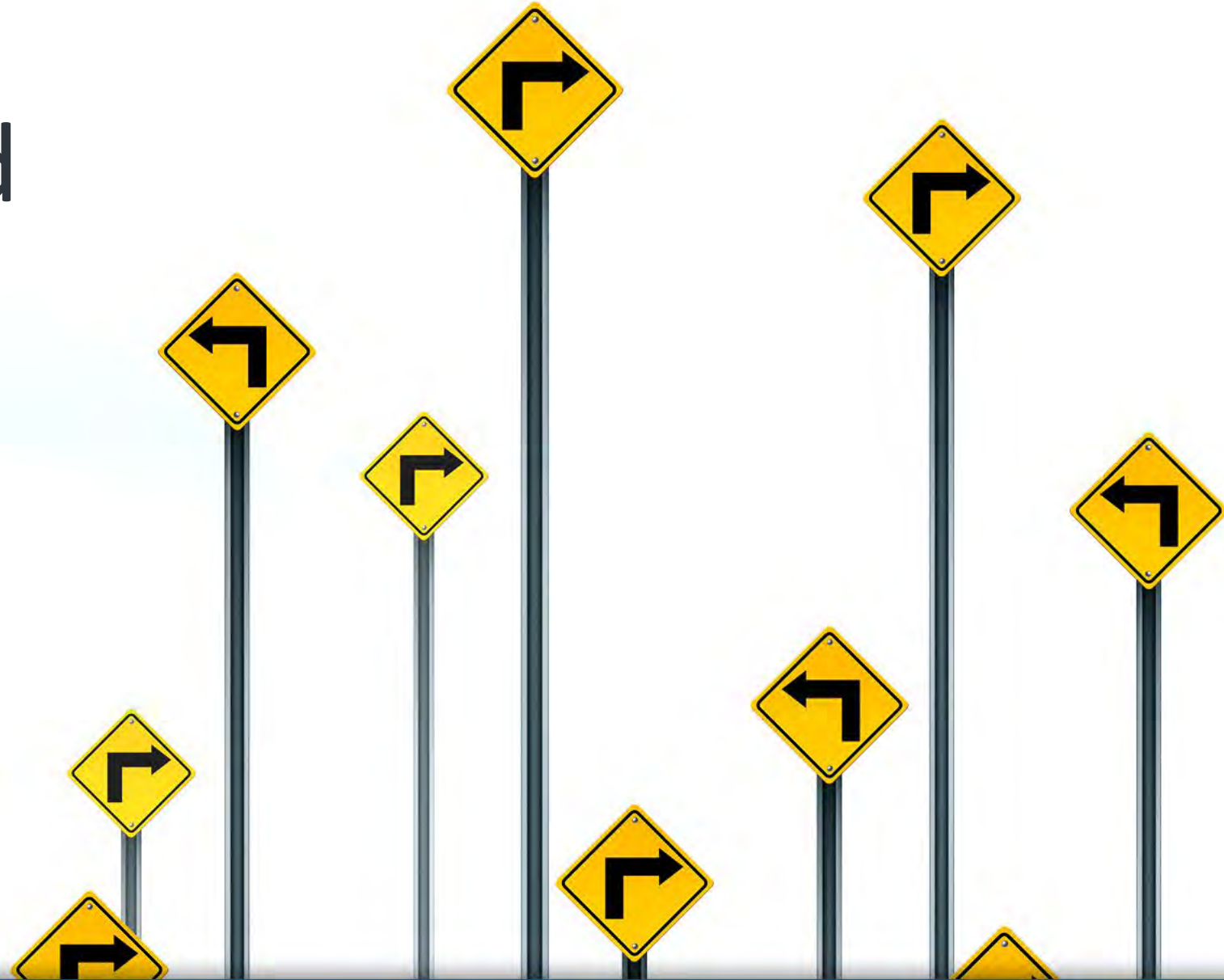


3.5 times more likely to **realize goals**

People are **14x more likely**
to realize personal goals
when supports
are in place.



Only 48.1% of
people received
supports to
choose their
personal goals.



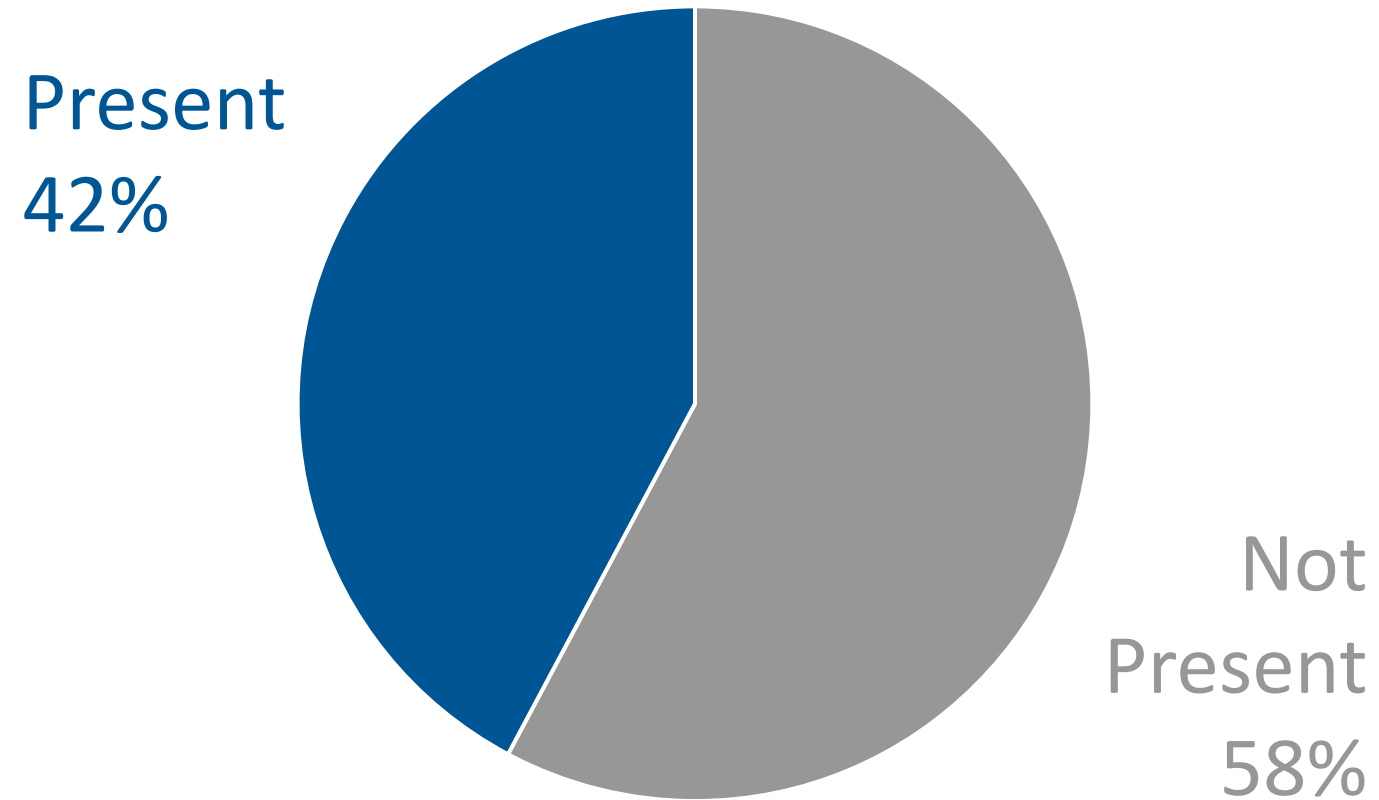
The Impact



“Johnny obtained
his driver’s
license”

The Impact

People Who Choose Where They Work



The Impact

People Who Choose Where They Work Are ...

2 TIMES more likely to

- Be respected
- Participate in the life of the community
- Interact with other members of the community
- Have intimate relationships
- Have friends
- Experience continuity and security

3 TIMES more likely to

- Use their environments
- Exercise their rights
- Realize personal goals

4 TIMES more likely to

- Perform different social roles
- Choose personal goals

5 TIMES more likely to

- Live in integrated environments

6 TIMES more likely to

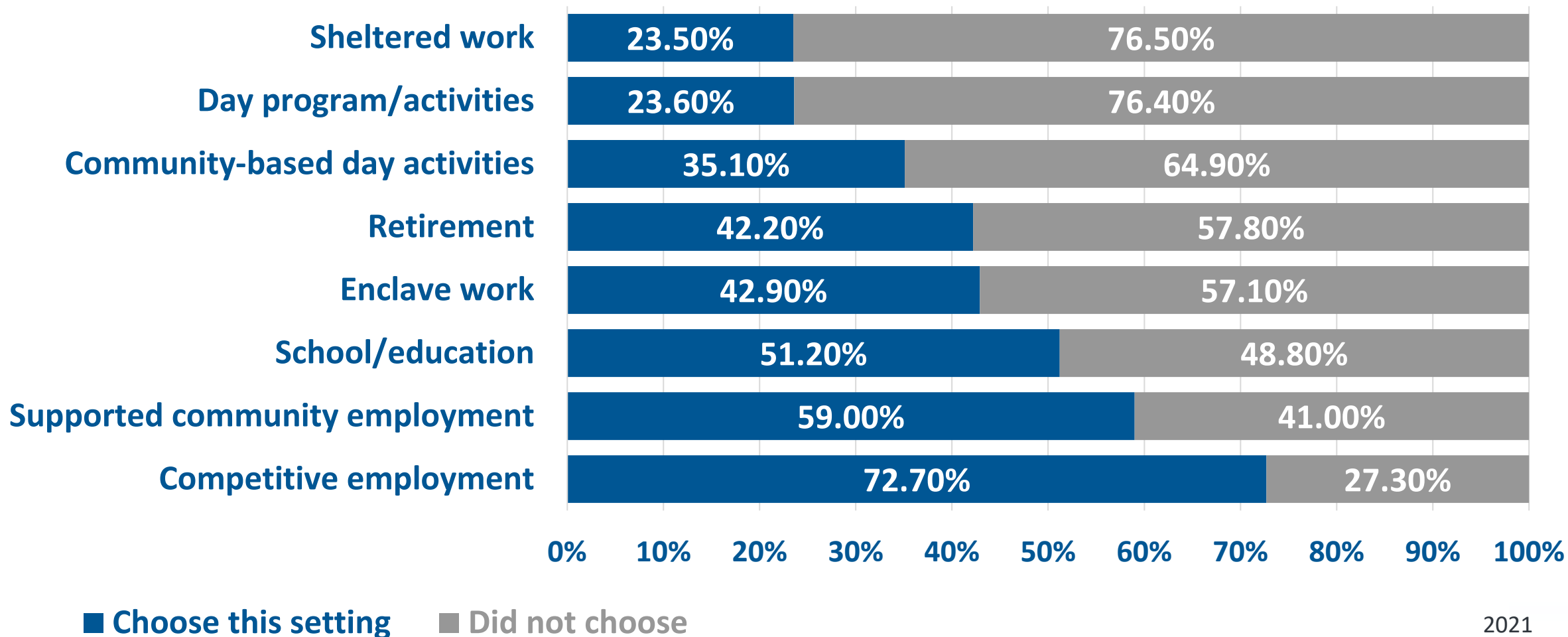
- Choose their services

8 TIMES more likely to

- Choose where and with whom to live

The Impact

People Who Choose Where They Work – By Setting



2021

CQL Accreditation The Impact

“Today, Rob is
still working for
Grossenburg’s.”





CQL Network Accreditation Resources & Information

www.c-q-l.org/FullLives



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🔍 CQL

FACEBOOK E-COMMUNITY:

www.facebook.com/groups/CQLCommunity/

Questions?



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