



# Factor 10

**KEEPING IT SIMPLE IN A COMPLEX WORLD**

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## Vision

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A world of dignity, opportunity, and community for **all** people.

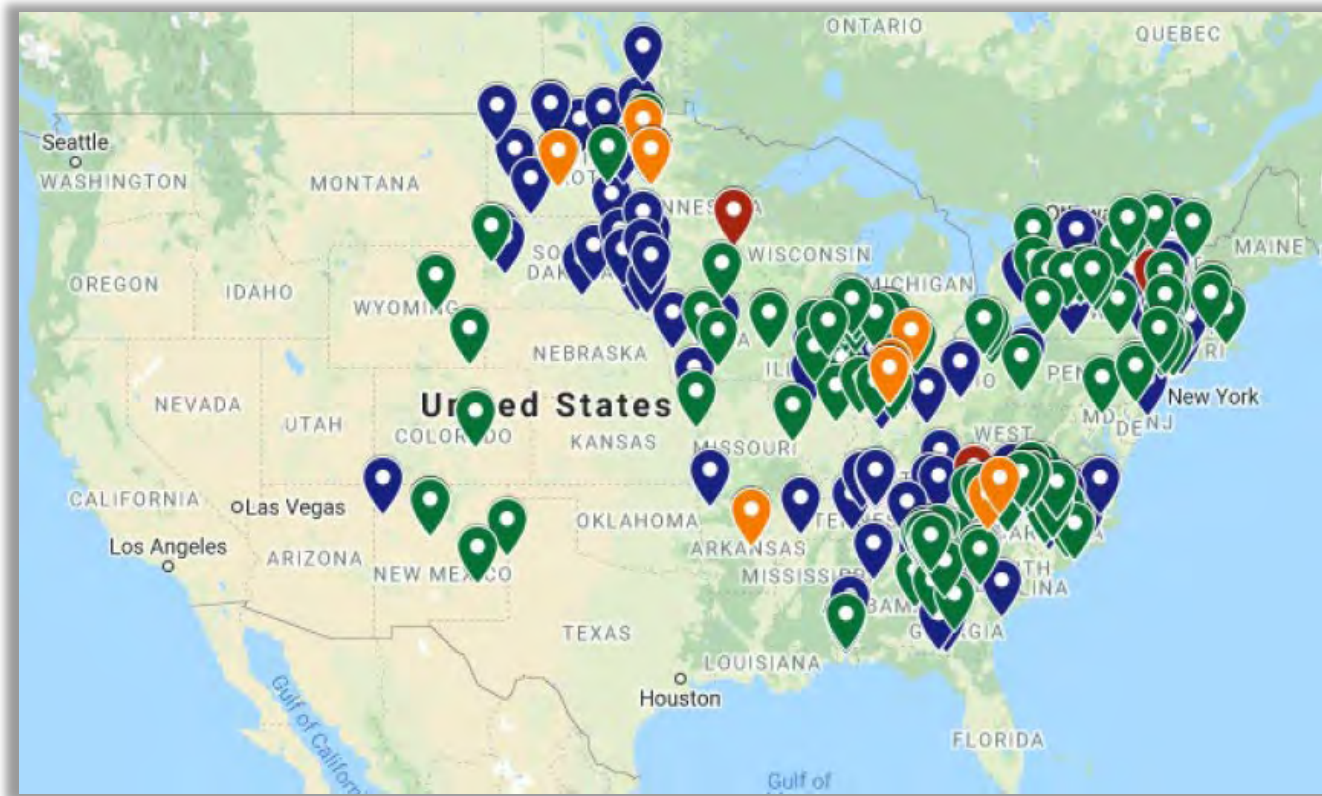


## Mission

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CQL is dedicated to the definition, measurement, and improvement of **personal** quality of life.





- More than 380 organizations have achieved CQL Accreditation
- 23 States in the U.S.
  - Tennessee IDD System
  - All North Dakota and South Dakota organizations
- Canada
- Ireland



# 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<sup>®</sup>
-  Appreciative Inquiry
-  Positive impact on workforce



# What is Factor 10?

## Integrated Quality Management Systems

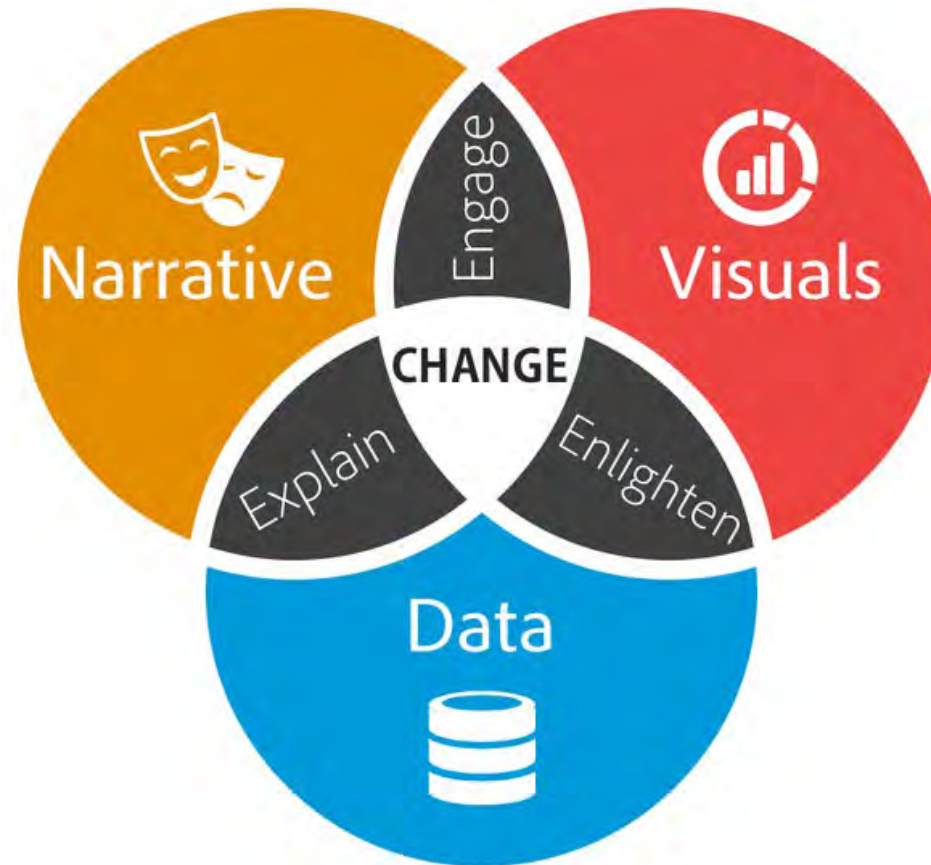
“A quality management system (QMS) is defined as a formalized system that documents processes, procedures, and responsibilities for **achieving quality policies and objectives**.

A QMS helps coordinate and direct an organization’s activities to **meet customer and regulatory requirements** and **improve its effectiveness and efficiency** on a continuous basis.”

What is a Quality Management System (QMS)? ASQ. (n.d.). Retrieved April 24, 2023, from <https://asq.org/quality-resources/quality-management-system>

# What is Factor 10?

## Integrated Quality Management Systems



Dykes, B. (2022, October 12). Data storytelling: The essential data science skill everyone needs. Forbes. from <https://www.forbes.com/sites/brentdykes/2016/03/31/data-storytelling-the-essential-data-science-skill-everyone-needs/amp/>

# What is Factor 10?

## Integrated Quality Management Systems

When we talk about quality management, there are two components ...



Quality Assurance (QA)



Quality Improvement (QI)

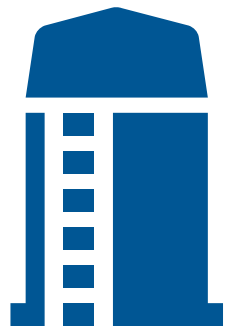
- Both are important, but the emphasis of Factor 10 is on **continuous** quality improvement
- How can we best take the information learned and use it to get better?



# What is Factor 10?

## Integrated Quality Management Systems

The **integrated** component of a QMS is important – its not just about having a quality management system, but about one that works together.



**NO SILOES!**



## What is Factor 10?

# Integrated Quality Management Systems

- It guides us on how – through data and information collection – to keep an eye on what is going on within the organization
- Part of the goal is to **keep it simple** and not overcomplicate it



**So, how do we do that?**

## What is Factor 10? Two Main Parts



### THE POLICY

This is the framework for monitoring the Basic Assurances<sup>®</sup>.



### THE PLAN

This details the methods and procedures for monitoring the Basic Assurances<sup>®</sup>.

## What is Factor 10? The Policy Should ...



- Identify leaders for **developing and overseeing** the design of the plan, and for **delegating and creating** accountability among the team.
- Include a values statement that emphasizes the organization's commitment to **maintain the presence** of Basic Assurances<sup>®</sup> outcomes over time.

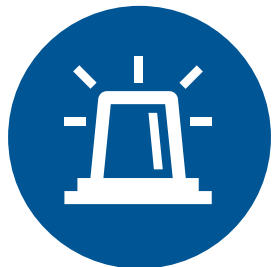
## What is Factor 10? The Policy Should ...

- Emphasize **continuous improvement** and learning rather than responding reactively when problems arise.
- Discuss the ways in which people (people supported, families and staff) will be **informed and educated** about the monitoring of Basic Assurances<sup>®</sup> and soliciting for their involvement in the evaluation process.
  - ➔ Are they a part of a quality committee? How do you measure their satisfaction?
- Review the system for **sharing the results** with all stakeholders - internal & external
  - ➔ What "relatable" parts will you share?

# What is Factor 10? The Plan Should...

## Include:

- Data sources
- Data collected
- Timelines and frequencies for data collection and review
- People responsible for collecting, analyzing, implementing action, and leading



**Remember: Everyone is responsible  
for quality!**

THE PLAN

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# Putting it all together



start small . . . **Think BIG!**



# What is Factor 10? Think Big, Start Small

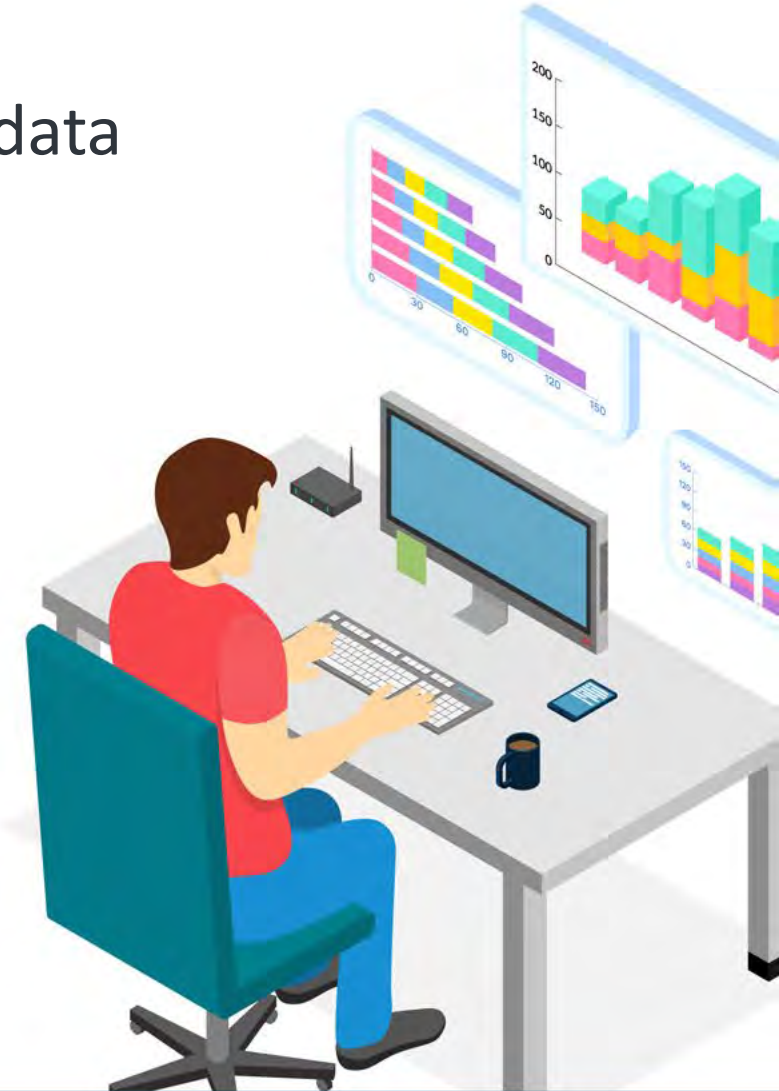
- Identify relevant, meaningful data – including POM data

➔ With **PORTAL**, POM data is at your fingertips

## Example:

People Exercise Rights  
People Are Treated Fairly  
People Are Respected

➔ **All align with Factor 1:**  
Rights Protection and Promotion



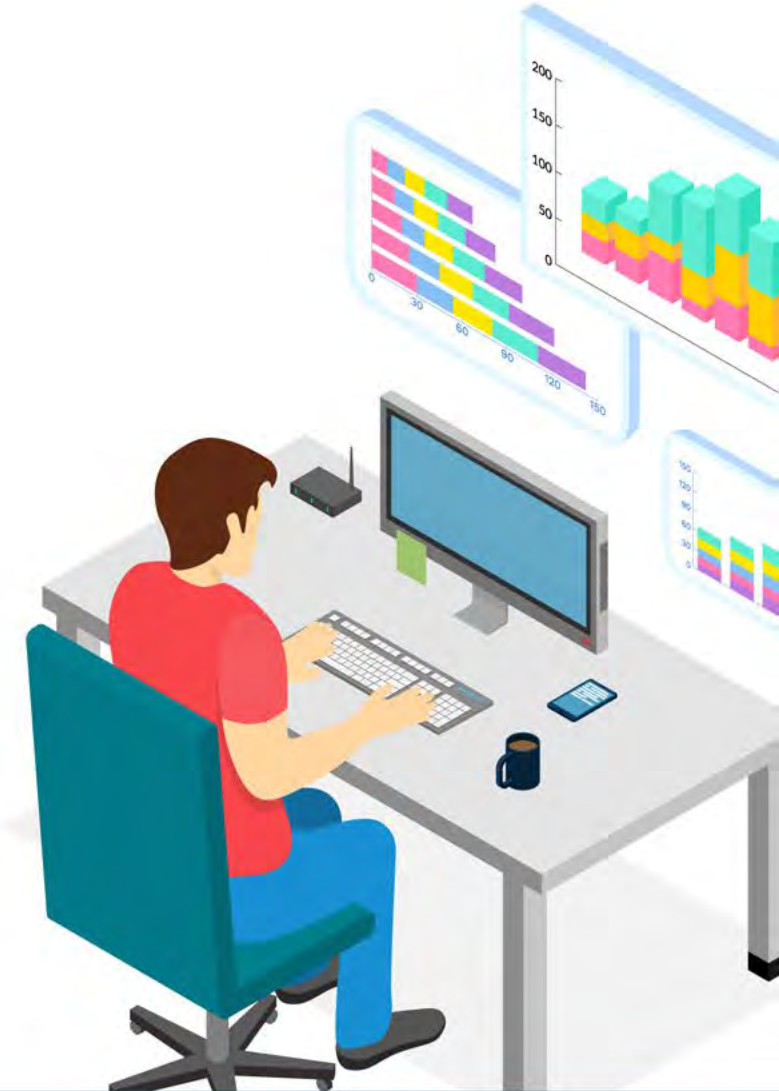
# What is Factor 10? Think Big, Start Small

## Efficient collection of data

- Don't force it!






## Look at current systems of data collection

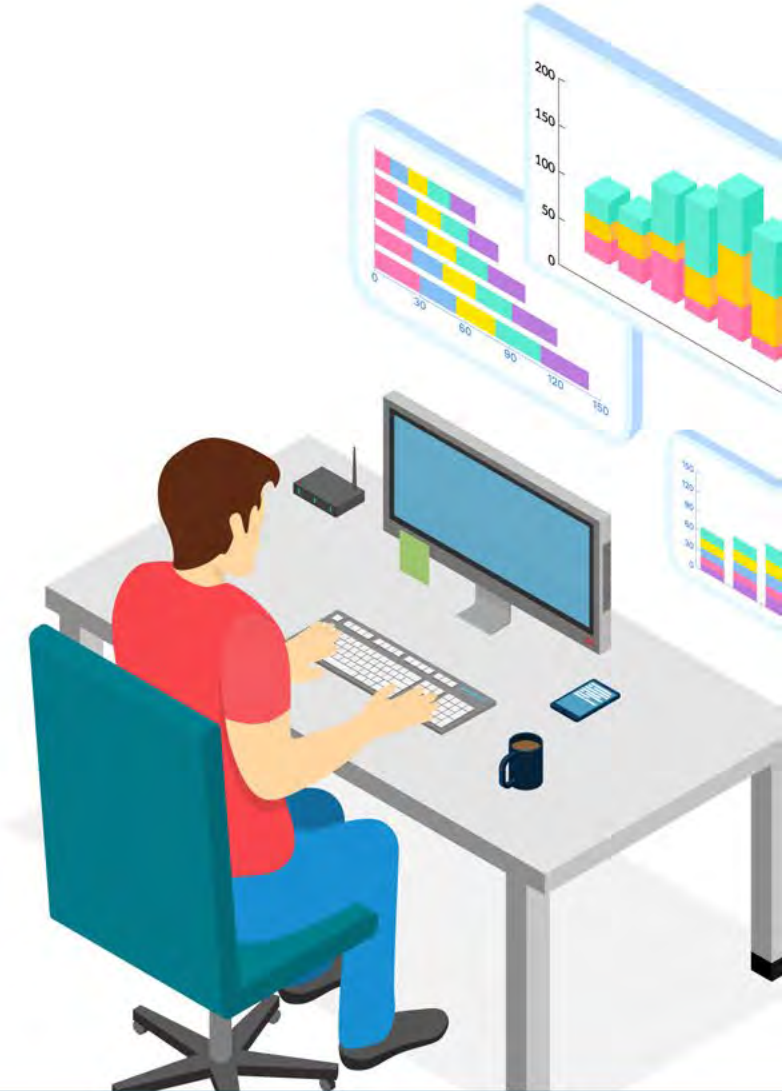
- With each piece of data that has been identified to be collected, determine HOW it will be collected.
- If the collection and compilation of the data is a struggle – rethink if it is worth it at that point in time. It may need to wait.



# What is Factor 10?

## Think Big, Start Small

-  **Efficient collection of data**
  - Ask the “why”
-  **Look for trends**
  - There may or may not be any
-  **Develop or review goals**
  - What progress, if any, is being made?
-  **Take action**
  - Based on the analysis and trends
-  **Involve all perspectives in a meaningful way**



"The goal is to turn **data into information,**  
and **information into insight.**"

- Carly Fiorina, former CEO of Hewlett Packard



## What is Factor 10? Reviewing Information

- Must be ongoing
  - How do you know you are making progress if it isn't being looked at enough?
- Frequency of review will depend on:
    - The type of data/information
    - Size of the organization
    - Priorities



## What is Factor 10? Reviewing Information

- Since Factor 10 focuses on continuous quality improvement, there must be goals put in place
- Monitoring the goals is part of that ongoing review of data

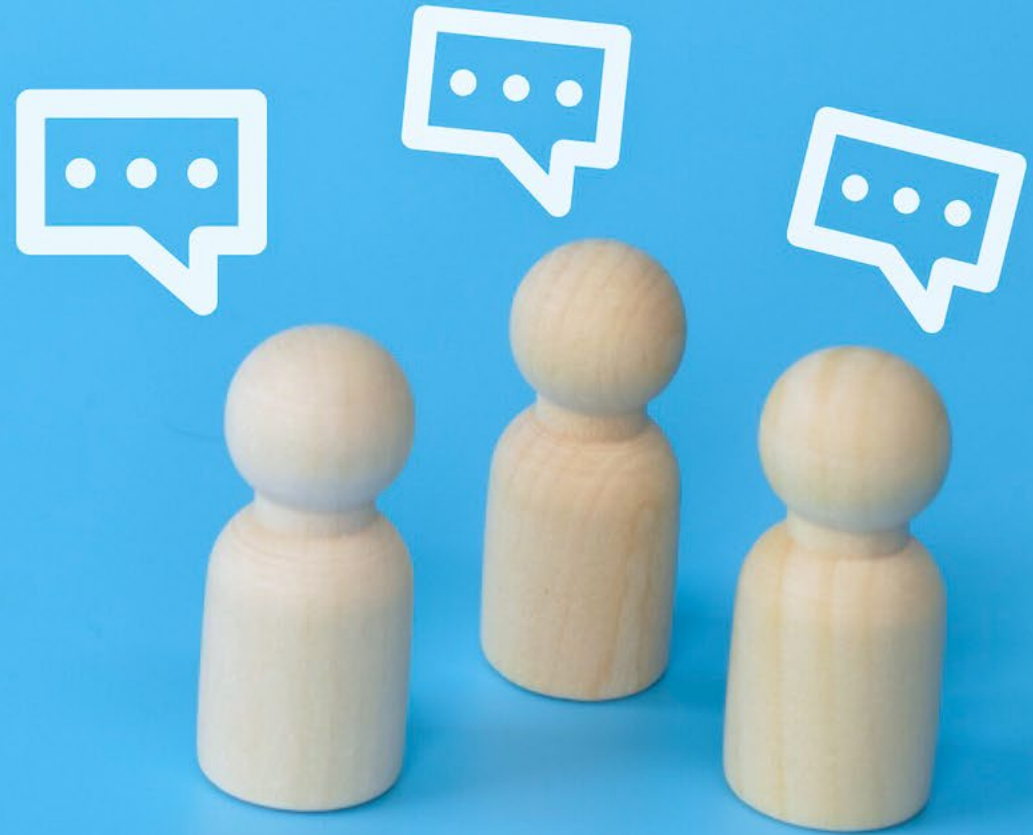
### *Example:*

How do you know if you met your goal to lose weight by the first day of your beach vacation?



"Data are just summaries of **thousands of stories** - tell a few of those stories to help make the data meaningful."

- Dan Heath, Bestselling Author



# What is Factor 10?

## Communicating The Information

**Build a communication strategy that answers ... Who? What? How?**

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- Who is our audience?

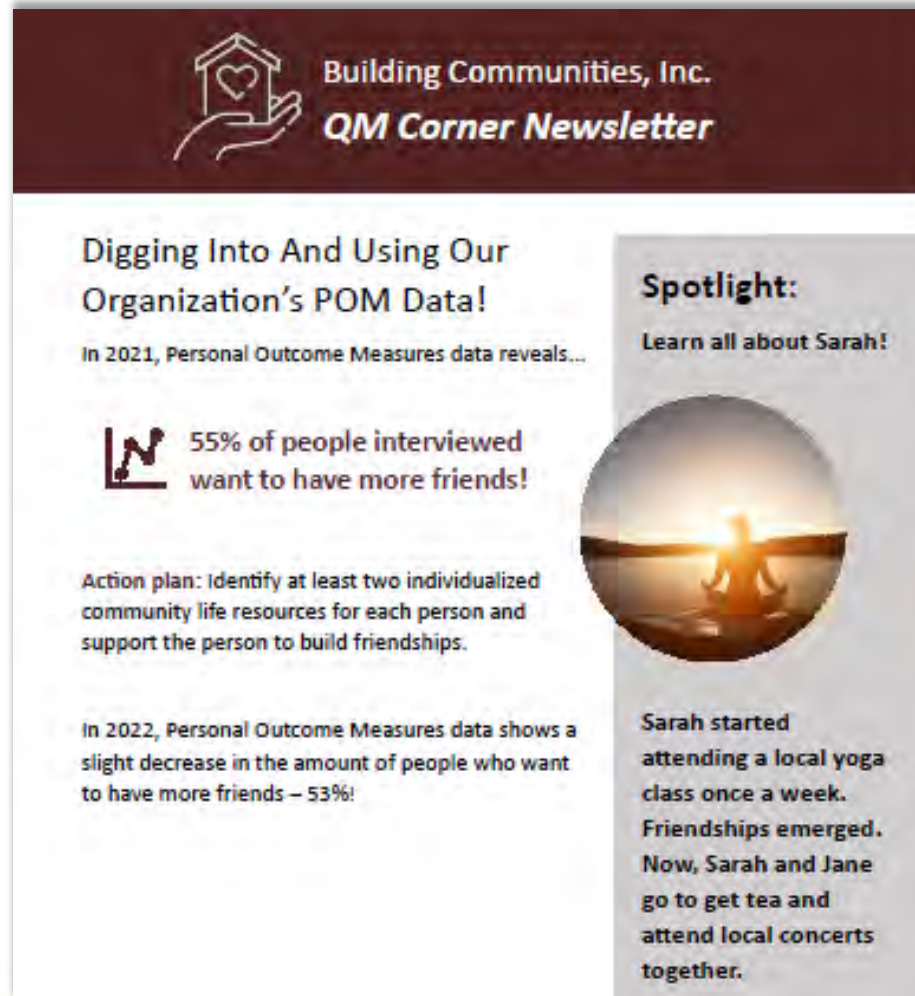


People supported, families, employees, board and committee members, other agencies, community partners

- What information are we going to share?
- How are we sharing the information?

# What is Factor 10?


## Communicating The Information



**Building Communities, Inc.**  
**QM Corner Newsletter**

### Digging Into And Using Our Organization's POM Data!

In 2021, Personal Outcome Measures data reveals...


 **55% of people interviewed want to have more friends!**

**Action plan:** Identify at least two individualized community life resources for each person and support the person to build friendships.

In 2022, Personal Outcome Measures data shows a slight decrease in the amount of people who want to have more friends – 53%!

### Spotlight:

Learn all about Sarah!



Sarah started attending a local yoga class once a week. Friendships emerged. Now, Sarah and Jane go to get tea and attend local concerts together.



**Building Communities, Inc.**  
April 12 at 7:00 AM · 🌐

Read Sarah's story about how yoga helped her create relationships! In this article, we're digging into our organization's Personal Outcome Measures® data and sharing the actions we took to support people like Sarah in building friendships.



[BUILDINGCOMMUNITIES.ORG](https://www.buildingcommunities.org)  
**Building Communities, Inc. Uses Data To Help Support Sarah In Establishing New Friendships!**

👍 5    💬 Comment    ➦ Share    2 shares

MAY 4



### Everyone Communicates! Tips, Tricks, And Guidance When Using The POM

Receive specific guidance about understanding unique communication approaches when using the POM.

 WEBINAR

JUNE  
22



### 2023 CQL Accreditation Webinar Series

Through our 2023 CQL Accreditation Webinar Series, you'll gain greater insight into accreditation tools, approaches, and more.

 WEBINAR



# Additional Resources

## Articles, Guides, Tools, & More!



### **12 Reasons Why Data Is Important**

<https://www.c-q-l.org/resources/guides/12-reasons-why-data-is-important/>



### **How To Use Data For Informed Decision-Making**

<https://www.c-q-l.org/resources/newsletters/how-to-use-data-for-informed-decision-making/>



### **Demystifying Factor 10**

<https://www.c-q-l.org/resources/newsletters/demystifying-factor-10/>



### **Developing An Integrated Quality Management System**

<https://www.c-q-l.org/resources/webinars/developing-an-integrated-quality-management-system/>



### **Alternative Funding Models: Outcomes & Metrics Report**

<https://www.c-q-l.org/resources/guides/alternative-funding-models-for-people-with-idd/>



### **Provider Quality Improves the Personal Outcomes of People with IDD**

<https://www.c-q-l.org/resources/articles/provider-quality-improves-the-personal-outcomes-of-people-with-idd/>

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Resources  
Sent Straight  
To Your Inbox!



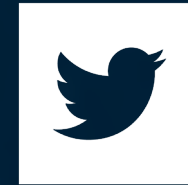


## CONNECT WITH US

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🔍 CQL



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