

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.





Accreditation & Culture: An Inseparable Pair

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OPPORTUNITIES FOR POSITIVE GROWTH



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 390 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[®]
-  Appreciative Inquiry
-  Positive impact on workforce

Causes and Effects of a Poor Culture Lack of and/or Unclear Communication

- People feel like others don't care
- People make assumptions/make up their own version
- Lack of support for decision-making and reduction of autonomy
- Lack of transparency

Possible increase in turnover



Causes and Effects of a Poor Culture Code Of Silence



- Fear in the workplace
- Bullying
- Under-reporting
- Possible increase in turnover

Causes and Effects of a Poor Culture

Lack Of Proper Training

- Staff unprepared to perform duties
- People do not achieve goals and dreams
- Accidents
- Licensing issues
- Possible increase in turnover



Causes and Effects of a Poor Culture

Poor Leadership (at any level)



- Right person for the right position
- Frustration for team members and leadership
- Possible increase in turnover

Causes and Effects of a Poor Culture

Giving People Who Create Drama Too Much Space

- Negative impact on people receiving services
- Excessive time spent on addressing the “issues” that are created
- Possible increase in turnover



Causes and Effects of a Poor Culture Not Addressing Performance Issues



- Implied favoritism
- Unfair balance in tasks/expectations
- Colleagues frustrated
- Staff are not given opportunity to improve
- Possible increase in turnover

Causes and Effects of a Poor Culture Silos

- Poor decision-making
- Lack of teamwork
- Reduced accountability
- No big-picture vision
- Lack of innovation
- Frustration
- Possible increase in turnover



Impact of Creating a Positive Culture

- Clear and consistent communication
- Transparency
- Effective training
- People feel and are safe
- Staff that feel empowered
- Goals are achieved
- Minimum drama, maximum celebration
- Effective leaders
- Teamwork
- Vision and innovation
- Reduction in turnover



Autonomy and Confidence

- Supportive vs. Punitive
- Closing the Loop – asking for and responding to feedback
- Bringing a variety of stakeholders to the table (DSP's, People receiving supports)

Celebration

- Meaningful recognition
- Opportunity to share success stories
- Appreciative inquiry

Workforce

- Work/Life balance
- Decreased turnover
- Increased morale
- Increased respect and feeling valued
- Onboarding is more successful
 - staff feel more welcome

Quality of Services

- People receiving services are better supported and are living the lives they want

Spurs Innovation

- Staff are supported to learn from mistakes, so emboldened to try new things
- Better problem solving

Sense of Purpose

- One mission/one team
- Teamwork – especially with accreditation work
- Team approach – no one flies solo

How To Build A Positive Culture Insights From OPG, Inc.

- Servant Leadership
- Communication
- Engagement Surveys
- Follow-up with people supported and team members
- Training
 - Good to Great



OPPORTUNITIES FOR POSITIVE GROWTH

How To Build A Positive Culture





Opportunities
for Positive
Growth

Mission: Inspiring People in the
Pursuit of a Rewarding Life.



Opportunities
for Positive
Growth

Vision: People Connect. People Dream.
People Thrive.



Opportunities
for Positive
Growth

Values: People, Quality,
Innovation, Financial Stability



Dreams

- Meetings start with dreams
- Focus on dreams of people supported
 - Personal Outcome Measures®
 - Celebrating across all services
 - Dignity of Risk
- Focus on dreams of employees
 - Professional Development
 - Encouraging growth beyond departments



Gratitude

- Relationships
- Days of...
 - Magic
 - Fun
 - Celebration
- Appreciation for Employees
 - Texts
 - Formal Appreciation
 - Awards
 - DSP appreciation through the year



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