



The Council on Quality and Leadership
Partners in Excellence; Leadership for the Journey.



Accreditation Quality Measures 2005[®]



CQL Yesterday and Today





The Council on Quality and Leadership

Who we are.....

- International not-for-profit organization dedicated to the definition, measurement, and improvement of personal and community quality of life for people with disabilities and people with mental illness.

The Council on Quality and Leadership (CQL)

- **Vision** – A world of dignity, opportunity and community inclusion for all people.
- **Mission** – To provide leadership for greater world-wide inclusion and quality of life for all people with disabilities.



The Council on Quality and Leadership (CQL)

Partners in Excellence; Leadership for the Journey.

- CQL is at the forefront of improving the quality of services and supports for people with disabilities and people with mental illness.
- We have been leading this effort for more than three decades.
- Everyone has a right to a life of dignity, opportunity and community inclusion.
- Our journey continues with the daily work of establishing real connections between disabilities' theory and practice.



The Council on Quality and Leadership (CQL)

1970s and 1980s: Basic Assurances and Compliance in Services

- CQL (then the Accreditation Council) developed national consensus standards for organizations providing services to people with intellectual disabilities.
- The standards reflected the principles and values of professionals, families, provider organizations and government agencies.
- These standards (1971, 1973, 1978, 1981, 1985, 1987 and 1990) were incorporated into federal court rulings, the Health Care Financing Administration's (now CMS) Medicaid standards and numerous state licensing requirements.



The Council on Quality and Leadership (CQL)

1990s: Personal Outcome Measures[®]

- CQL developed the *Personal Outcome Measures[®]* by holding focus groups with people with disabilities and their families.
- The *Personal Outcome Measures[®]* were piloted in two states and ten field tests occurred in the United States and Canada.
- CQL's initiative in redefining quality in terms of personal outcomes influenced subsequent development of person-directed approaches in numerous states, at CMS and within intellectual disabilities and mental health communities.



The Council on Quality and Leadership (CQL)

2000s: Social Capital and Community LifeSM

- CQL is now focusing on the social and community context for the attainment of personal quality of life.
- Strong social capital enables all of us to live healthier and happier lives, increase our community affiliations, and exercise choice and self-determination.
- The challenge of organizations and support groups is not only to engage in person-directed processes; rather it is to use the person-directed orientation to build social capital and Community LifeSM for all people.

Quality Measures 2005[®]



Quality Measures 2005[®]

- **Quality measures for different organizational uses**
- **Designed for integrated quality management strategies**

Quality Measures 2005[®]

- **Quality Measures 2005[®] are not just accreditation standards.**
- **Quality Measures 2005[®] offer the measures, indicators and measurement methodologies for CQL's accreditation program.**

ACCREDITATION

WHY DO YOU WANT TO BE ACCREDITED?

WHAT DO YOU HOPE TO GAIN FROM
ACCREDITATION?



CQL Accreditation

CQL offers the first, and only person-centered accreditation—a method of defining, measuring and evaluating the quality from the **person's** perspective

Values

Personal Relationship

CQL Accreditation

- CQL has 35 years of experience with accreditation process
- Collaboration links the organization and CQL in a partnership
- Emphasis on quality in the context of Community LifeSM
- Measures the direct impact of services and supports on the lives of people



CQL Accreditation

- National database
 - 5,000 personal interviews
 - 1993 to 2006
- CQL Accreditation Standards **EXCEED** state and federal requirements
- Challenges to improve

CQL Accreditation

- Basic Assurances[®] are in place
- Increased accountability
- Recognition of excellence
- Emphasis on community partnerships
- Recognition of individualized supports and services



CQL Accreditation

Process includes measurement in each of the five sections of the Quality Measures 2005[®]

Shared Values

Basic Assurances[®]

Personal Outcome Measures[®]

Responsive Services[®]

Community LifeSM



CQL Accreditation

Organizational values drive organizational behaviors.

CQL Accreditation

Shared Values

identifies the values that shape the way we define, measure and elicit feedback about quality of life and quality of services.



CQL Accreditation

Shared Values

Three Arenas—

People, Community, Organization

Ten Factors—

Dignity and Worth, Legal and Human Rights, Self-Determination and Choice, Community Settings, Social Capital, Community Partnership, Shared Leadership, Continuous Learning, Open Communication, Continuous Improvement

FAA Level of Safety

“The FAA has one level of safety, and there’s no compromise. The airlines that meet it can fly. Those that can’t become part of a business-school case study.”

Marion Blakely, Administrator
Federal Aviation Administration

CQL Accreditation

Basic Assurances[®]

- Essential, fundamental and non-negotiable requirements for all service and support providers
- Viewed from the person's perspective

Basic Assurances[®]

Ten Factors—Includes the areas of

Health

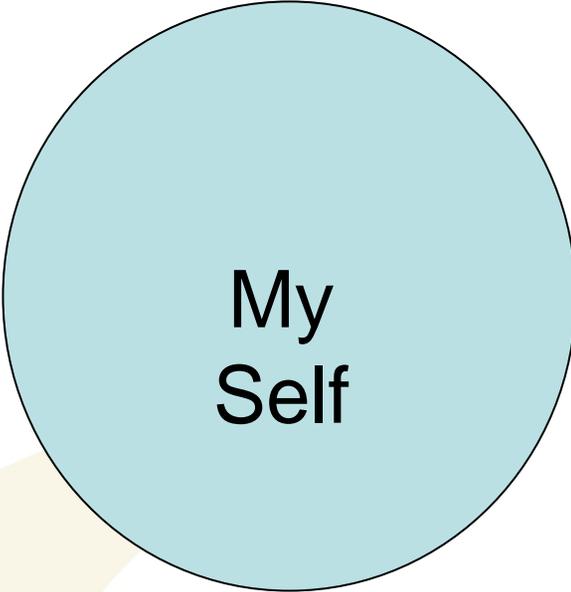
Safety

Human Security

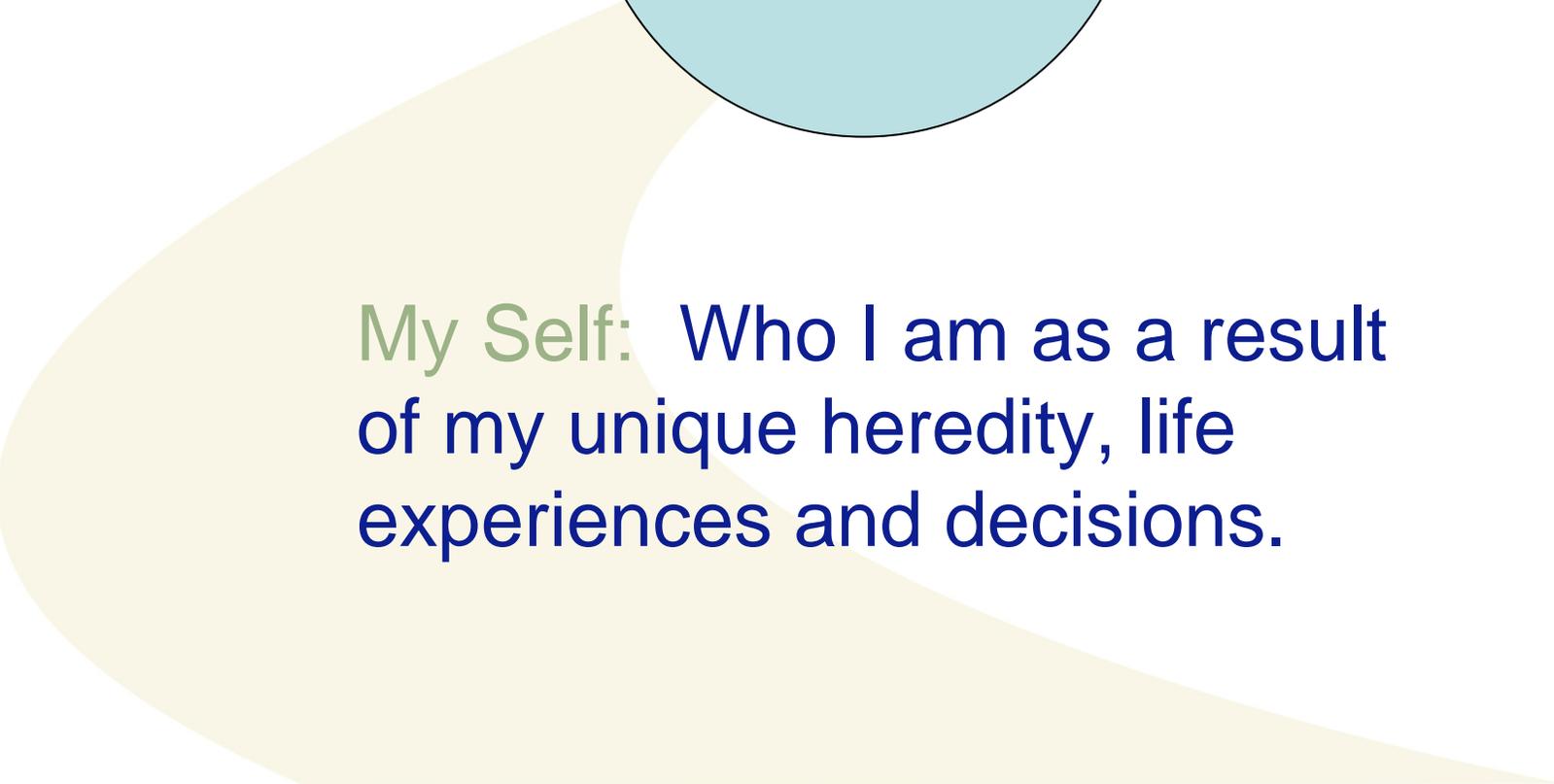
Quality Measures 2005[®]

Personal Outcome Measures[®]

- **Tool for evaluating personal quality of life and quality of services**
- **Put listening to and learning about the person at the center**
- **Knowing about people's priority outcomes direct planning efforts**

A light blue circle with a thin black outline is centered in the upper half of the slide. Inside the circle, the words 'My Self' are written in a black, sans-serif font, stacked vertically.

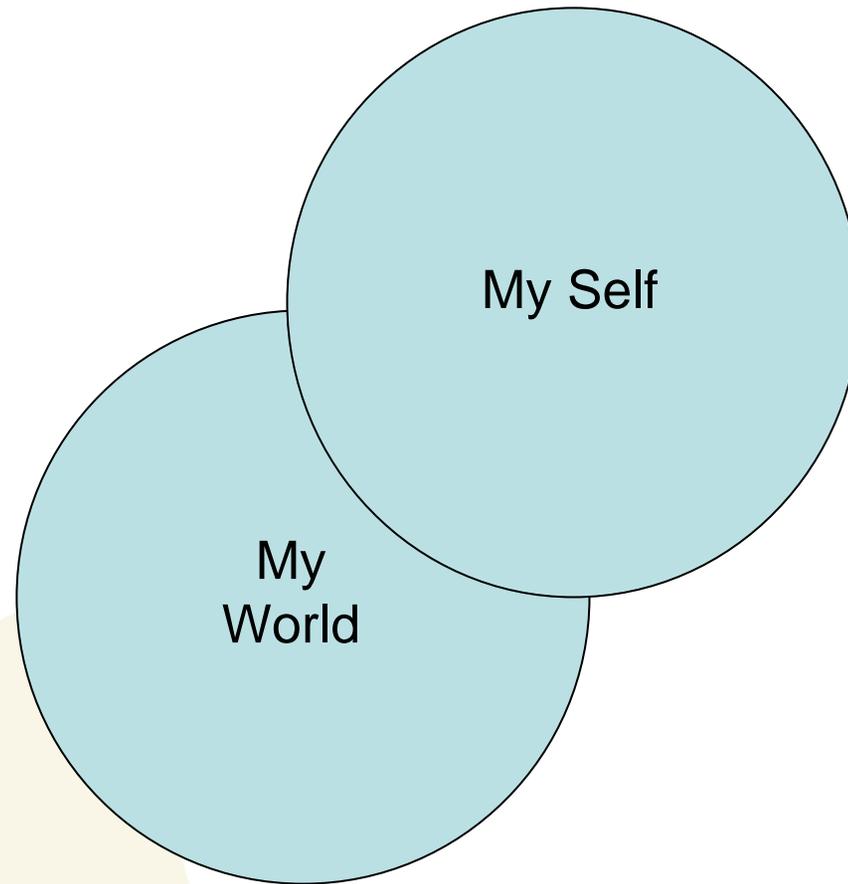
My
Self

A large, light yellow swoosh shape originates from the bottom left and curves upwards and to the right, passing behind the text below.

My Self: Who I am as a result
of my unique heredity, life
experiences and decisions.

My Self

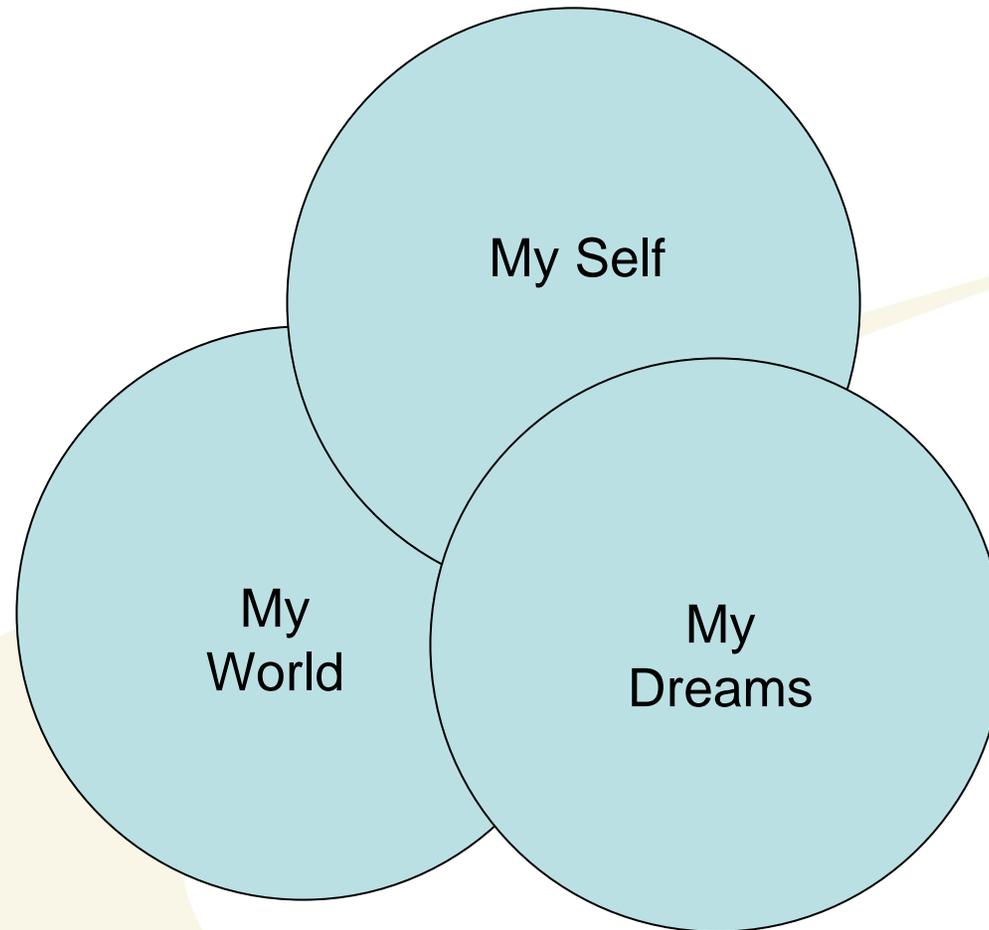
1. People are connected to natural supports.
2. People have intimate relationships.
3. People are safe.
4. People have the best possible health.
5. People exercise rights.
6. People are treated fairly.
7. People are free from abuse and neglect.
8. People experience continuity and security.
9. People decide when to share personal information.



My World: Where I work,
socialize, belong or connect.

My World

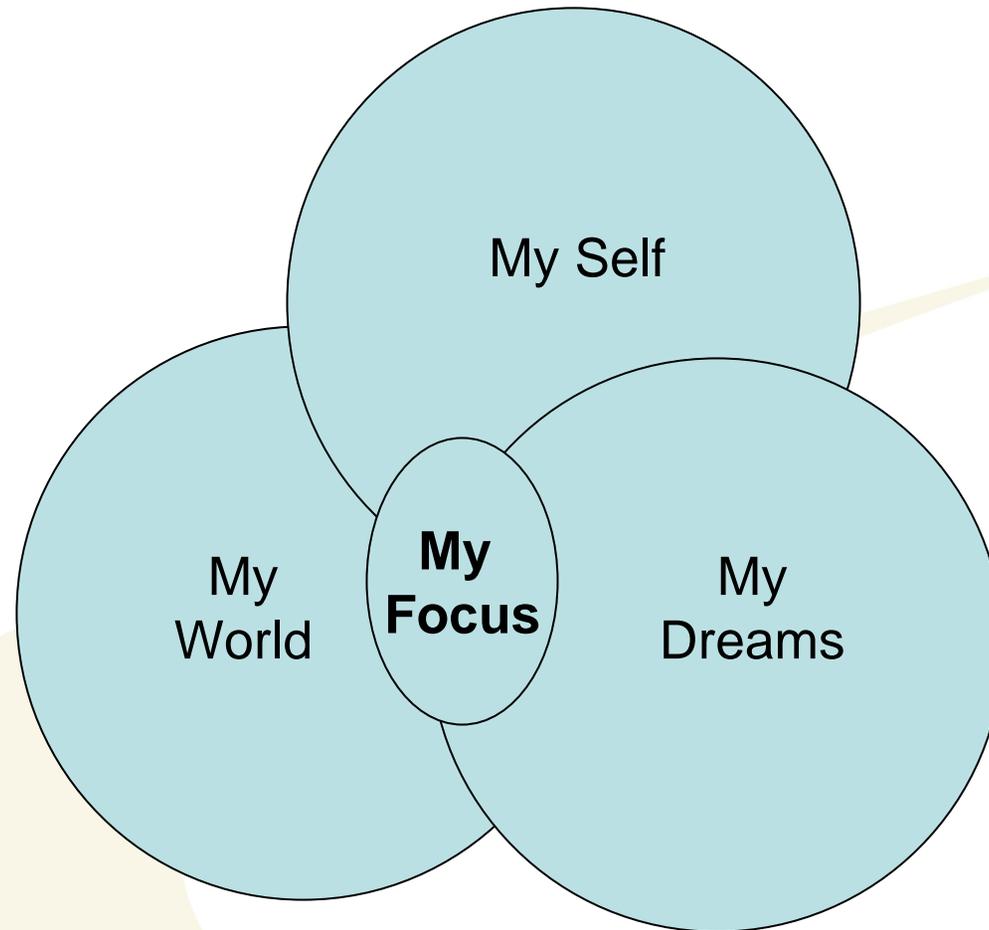
1. People choose where and with whom they live.
2. People choose where they work.
3. People use their environments.
4. People live in integrated environments.
5. People interact with other members of the community.
6. People perform different social roles.
7. People choose services.



My Dreams: How I want my
life, self and world, to be.

My Dreams

1. People choose personal goals.
2. People realize goals.
3. People participate in the life of the community.
4. People have friends.
5. People are respected.



My Focus: What is most important to me now.

Responsive Services[®]

- Integrate the different quality indicators from Shared Values, Basic Assurances[®], Personal Outcome Measures[®] and Community LifeSM
- Redefine the relationship among people, community and organizations

Responsive Services[®]

- Person Focus
- Community Focus
- Strategic Focus
- Accountability Focus



Community LifeSM

People live in communities, not in organizations.

Community LifeSM

People and organizations are connected to other people and organizations.

Organizations connect citizens and their communities.

Organizations can optimize quality within Community LifeSM

Community LifeSM supports personal quality of life



CQL's Quality Measures 2005[®]

The Quality Measures 2005[®] Community LifeSM Initiatives address, but are not limited to, the following areas:

- **Housing**
- **Employment**
- **Health Care**
- **Transportation**
- **Education and Learning**
- **Social Capital**

Community LifeSM

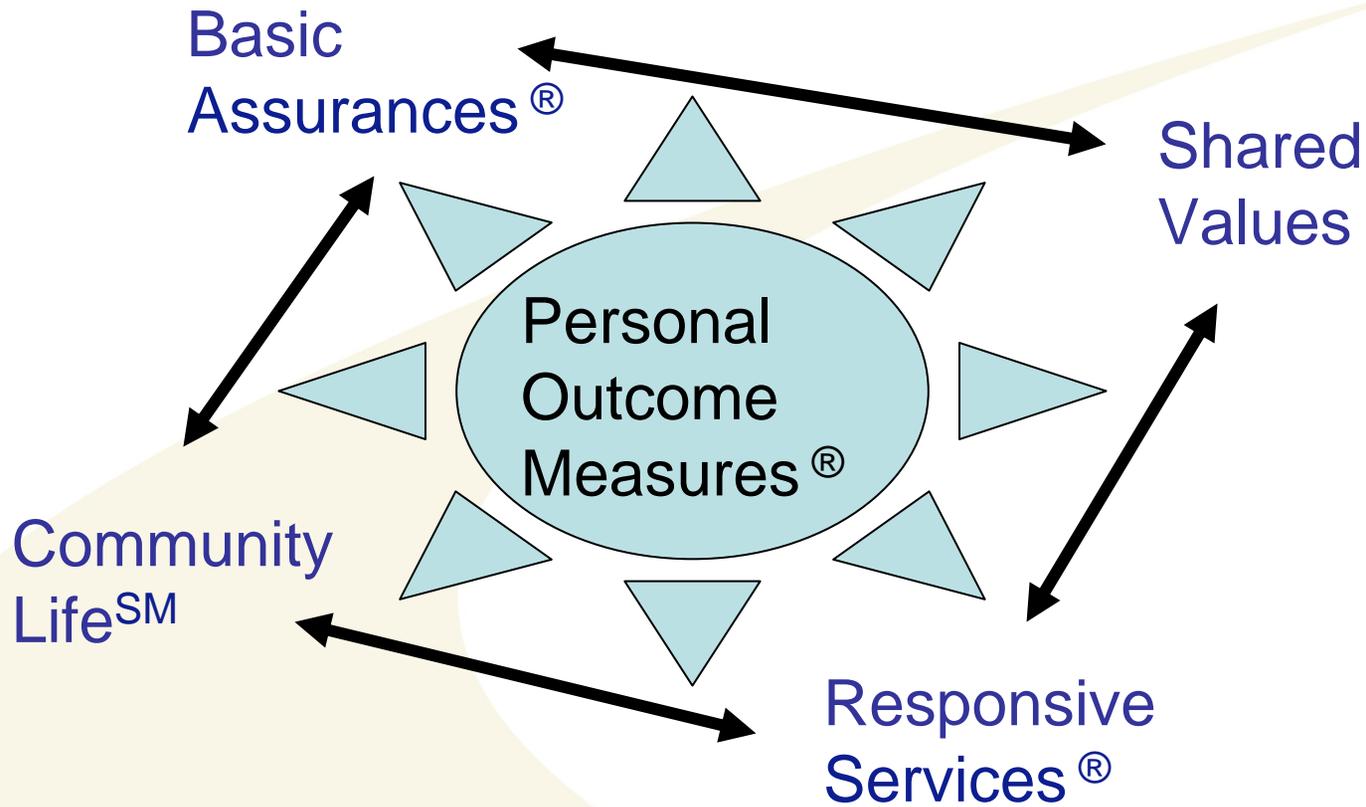
- Three factors

Quality of Community LifeSM Data, Information and Analysis

Organizational Role

Community LifeSM Initiatives

CQL's Quality Measures 2005[®]



The Council on Quality and Leadership (CQL)

Three themes:

- Co-evaluative
- Systems approach
- Community context



The Council on Quality and Leadership (CQL)

- Accreditation Application
- Accreditation Preparation
- Accreditation Determination
- Ongoing Partnership



Accreditation Application

- Decision
- Submit Application and schedule Accreditation Visit
- *Personal Outcomes Measures*[®] Data Collection
- Self Assessment (Shared Values and Basic Assurances[®])
- Documents Review

Accreditation Visit

- Organizational Presentation
- Focus Groups
 - Direct Support Staff
 - People Supported
- Targeted Interviews
- Spend Time with People

Accreditation Visit (continued)

- Lunches/meetings
 - Community
 - Family
- Visits to service locations
- *Personal Outcomes Measures*[®] Decision Making and Data Validation
- Other information gathering



Personal Outcome Measures[®] Data Validation

General notes:

CQL determines sample size and identifies people to be interviewed

The organization completes some interviews within 30 days prior to the on-site validation

Data submitted to CQL prior to on-site validation

Expectation for reliability of data is .85

Method for determining reliability is individually negotiated



Personal Outcome Measures[®] Data Validation: Newer Customer

One: CQL completes all interview in the sample

Two: Organization completes 50 – 75% with CQL observers. CQL completes the remainder with organizational observers

Three: Organization completes all but one or two interviews and CQL facilitates joint decision making during review

Four: Organization completes all interviews except one (only if organization has certified trainers or interviewers)

Personal Outcome Measures[®] Data Validation: Established Customers

- Significant history – CQL observes organization conducting two interviews from sample.
- Some history – Organization observes CQL conducting two interviews from sample.
- Organizations with certified trainers/interviewers –
Assume data validity. CQL conducts one interview for general comparison.
If applicable, CQL will determine effectiveness of organizational internal reliability system through a combination of interviewing, observing, and decision making

Accreditation Determination

- Conditions/issues identified during application
- Off site consultation with CQL
- On site consultation with CQL
- Validation and moving forward

Accreditation Determination

Criteria

- Ongoing learning, evaluation and growth supporting Shared Values[®]
- Presence of 46 Basic Assurances[®] indicators in systems and practice
- Personal Outcome Measures[®] data that meets the threshold (11/21)

Ongoing Partnership

- Term: four years with annual agreements for active collaboration
- Focus: examples, data management, individual planning, organizational planning, social capital development, Community LifeSM
- Relationship: defines organization and CQL roles and responsibilities

Accreditation Partnership

Year One Follow-up:

Self-Assessment: Responsive Services[®] and Community LifeSM

One site visit to evaluate Basic Assurances[®] (Factor X), Responsive Services[®] and Community LifeSM

Refocusing the Agreement

Accreditation Partnership

Site Visit One

- Organizational Presentation
- Community Assessment
- Focus Groups
 - Learning About People
 - Human Resources
- Person-Directed Planning
 - Observation
 - Review the process
- Accountability Systems Meeting
- Refocusing the agreement

Accreditation Criteria - Ongoing

- Continued Presence of Basic Assurances[®] Systems and Practices
- Completion of Responsive Services[®] Community LifeSM assessment with targeted areas addressed in Quality Enhancement efforts
- Demonstrated commitment to integrate Community LifeSM into operations and strategic thinking, beginning with an operational system for data collection about Community LifeSM issues.

Accreditation Partnership

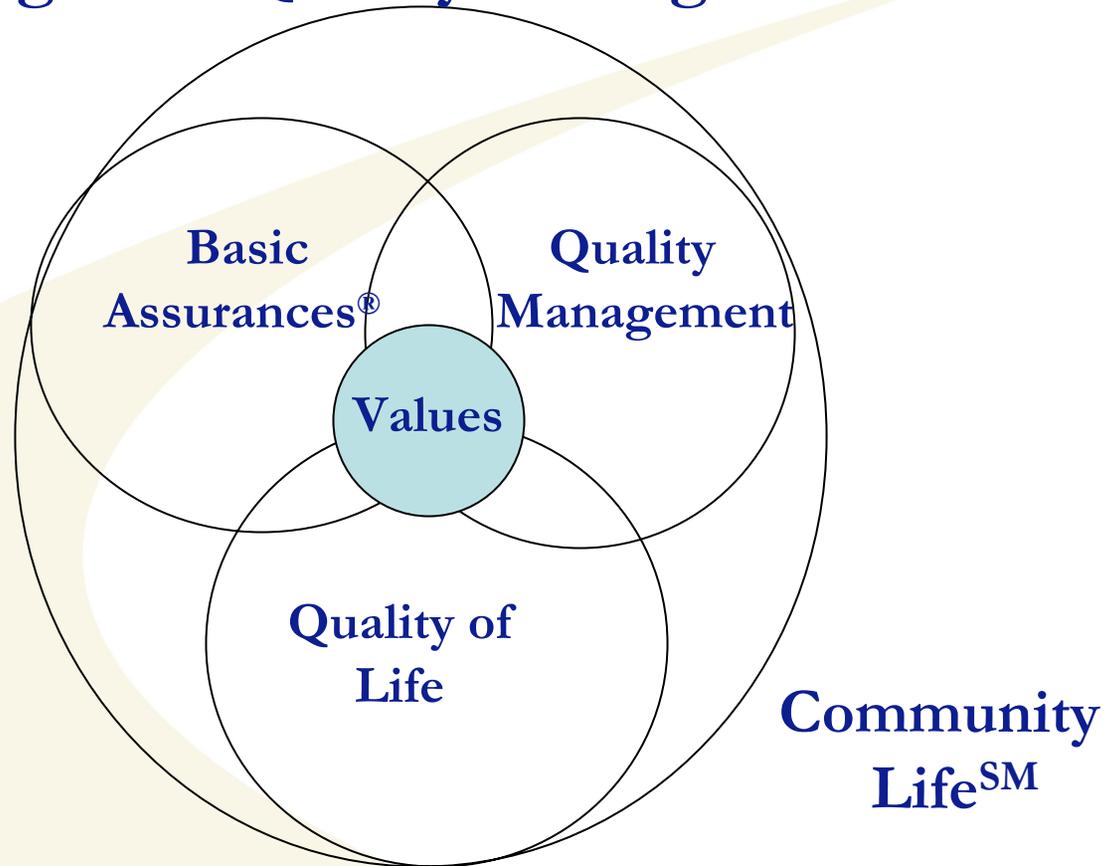
Site Visit in the 2nd or 3rd year :

Integrated Quality Management Plan

Refocusing the agreement

Quality Measures 2005[®]

Integrated Quality Management



Accreditation Partnership

Site Visit Two

- Two days – One CQL Quality Enhancement Specialist
- Evaluate progress and ongoing implementation of Basic Assurances[®] Monitoring System
- Ensure that all aspects of Quality Measures 2005[®] are integrated in organizational planning
- Refocusing the agreement

Accreditation Criteria - Ongoing

- Continued Presence of Basic Assurances[®] Systems and Practices
- Completion of Responsive Services[®] Community LifeSM assessment with targeted areas addressed in Quality Enhancement efforts
- Demonstrated commitment to integrate Community LifeSM into operations and strategic thinking, beginning with an operational system for data collection about Community LifeSM issues.

Reasons CQL customers value Accreditation:

- Distinguishes organizations
- Gives measures to the community
- Validation for staff
- Connects the values to the practice
- Raises expectations
- Third party evaluation

The future of Accreditation: CQL customer ideas

- More guidance, resources, technical assistance
- Branding: CQL is THE quality measure for the field
- Work through some information before the visit
- Add focus groups
- More emphasis on HR, finance, etc.; not just paper review
- More opportunities for learning within process
- Increase amount and detail of feedback throughout
- Participate in organizational change; treat the end as if it were the beginning and build in check points

CQL customers asked us to keep:

- Focus on being a learning organization
- Support to keep an eye on the future
- Emphasis on Assurances
- Clear Vision
- 1:1 contact with people
- Statistical credibility/reliability
- Flexibility

CQL accreditation offers organizations and networks:



- Confidence that systems and practices for person-centered Basic Assurances[®] are in place.
- Collaborative approach to external measurement of the quality of systems for support.
- Partnership for ongoing individualized support during the term of the accreditation.
- Recognition of excellence and commitment to quality of Community LifeSM.

CQL accreditation is right for organizations that want:



- To use limited financial and human resources wisely,
- To implement practices that efficiently, and effectively help them succeed in responding to people,
- To build internal expertise that allows them to self-reflect and assess successes, efficiencies, and next steps.,
- To have a partner on the journey to excellence.

CQL accreditation will:

- Ensure there is an alignment between staff and organizational values and practices.
- Ensure that Basic Assurances® for health, safety, and human security are wholly in place and effective.
- Learn what is important to people receiving services.
- Assess the responsiveness of the organization to people receiving services and the communities in which they operate and live.
- Challenge the organization to move from a provider of services to a bridge that assists people to engage in trusting and reciprocal relationships with other community members.

How Does CQL Charge for Accreditation?

The cost of an accreditation review can differ for organizations that look similar. The Factors that are included in the price are:

- The overall size of the organization: the accreditation is based on the whole organization rather than programs.
- Number of people receiving services.
- Geography: how large is the area where services are provided and how far away do people live?
- # of interviews to be conducted.
- Size of the review team that is needed.
- Variety of service/support types provided.

How Does CQL Charge for Accreditation?

Additional Considerations:

- Cost include days for accreditation and consult days to be built into agreement.
- The lower number of days in “Total Day” range is the minimum number of days required for agreement.
- Additional consult days (beyond days listed) may be added to agreement based on the standard rate at the time of the agreement.



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