



The Link Between Investments in People and Increased Capacity to Generate Positive Outcomes



Cathy Ficker, CEO, CQL

A Story from Dirk Wasano

- In the 60's.....plants
- In the 70's and 80's ... treated us like pets
- In the 90's Treated us like people

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- And now its 2014, it is time to really listen

One Voice

by Doris Clark

- One Voice.
- A voice to be heard by someone who cannot speak a word.
- We express our feelings in many ways,
- by what we do and
- what we say.
- A voice that is heard is a voice that is true,
- So lets all share our one voice, too!

* Source: [In Our Words](#)

Personal Outcome Measures®

- Personally defined quality of life outcomes that people want in their lives.
- The set of 21 POMs is a scientifically valid metric.

First listen

- It is only through interaction and exchange that we can begin to understand each person as a unique individual.
- Appreciative Inquiry: Listen and learn from everything the person says and does.
- If the person does not use words to speak, find the person who knows that person best. Observe the person in different environments.

21 Personal Outcome Measures[®]: Three Factors

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

- People are connected to natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information

21 Personal Outcome Measures[®]: Three Factors

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

- People choose where and with whom they live
- People choose where they work
- People use their environments
- People live in integrated environments
- People interact with other members of the community
- People perform different social roles
- People choose services

21 Personal Outcome Measures[®]: Three Factors

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

- People choose personal goals
- People realize personal goals
- People participate in the life of the community
- People have friends
- People are respected

What really matters?

- No politically correct answers
- Heartfelt answers
- Ask soulful questions
- Treat the information with dignity and respect

Appreciative Inquiry

- Dreams serve as the primary basis for the vision.
- What we focus on becomes our reality. If we focus on what is missing, we look at things through a filter of failure.
- Appreciative Inquiry: Doing More of What Works!
Ask questions about what could be.
- Problem Solving Focus: Doing less of something we do not do well. Reaching status quo.

Assumptions of Appreciative Inquiry

- For every person, something works.
- What we focus on becomes our reality.
- The act of asking questions of a person influences the person in some way.
- If we carry parts of the past forward, let's bring what is best about the past.
- It is critical to value differences.
- New experiences help us discover new realities.

One Organization's Journey

Personal Outcome Measures[®]

Organizational Change to Enhance Lives

- Individual change
- System change

Personal Outcome Measures®

	2003	2006	+ or -
People Choose Services	47%	87%	+40%
People Realize Goals	63%	100%	+37%
Connected to Natural Sup.	52%	81%	+29%
Different Social Roles	21%	50%	+29%
People Have Friends	58%	81%	+23%
Use their Environment	78%	100%	+22%

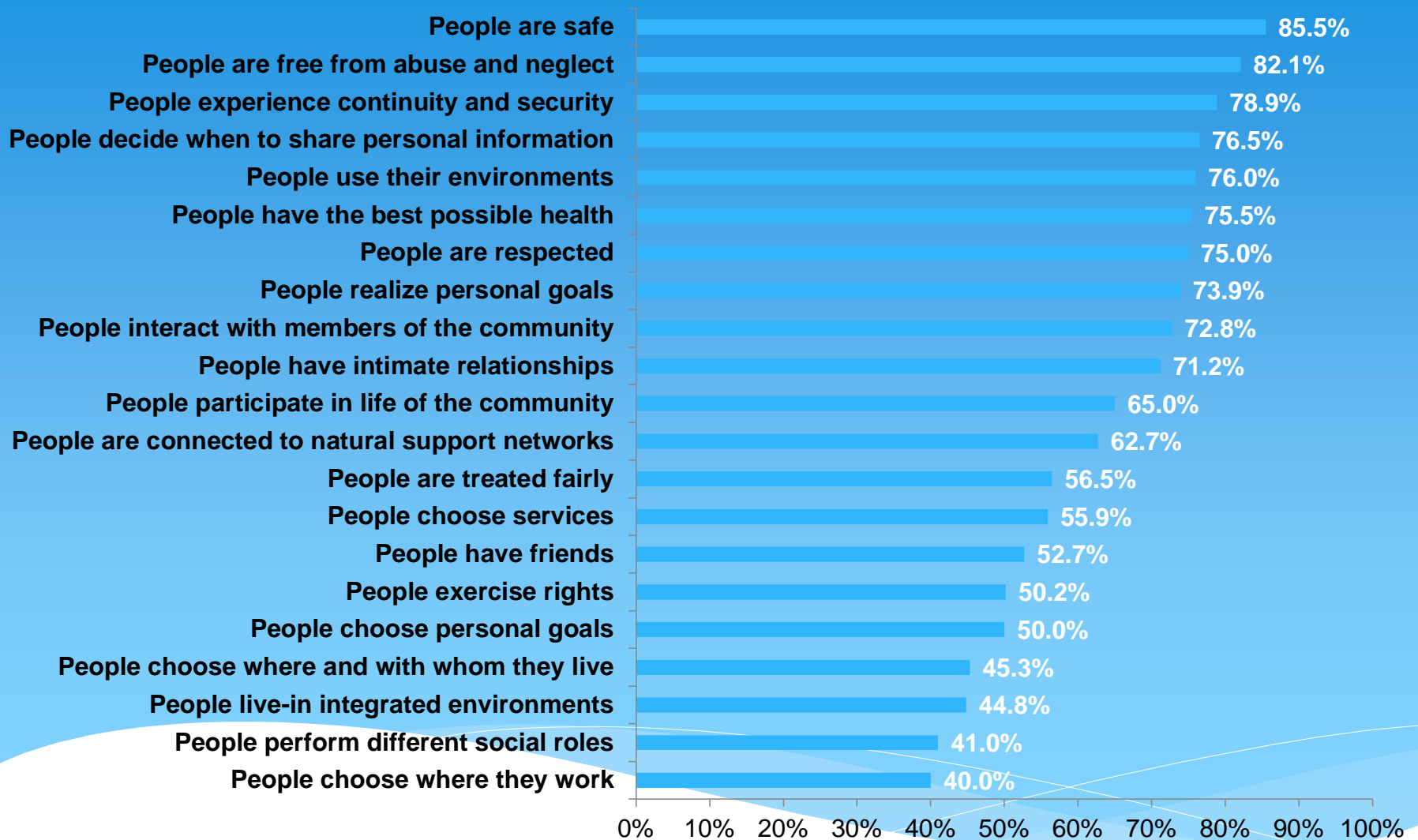
Source: Ray Graham Association

Outcome Interviews

- Inform the Person-centered Plan
- Allow the person to define their own definition of quality of life with outcomes
- Serve as a metric for supports and outcomes

**What
Questions Do
You Ask When
You Listen?**

Personal Outcome Measures® June 2013 (n = 7,806)



SPECIFIC OUTCOMES CORRELATED WITH TOTAL OUTCOMES - PREDICTORS

HIGHEST

Exercise Rights	.537
Are Treated Fairly	.523
Choose where and with whom they live	.517
Interact with members of the community	.501
Choose where they work	.499

LOWEST

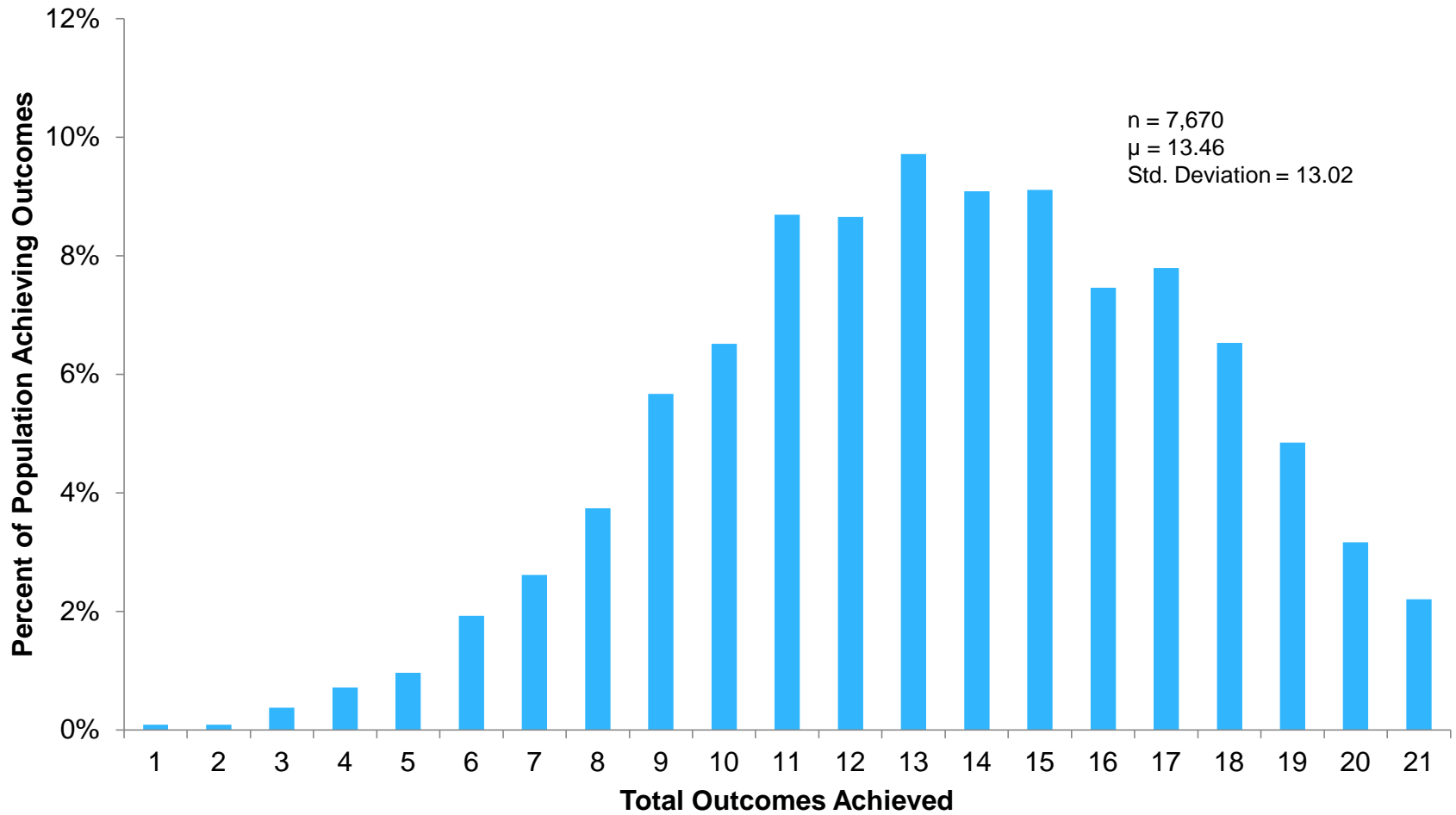
Decide when to share information	.337
Have the best possible health	.310
Free from abuse and neglect	.284
Experience continuity and security	.276
Are safe	.192

n = 7,806

* All correlations are significant at the 0.05 level (2-tailed)

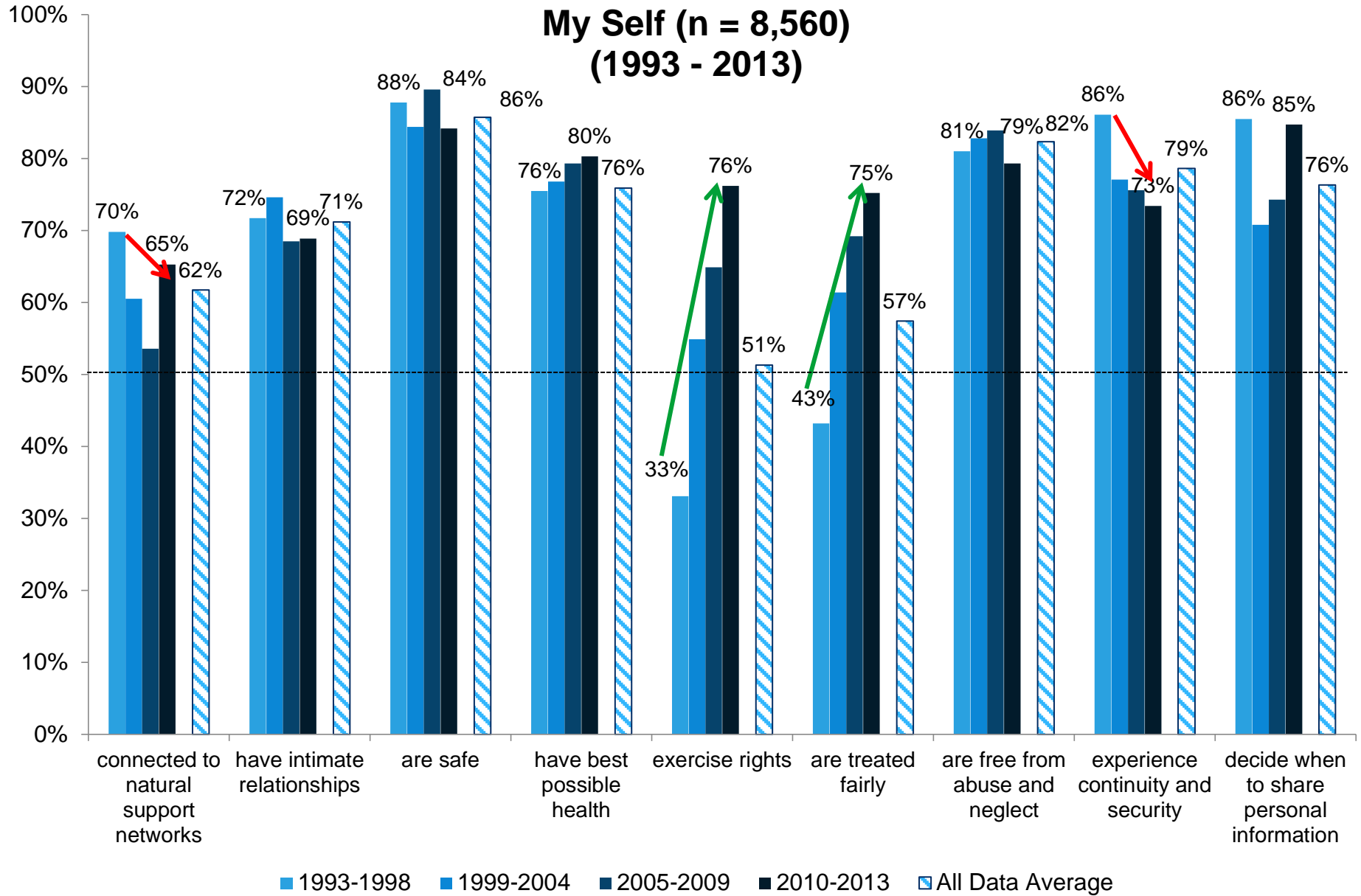


Frequency Distribution of Outcomes Achieved



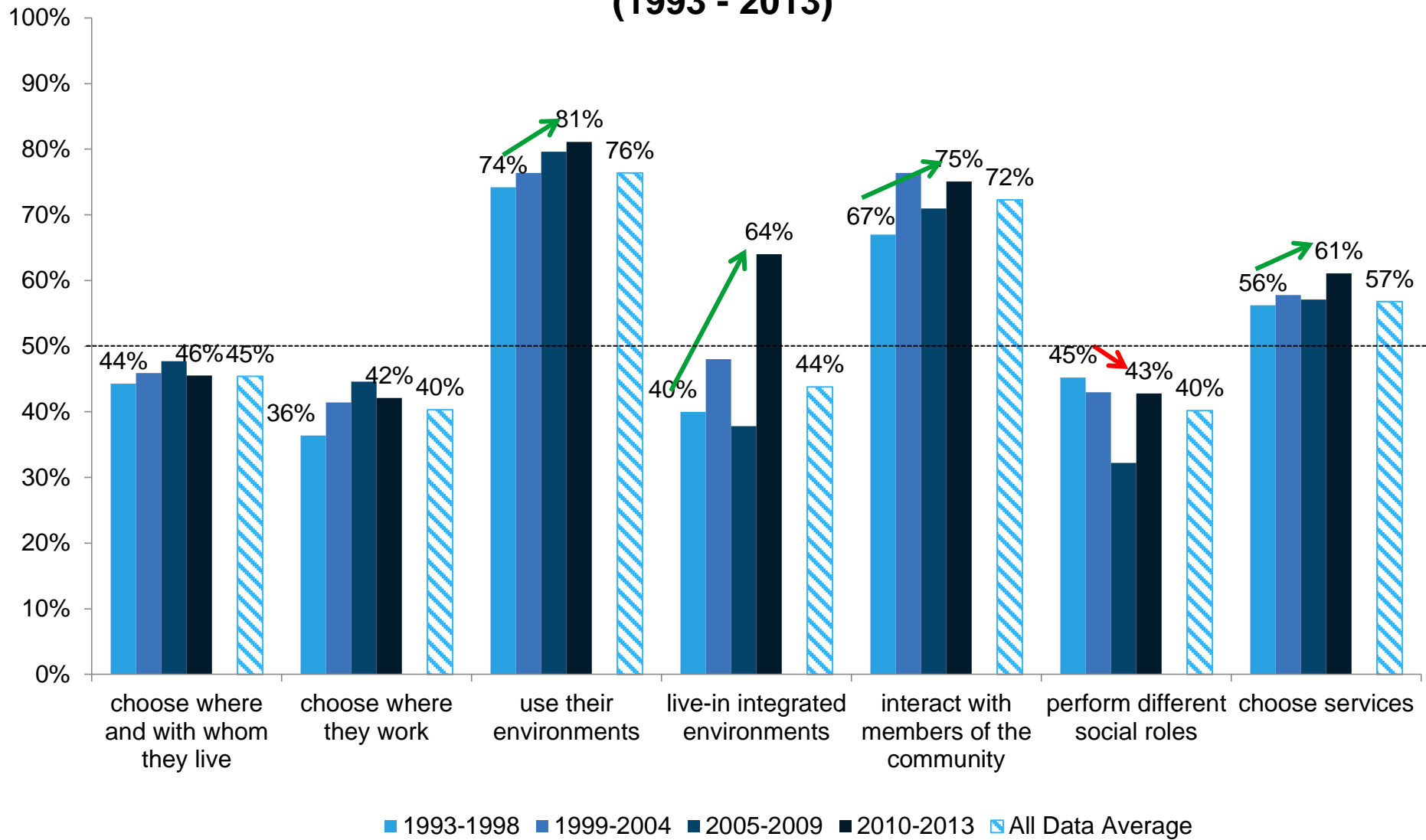


My Self (n = 8,560) (1993 - 2013)



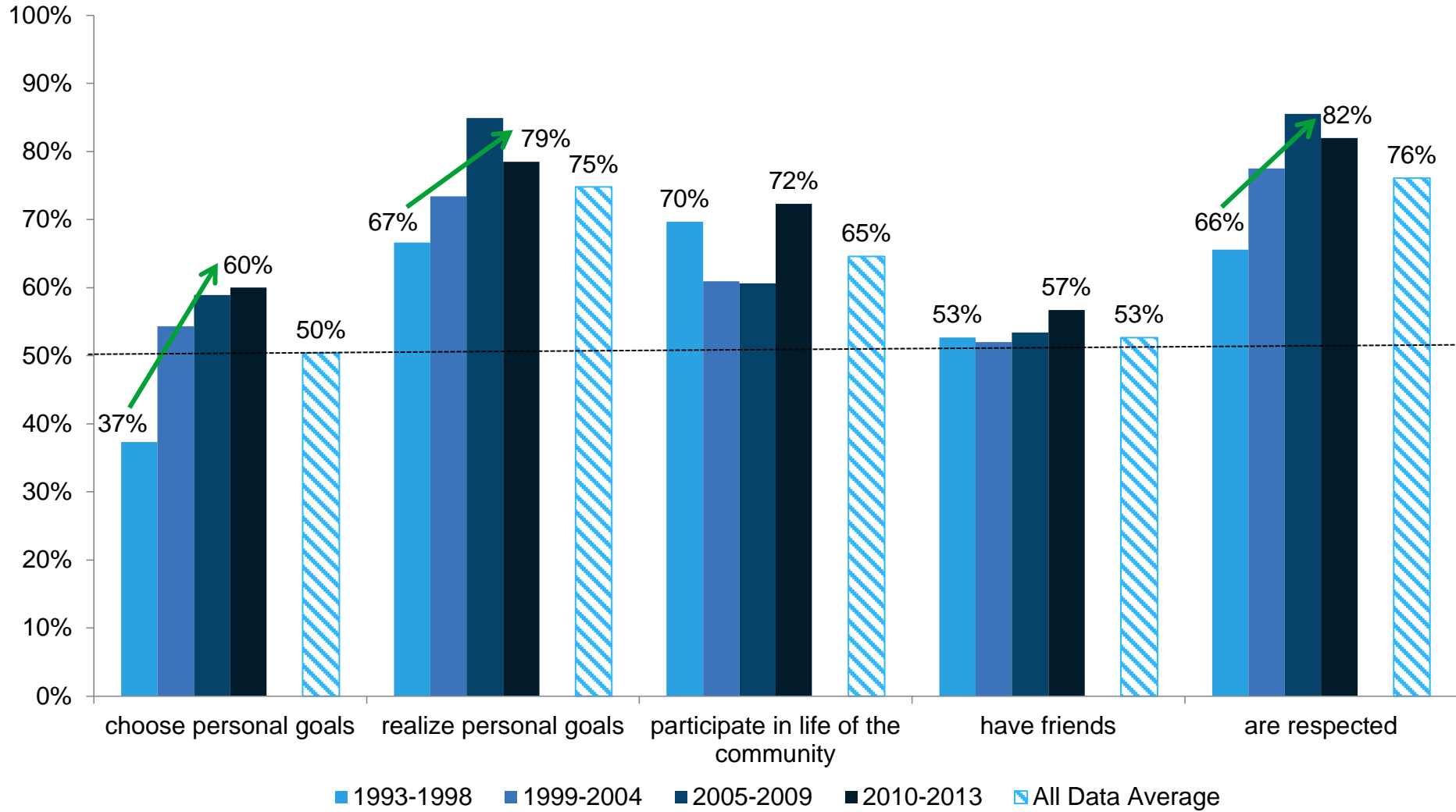


My World (N = 8,560) (1993 - 2013)





My Dreams (N = 8,560) (1993 - 2013)



20 Years of Evidence Based Learning from Listening

- Safety, security and health are well supported in organizations.
- Exercising meaningful choice in important life decisions remains a challenge for most people.
- Community integration and enhanced social roles are least likely to be present in people's lives

20 Years of Evidence Based Learning and Listening

- Fewer than ½ of the people interviewed were exercising choices in a way that was meaningful to them.
- Participation and interaction in the community were present for about 65%
- 53% reported having friends
- Roughly 44% are fully integrated in the community
- 8 out of 10 report being safe and free from abuse and neglect

20 Years of Evidence Based Learning

- 79% experiencing continuity and security
- 76% Best possible health
- 51% report able to exercise their rights
- 57% Treated fairly
- 76% Accessible environments available to them

What to Measure?

Include both system level and
consumer level measures

Focus more on outcomes than
on process

How to Measure?

- On the consumer level, focus on the most important elements of LTSS including quality of life and the consumer experience
- On the system level, focus on broad goals such as rebalancing to self-direction and the development of a robust, trained LTSS workforce
- Choose outcomes that will incentivize and improve services

Examples of LTSS Quality Being Measured

- Timeliness of completing level of care assessments
- Timeliness of initiating HCBS
- Turnover among IDT members
- Receipt of services authorized
- Institutional admissions
- Member satisfaction
- Review and audit of LTSS provider network availability

When we listen we discover..... people want:

- To be participants in their community
- To be empowered to make choices
- To do paid or volunteer work
- To participate in self-directed services
- To define their own quality of life with outcomes
- To be connected to friends & family



A world of dignity, opportunity and community for all people

www.c-q-l.org

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