

MISSOURI QUALITY OUTCOMES

PURPOSE

- ▣ To introduce staff to the philosophy and practice of Missouri Quality Outcomes
 - ▣ To ensure continued efforts in supporting persons with disabilities to have improved quality of life
 - ▣ To utilize the Missouri Quality Outcomes in person centered planning to enhance the quality of life for persons supported.
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ASSUMPTIONS

- ▶ People with disabilities are the customers
 - ▶ Quality improvement is based on getting to know the person in the environments and situations where they are supported
 - ▶ Quality improvement efforts are based on the Division's Quality Outcomes
 - ▶ Quality improvement is the responsibility of everyone
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ASSUMPTIONS

- ▶ Information obtained through quality improvement efforts needs to be shared and used to produce needed change
 - ▶ Providers and DMRDD are business partners
 - ▶ Typical life in the community is the benchmark for quality of life
 - ▶ Improving quality is dependent upon regular interaction with and involvement of people with disabilities throughout the process
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**Outcome 1: People belong to
their community.**



How are you involved in your community?

**What is your level of participation/
how are you involved?**



Level of Participation

- ▶ **Passive Participation-** spectator
 - ▶ **Minimal Participation-** customer
 - ▶ **Full Participation-** contributor, organization/committee member, decision making, knowing people involved
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**Outcome 2: People have a
variety of personal
relationships.**



Relationship Map

**Outcome 3: People have valued
roles in their family
and in their community**



WHAT IS A ROLE?

Positive Roles- valued

Negative Roles- not valued



Supporting Positive Roles

This requires careful planning to enhance the person's skills so that he/she can learn the role and eventually meet the expectations of the role with or without support.

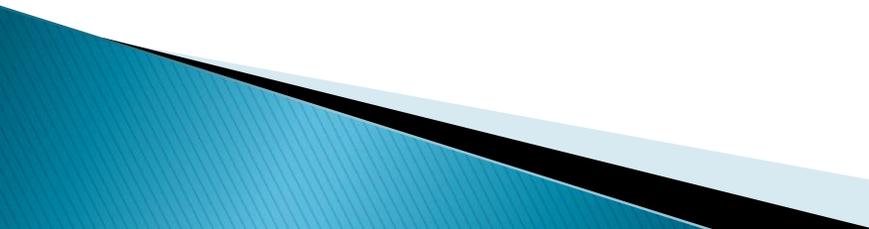
**Outcome 4: People are connected
with their past**



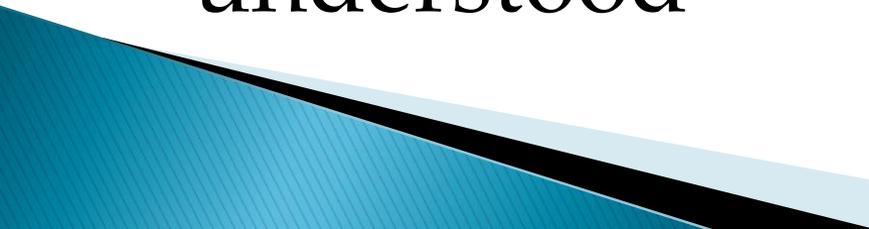
**Outcome 5: People's communication
is understood and
receives a response**



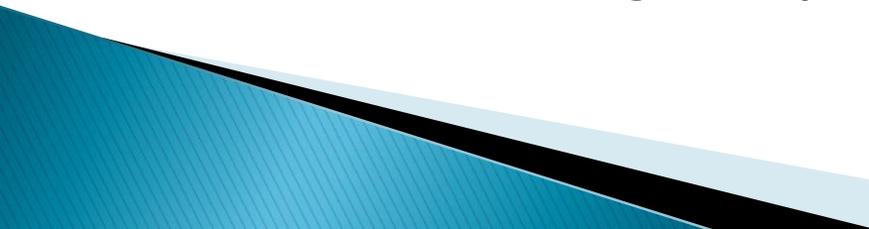
COMMUNICATION

- ▶ Communicates for self
 - ▶ Communicates freely with others
 - ▶ Encouraged to communicate
 - ▶ Continuous opportunities to communicate
 - ▶ Environment promotes communication
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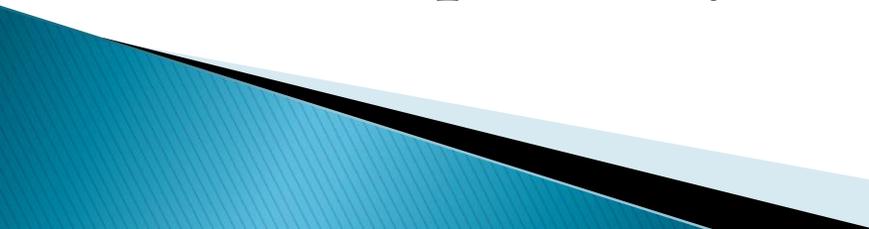
COMMUNICATION

- ▶ Listened to
 - ▶ Communication is respected
 - ▶ Communication is reciprocal, ongoing and interactive
 - ▶ Verbal and non-verbal communication is responded to
 - ▶ Intent of communication is understood
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COMMUNICATION

- ▶ Staff use the person's language or understand their means of communication
 - ▶ The person has an effective means of communication
 - ▶ The person has an effective means of indicating choice
 - ▶ Communication needs addressed with a sense of urgency
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COMMUNICATION

- ▶ Adaptive equipment is with the person at all times
 - ▶ Person and staff know how to use the person's adaptive equipment
 - ▶ Repair or replacement of adaptive equipment occurs quickly, respecting the person's sense of urgency
 - ▶ Functional alternatives used consistently when primary means not available
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COMMUNICATION

- ▶ Communication charts (personal dictionaries) that include what staff should do in response to the person's communication
 - ▶ Others translate respectfully, when needed
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Do You Really Listen?

Five ways to be a better listener

- Stop talking
- Avoid distractions
- Concentrate on what the other person is saying
- Look for the “real” meaning
- Provide feedback to the sender



**Outcome 6: People are provided
behavioral supports
in positive ways**



- ▶ Behavior is a form of communication
 - ▶ A person plan (person centered plan/PCP) will address how to support the person with behavioral challenges in positive ways
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Outcome 7: People are provided support in a manner that creates a positive image



POSITIVE IMAGE

- ▶ Portrayed in the best light to others in the community
 - ▶ Avoiding stereotypical dress, hairstyle, places and activities
 - ▶ Positive personal appearance
 - ▶ Project a positive impression
 - ▶ Image of personal worth and competence
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POSITIVE IMAGE

- ▶ Pride in accomplishments
 - ▶ Core belief that the person is valued and capable
 - ▶ Engaged in valued, positive activities
 - ▶ Being alone or in small groups when in the community
 - ▶ Spends the majority of time in integrated settings
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**Outcome 8 : People express
their own personal
identity**



What is your personal identity?

Activity: List 3 things that identify your personal style.

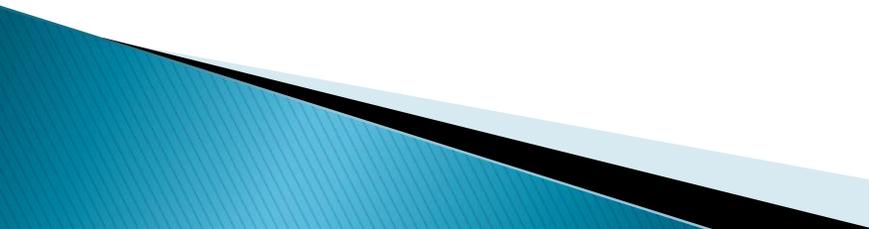
Those things that makes you different from others, i.e. way you dress, how you decorate your home, music you listen to, etc.

**Outcome 9: People have control
of their daily lives**



Who has control in your life?

Activity:

1. What are 3 rules in your home?
 2. Who determined these rules?
 3. What happens if someone breaks these rules?
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Our goal should be providing informed choice.

Providing individuals with the information they need in order to make an informed decision.



**Outcome 10: People have the
opportunity to advocate
for themselves, for others
and for causes they
believe in**



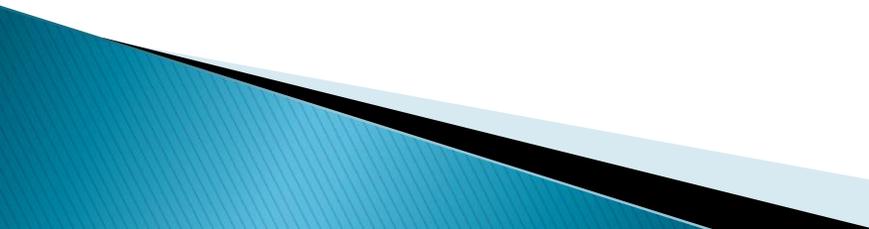
ADVOCATE

What does it mean to advocate or be a self advocate?

According to People First of Missouri:

- ▶ learn how to speak up for ourselves.
- ▶ making our own decisions about what we want to do with our lives.

How do we advocate?

- ▶ Learning how to get all the information that we need to understand a topic
 - ▶ Finding out what and who will support us in meeting our goals
 - ▶ Knowing our rights and responsibilities
 - ▶ Feeling good about learning from our mistakes
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How do we advocate?

- ▶ Problem solving when things go wrong
 - ▶ Listening to and helping each other
 - ▶ Reaching out to people who are not members
 - ▶ Learning about self-determination
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Outcome 11: People's plans reflect how they want to live their lives, the supports they want, and how they want them provided



Person Centered Plan (PCP)

- ▶ Everyone has a PCP
 - ▶ You are a part of the person's planning team
 - ▶ The PCP contains information about needed supports i.e. health, behavioral, supervision, safety, etc.
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**Outcome 12: People live and die
with dignity**



Living with Dignity

Meeting the previously discussed Missouri Quality Outcomes will contribute to living with dignity

Dying with Dignity



**Outcome 13: People feel safe and
experience emotional
well being**



What are some things that make you feel safe?

What are some things that make you feel unsafe?



Outcome 14: People are supported to attain physical wellness



What are some things that make you feel healthy?

What are some things that make you feel unhealthy?



Outcome 15: People are actively supported throughout the process of making major life style changes



Major Life Style Changes

- ▶ What are some changes you have had in your life?
 - ▶ How did you make the decision to change?
 - ▶ Did anyone help you make this decision?
 - ▶ What things did you take into consideration before making this decision?
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**Outcome 16: People are supported in
managing their home**



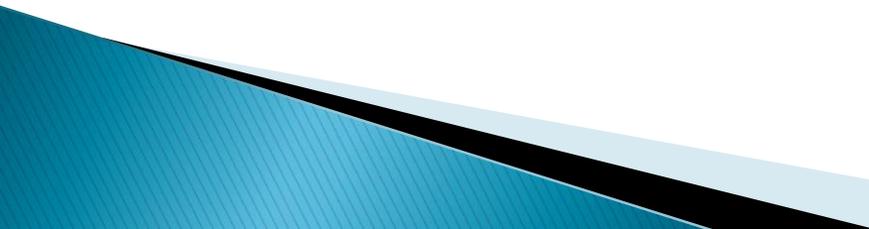
Ways we manage our homes:

- ▶ Preparing meals
 - ▶ Cleaning
 - ▶ Laundry
 - ▶ Home repairs
 - ▶ Decorating
 - ▶ Sewing, mending
 - ▶ Carpentry
 - ▶ Caring for the lawn and garden
- 

Ways we manage our homes:

- Banking, paying bill
 - Shopping
 - Budgeting
 - Prioritizing
 - Problem solving
 - Locating/purchasing needed community services
 - Handling phone solicitation, obscene callers
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Ways we manage our homes:

- Doing household tasks with enough frequency to learn them
 - Grocery shopping: making the list, going to the store, paying for the groceries, putting the groceries away
 - Staying safe (changing smoke detector batteries, strangers at the door, etc.)
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QUESTIONS?????

Outcome 17: Action at all levels of the organization is consistent with a shared mission which is developed in response to the goals and aspirations of the people supported



MISSION

- ▶ What is your agency's mission?
 - ▶ What activities does your agency participate in to fulfill that mission?
 - ▶ If you asked someone you support what the purpose of the agency is, what would they say?
 - ▶ At what different levels are people you support involved in your agency?
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Outcome 18: The agency initiates and maintains positive working relationships with other organizations within and outside the service delivery system



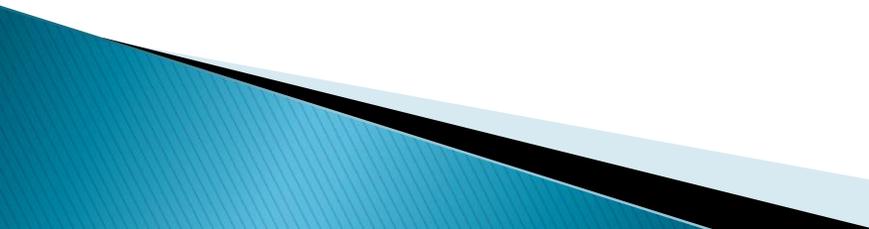
RELATIONSHIPS

- ▶ What other organizations both within and outside of the delivery system are you involved with?
 - ▶ How does your relationship with those agencies benefit the consumer, staff and agency and the service delivery system in general?
 - ▶ Is your agency seen as a positive addition to the community and service delivery system?
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Outcome 19: The agency empowers staff to meet people's needs



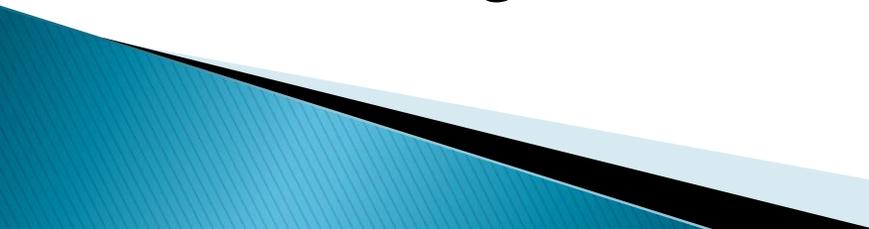
EMPOWERMENT

- ▣ How much input do staff have in their day to day job?
 - ▣ What ways are your staff empowered to meet consumers needs i.e. ongoing training, staff meetings, participating in PCP meetings, etc.?
 - ▣ How would staff answer these questions?
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Outcome 20: The agency regularly evaluates its success in meeting people's needs



EVALUATION

- ▣ Do you have an internal QA system?
 - ▣ Are staff informed of service monitoring, Licensure and Certification, accreditation results ?
 - ▣ Would people you support feel you are listening to them?
 - ▣ How do staff or people supported express concerns or suggestions?
 - ▣ How do you address discrepancies on what people need and how the agency is doing in meeting those needs?
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QUESTIONS?????