

SCOPES



South
Carolina
Organizational
Performance
Enhancement
System

Presented by:

Ron Dozier
of

The SC Department
of Disabilities &
Special Needs
and

Dale Thompson
of

The Anderson County
Disability and Special
Needs Board

SCOPES



In early 1997, a work group made up of department staff, providers, consumers, and family members was organized to plan for the incorporation of person-centered principles into a quality improvement system.

SCOPES



At the outset of designing the system,
we had these basic objectives...

SCOPES



- adopt *The Council's Personal Outcome Measures*, as principles
- develop a quality improvement system similar in design to that implemented in Texas (QAIS)
- engage The Council to train board, DDSN and others in the elements of outcome assessment
- gather and analyze data from outcome assessments that would provide information on an individual as well as aggregate basis

goals

friends

daily routine

share

community

satisfaction

social roles

homes

no abuse

privacy

services

WORK

fair

rights

health

SECURITY

safe



SCOPES



The work group continues to meet and over time established an implementation plan that looked like this...

SCOPES



Phase 1: Training and Education

- (1998-on-going support)

Phase 2: Personal Outcome Assessment

- Collect Baseline Data (January -June 2001)

Phase 3: *SCOPES*—Organizational Performance Enhancement

- (January-June 2001)
- 1st year would involve 4 pilot projects

SCOPES



Building the details of SCOPES took place over four days in work sessions that went like this...

SCOPES



Day 1: Understanding Change

What a surprise...

- What is change?
- What isn't change?
- What/who is an agent of change?
- Understanding the nature of change

SCOPES



Day 2: Preparing for Change

- Who are we looking for to be change agents? SCOPES Consultants! Others!
- Do they wear overalls?
- What are the characteristics needed for success?
- What are some of the skills needed for success?
- How do we approach the provider organizations?

SCOPES



Day 2: (Continued)

- How to define quality?
- What does quality mean to you?
- What does quality mean to the organization?

SCOPES

Day 3: What will the process look like?

- Invited in (for now)
- Pre-visit activities
- Team organization
- Introductions
- How does the organization define quality?
- What will the team look for?
- We can look at whatever you choose for us to review.

SCOPES



Day 3: (Continued)

- The principles or methods of SCOPES Consultation
- Mutual decision on how to proceed
- Focus on outcomes
- Not a “gotcha”
- Improvement is the value we want
- General flow of the consultation
- The type and amount of interviews
- What will we look for?

SCOPES



Day 4: The exit meeting with the Organization

- SCOPES dialog
- Involvement of the Organization
- Consultation and TA options
- Questions about what's next
- The TA packet/resource guide

SCOPES



Full implementation: July 2001 – June 2003

- We are estimating a two year phase-in period that includes 36 local boards and four Regional Centers
- Each year a review of providers
- Training at least one additional **SCOPES** team a year

SCOPES



The **SCOPES** review will consist of the following:

- **Interviews** with people receiving services to determine their preferences and expectations for services and subsequent personal outcome achievement.
- **Interviews** with agency staff and to determine the individualized supports that are in place to assist people to achieve personal outcomes

SCOPES



The **SCOPES** review: (continued)

- **Interviews** with administrative and management staff, board members, and others to determine the presence of organizational assurances.
- **Examination** of organizational systems (the Organizing Principles) that facilitate or impede outcomes for people.

SCOPES



The **SCOPES** review: (continued)

- **Analysis** of data received from licensing, compliance reviews and how they contribute to helping people achieve personal outcomes.
- **Evaluation** of the prevalence of leadership throughout the organization
- **Review** of current data management and internal planning efforts.

SCOPES



The SCOPES Report will focus on:

- Outcome Data
 - How well the organization supports outcomes for people
 - What have we learned ?
 - How the organization positions itself for learning and change

SCOPES



The SCOPES Report will focus on: (continued)

- What are the major issues for quality enhancement?
 - How leadership is exercised (how the organization develops and supports leadership capacity among staff and people served)
 - The prevalence and strength of data analysis and response
 - The strength of internal planning

SCOPES



On-Going Organizational Support:
Where do we go from here?

- Recommendations for support and TA
- a comprehensive management ACTION PLAN for the agency can be developed
- a recipe of strategies and tools to assist the agency in putting personal outcomes, organizational assurances, and key indicators to work in the agency

SCOPES



The department will provide technical assistance through the following:

- Strategic planning The *Council's* Seven-step process
- Board Education
- Standards
- Personal Outcomes
- Organizational Assurances
- Caseload Management

SCOPES



The department will provide technical assistance through the following: (continued)

- Internal Review
- Multi Dimensional- Personnel Analysis
- The Manager as a Coach
- Mentoring
- Leadership
- Planning with the Outcomes
- Other topics as needed

SCOPES



To contact Ron

- Telephone: (803)898-9646 or 898-9688
- E-mail Ron: rdozier@ddsn.state.sc.us
- Snail mail: PO Box 4706
Columbia, SC, 29240

To Contact Dale

- Telephone: (864) 260-4515
- Snail Mail: 212 McGee Street
Anderson, SC 29625