

Vision for EQuality

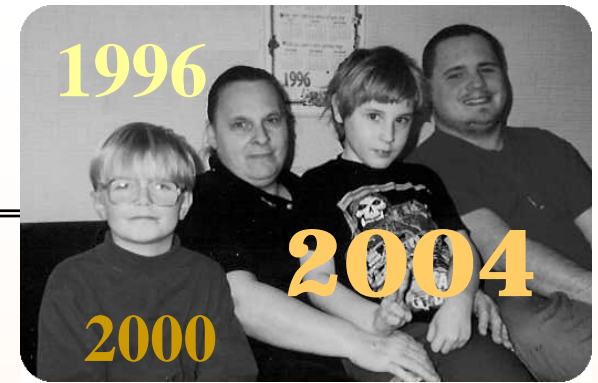
One Community for All



Our History

We began our journey with a vision focused on the importance of people with disabilities and their families, believing they were valued members of our service system and our community.

We were initially awarded a contract to fulfill a provision in the Embreeville Settlement Agreement to provide monitoring services.



1996

Now, as we approach our 8th year of providing support, education, oversight, and advocacy services to people with developmental disabilities and their families, we are proud to be a continuing force within our community.

Our mantra

Customer satisfaction is the
key to higher quality services

Customer choice encourages
competition and quality

Independent Monitoring for Quality

IM4Q

In cooperation with
Philadelphia Mental Retardation Services

Assuring and improving the quality of
services & supports people receive

Bringing the views and voices of
citizens with disabilities to the table

Vision's IM4Q History

1997 The vision of the Independent Monitoring for Quality Project was initiated by the State of PA thru the Multi Year Planning Process

1999 VFE is selected as one of the original counties in the Pilot Project

2000 IM4Q merges with National Core Indicators and IM4Q goes “live” state-wide

Today IM4Q



- We have begun our 6th year
- We have interviewed **3800** people receiving services through Philadelphia MRS
- Many now are being interviewed for the 2nd time.
- Each year we visit **766** people

Who is IM4Q?

We are people just like you who want a good life for our family members.



We are mothers and fathers,
sons and daughters, grandparents,
friends, and citizens



People who believe that everyone is entitled to
health, happiness and a quality lifestyle.

We are . . .



- local monitoring teams
- independent of the service system
- interested in satisfaction

Our work highlights trends and needs that will present the baseline of information needed to raise the “bar” of quality of services in years to come.

What we do

Teams

- visit people
- conduct surveys
- enter data
- write reports



The Interview takes place in a casual setting

We are interested in
the person's point of view as well as the family's

Teams look at

- the quality of life
- sense of ownership of one's life
- sense of community presence

Guiding Principles

**Independent
of the
system**

We are private contractors to OMR through the counties

Conflict Free

Not connected to a provider of service

**Understand
the Culture
of Philadelphia**

We are Philadelphians and understand the unique characteristics of our community.

Our Purpose

to serve as an integral part of the
quality management system

- record what we learn from each person
- act as a means to improve the person's life
- provide feedback on the person's desires & wants
- provide a subjective look at services
- provide information that assists the provider in developing their Quality Improvement plans
- provide overall feedback that encourages positive system change

Our Goals

To determine if people are happy and given opportunities for real choice

To assess and enhance the quality of life of the individuals we meet

To bring change to the individual person's life based on information they have shared with us

To bring systemic change to the greater system



Outcomes

- Promote continued quality improvement
- Identify providers or aspects of the system that are doing well
- *“Promising Practices”*
- Foster partnerships among all stakeholders
- Ensure change occurs for the person

Closing the Loop

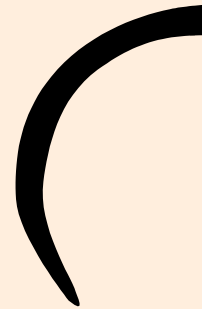
Reconciling individual issues and bringing positive changes to people's lives.



Closing the Loop

Reconciling individual issues and bringing positive changes to people's lives.

building partnerships

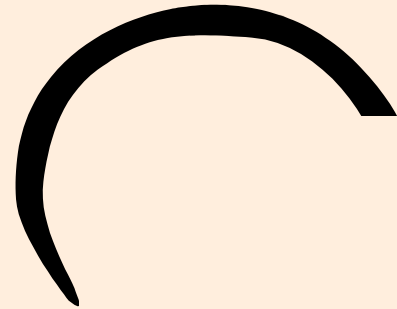


Closing the Loop

Reconciling individual issues and bringing positive changes to people's lives.

building partnerships

promoting dialogue



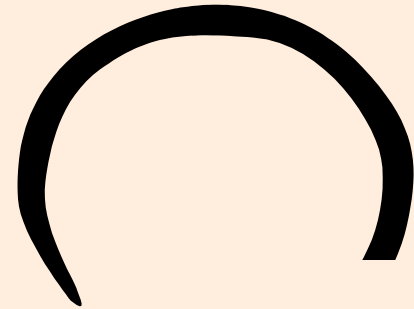
Closing the Loop

Reconciling individual issues and bringing positive changes to people's lives.

building partnerships

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working toward change



Closing the Loop

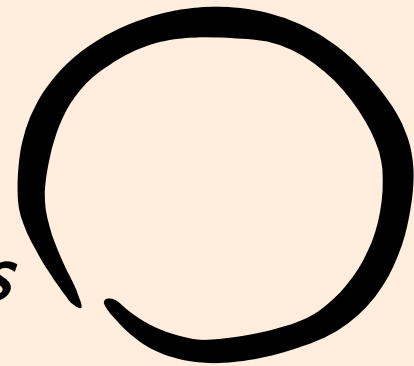
Reconciling individual issues and bringing positive changes to people's lives.

building partnerships

promoting dialogue

working toward change

providing checks & balances



What has this meant



*for the people
we visit ...*

- feel valued
- have a voice
- gives them a chance to express their dreams, desires, concerns, & needs
- feel like someone is listening
- have an opportunity to meet someone new
- it has brought changes to many of their lives

Closing the Loop

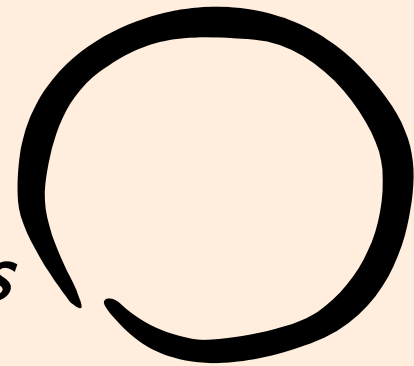
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What has this meant



*for the families
we visit they...*

- feel they are involved in the process of changing the system
- feel that someone is listening and understands
- feel they are given a voice
- valued the opportunity to meet someone who is just like them
- appreciated the information we shared

What have we learned from the teams?

self advocates

- enjoy meeting other people with differing disabilities and seeing how they live their lives
- learned more about their own rights
- begin viewing themselves as customers
- feel empowered and valued in doing their jobs
- feel it is making them experts about community services
- feel like there is a new channel of communication for individuals
- self confidence improves
- team members feel they have learned from each other

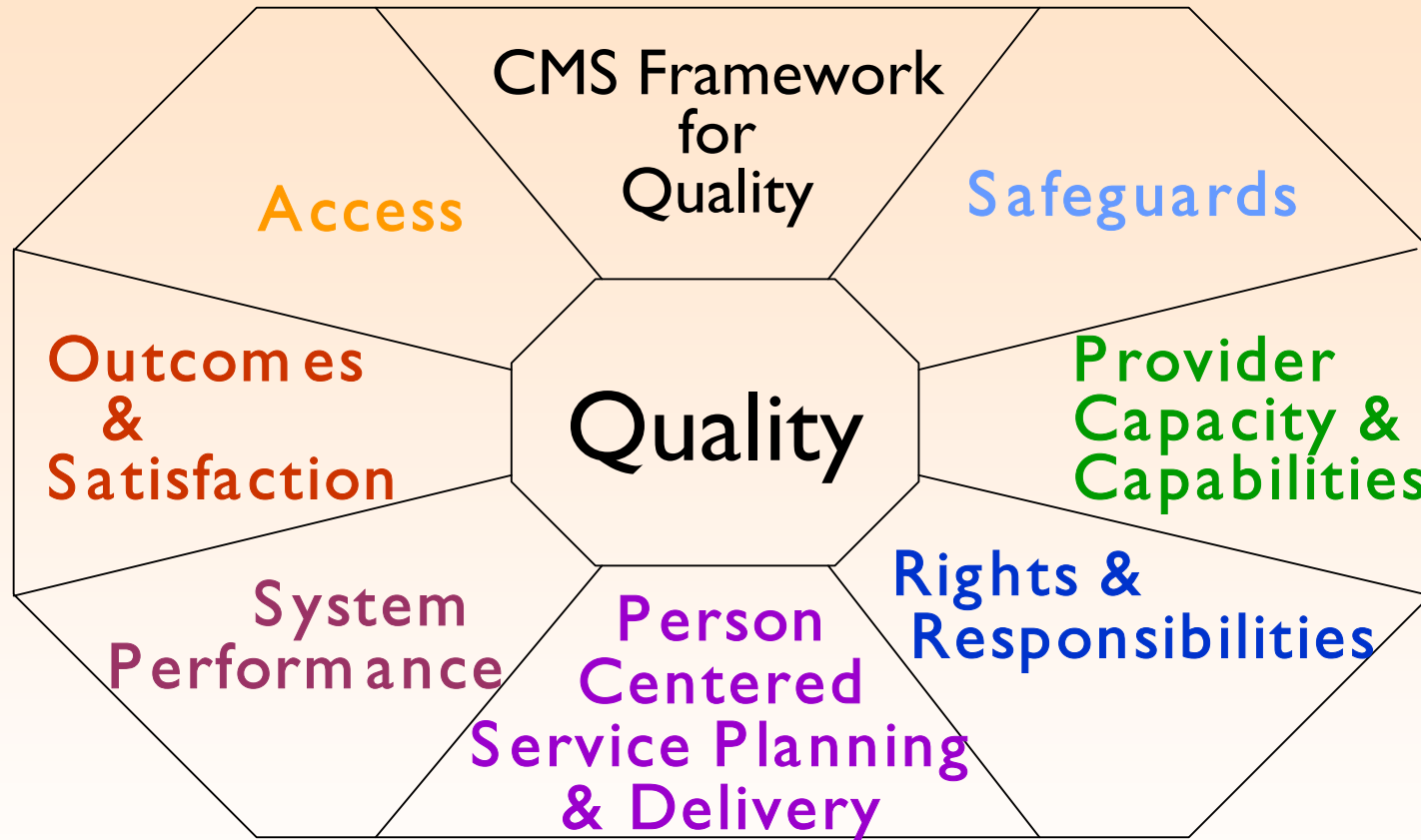
What have we learned from the teams?

families

- find it rewarding & feel appreciated
- feel they are involved in a process of shaping the system
- feel they are helping to give a new “view” and pass on valuable information
- learned more about the system & what it offers
- act as a catalyst for change
- become better advocates
- have seen first hand the value of these interactions
- feel this process strengthens the valuable role that families can play in peoples’ lives

all part of a bigger picture

Partnering with the County, State, & CMS to improve community services



Setting new standards for the public sector on continuous quality improvement.

A new vision . . .

continued quality

promoting partnerships

enhancing people's lives

Creating and maintaining a culture of improvement beginning with the recognition that quality is a never ending pursuit, expecting a high level of involvement and commitment from everyone.