

What We've Learned About Personal Outcomes **There is no silver bullet!**

Cynthia Shima Kauffman

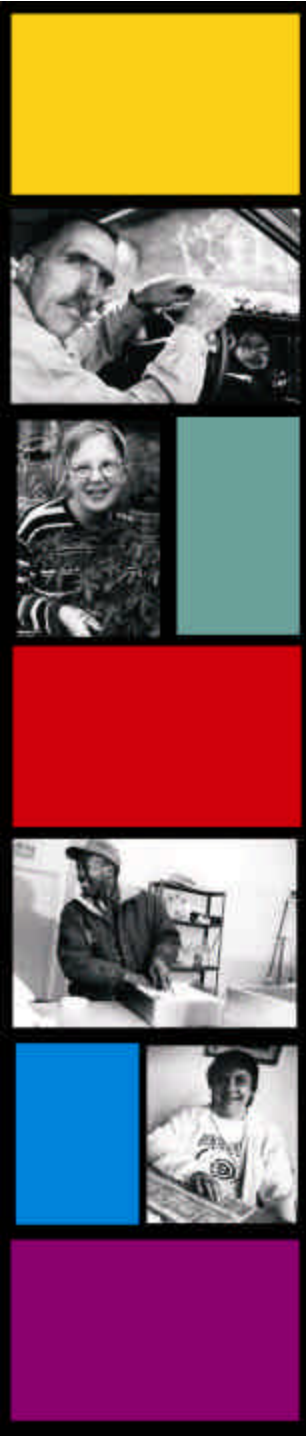
The Council on Quality and Leadership

A silver bullet for what?

- **Quality services for people with disabilities:**
 - Where are they?
 - What do they look like?
 - How big are they?
 - Who runs them?
 - Where are people the safest?
 - Where do people have the most choice and control?

A Little History

- *Personal Outcome Measures*
- Data from interviews
- Knowledge and implications of the data
- Recommendations and questions



Personal Outcome Measures

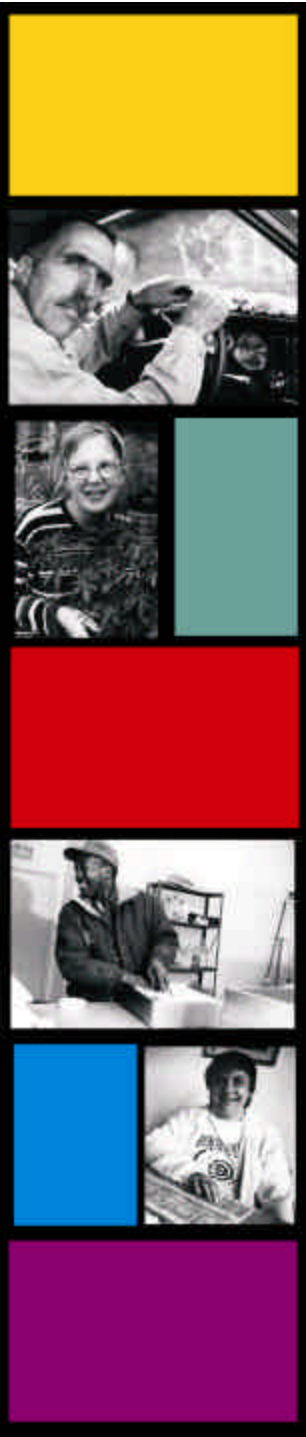
- It's about values.
- How did *Personal Outcome Measures* come to be?
- How did we get data from them?

Outcome Odds for **People are Free from Abuse & Neglect**

(Multiple Regression Analysis)

**When the following outcomes are present,
the odds that this outcome is also present.**

OUTCOMES	Odds
Choose where to live	3.86
Intimate relationships	2.18
Treated fairly	2.10
Natural Support	2.06
Respect	2.05



Outcome Odds for

People are Safe

(Multiple Regression Analysis)

When the following outcomes are present, the odds that this outcome is also present.

OUTCOMES	Odds
Integrated environment	4.03
Choose where to live	3.66
Treated fairly	3.62
Satisfied with services	2.07
Free from Abuse and abuse	1.93

Outcome Odds for People Perform Different Social Roles (Multiple Regression Analysis)

When the following outcomes are present,
the odds are that this outcome is also present.

OUTCOMES	Odds
Realize personal goals	7.16
Participate life comm.	3.41
Natural supports	2.35
Choose where to live	2.31
Best possible health	2.22

% of Outcomes by Living Situation

LIVING ARRANGE	% OUTS	IDENT	AUTO	AFFIL	ATTAIN	RIGHTS	HEALTH	SAFEGRD
NATURAL FAMILY	71.82	4.15	3.35	3.94	1.31	1.25	2.32	1.64
FOSTER FAMILY	69.46	4.05	3.40	3.77	1.38	0.97	2.34	1.46
SUPERV LIVING	60.69	3.29	3.16	2.98	1.12	0.68	2.45	1.49
SUPPORT LIVING	74.85	4.25	3.62	4.39	1.45	1.10	2.42	1.48
INDEP LIVING	79.02	4.71	3.60	4.90	1.58	1.32	2.26	1.42
TOTAL	66.25	3.71	3.30	3.51	1.24	0.89	2.41	1.51

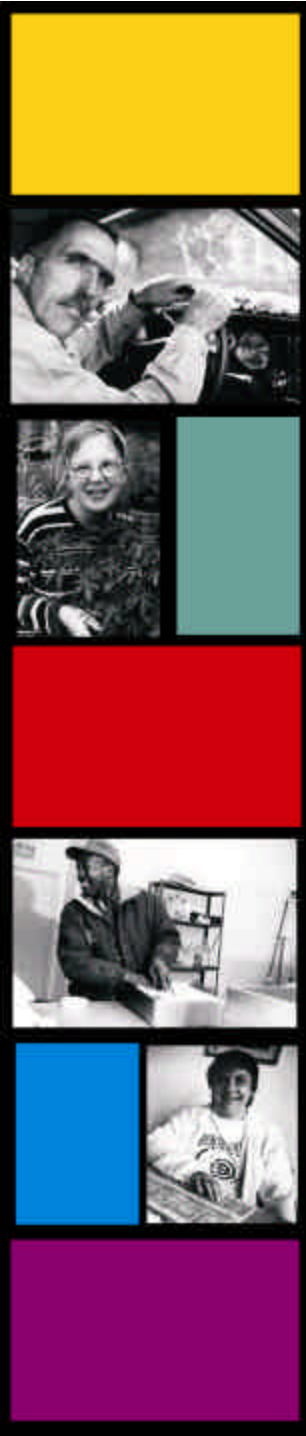
% of Outcomes by Funding

PRIMARY FUNDING	% OUTS	IDENT	AUTO	AFFIL	ATTAIN	RIGHTS	HEALTH	SAFEGRD
ICFs/MR	57.32	3.09	2.94	2.59	1.02	0.66	2.52	1.50
HCBW	68.39	3.82	3.45	3.68	1.32	0.88	2.45	1.51
STATE	69.68	3.99	3.40	3.88	1.36	0.93	2.31	1.56
PVT PAY	72.00	4.16	3.37	4.02	1.30	1.16	2.44	1.53
TOTAL	65.25	3.64	3.27	3.39	1.24	0.83	2.43	1.52

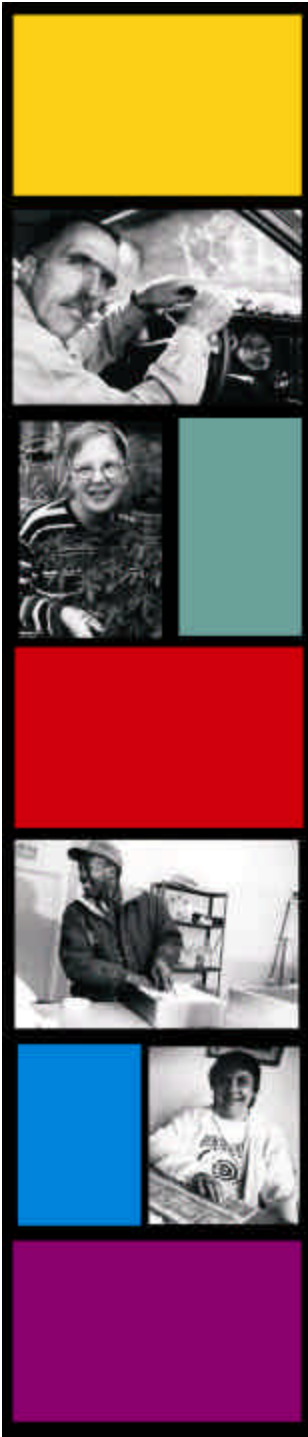
Kind of Interesting?

What Might it Mean for People with Disabilities?

- Caution about the people interviewed.
 - Interviews are with people whose providers want to be assessed by a Personal Outcomes approach so is not representative of all people receiving services.
- Quality improvement:
 - Baseline for improving
 - Comparable among other organizations
- Most people are safe and free from abuse and neglect **but:**
 - They tend not to have a great degree of choice or due process.



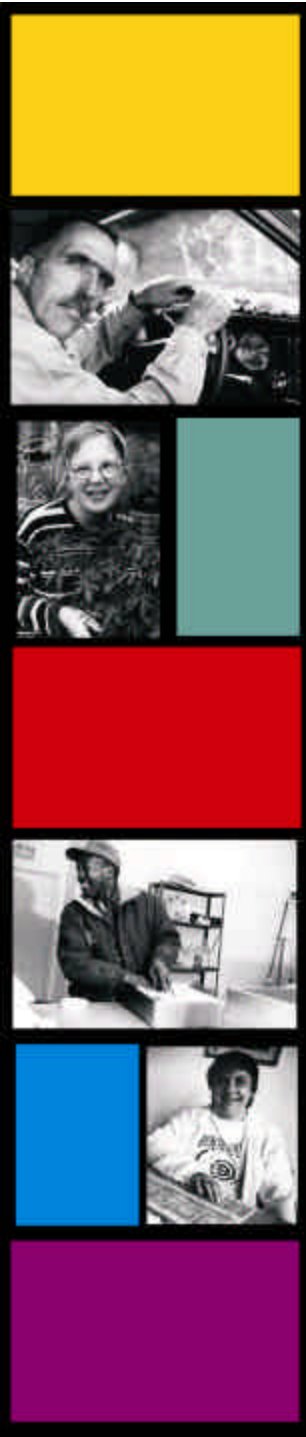
- Outcomes that are predictors of others tend to be similar across disabilities **though:**
 - there are significant differences of degree/severity)
- Satisfaction: “a trait like entity which correlates little with objective indicators.” (Schalock 2003)
 - Data for satisfaction must be weighed with the subjective influences.



- **Internal Process vs Community Variables**
 - Greater control of what goes on internally than what we feel we can affect in the community
- **The answer is likely not based on size, disability, or funding.**
 - More likely is the way we learn about people, their interests and desires, and the way our services/supports align with that information.
- **Challenges for providers:**
 - Support for people with greater severity of disabilities.
 - Influence community factors that promote connections, participation, and choice.

There is no Silver Bullet.

- One common factor across all settings where people had the most outcomes present:
 - **Person-focused Values Base**
 - Leadership/leadership around the values
 - Systems supports
 - Knowledge Management



So, Where is The Council Going with this Information...

Part One

- Recognizing that Quality Assurance **isn't**

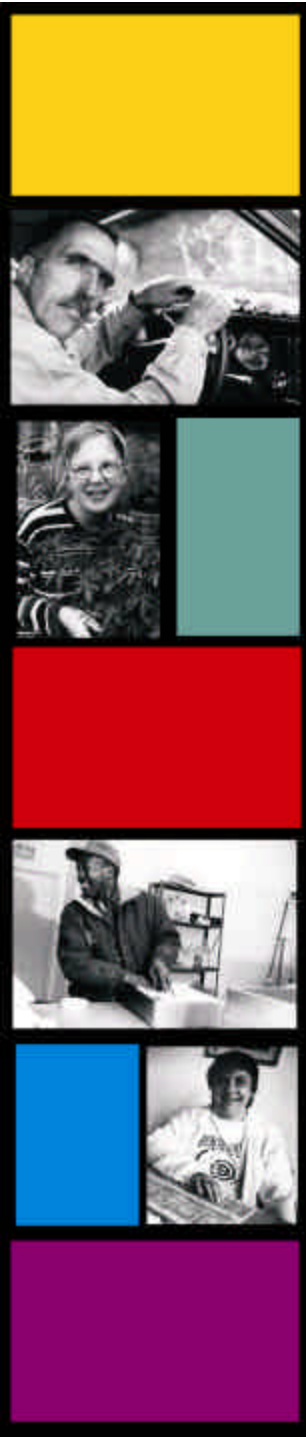
Quality— A Matter of Definition

- Quality

- “essential character” ... “superiority in kind” ... “a degree of excellence”
- Quality can be charted along the bell shaped curve

Assurances — Another Definition

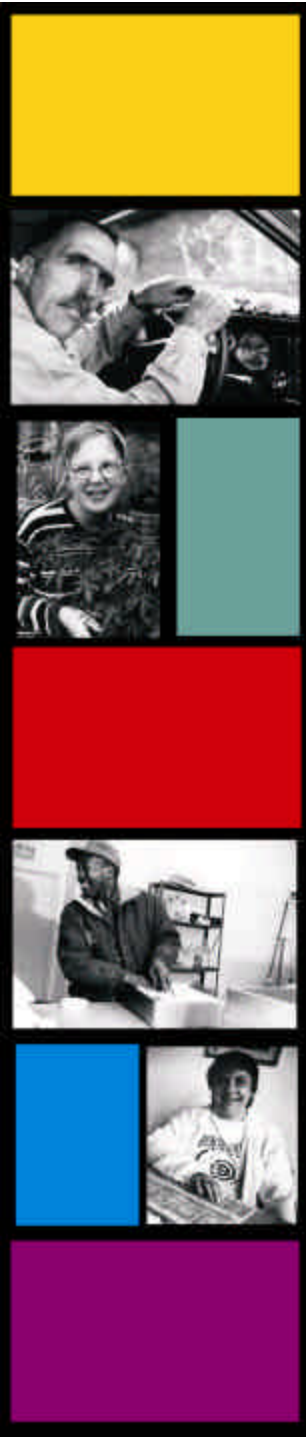
- Assurance
 - Absolute, minimum, uniform requirements
 - They are in place or they are not
 - Not promises
 - But direct action that keeps people safe, healthy, free from exploitation and restrictions



So, Where is The Council Going with this Information...

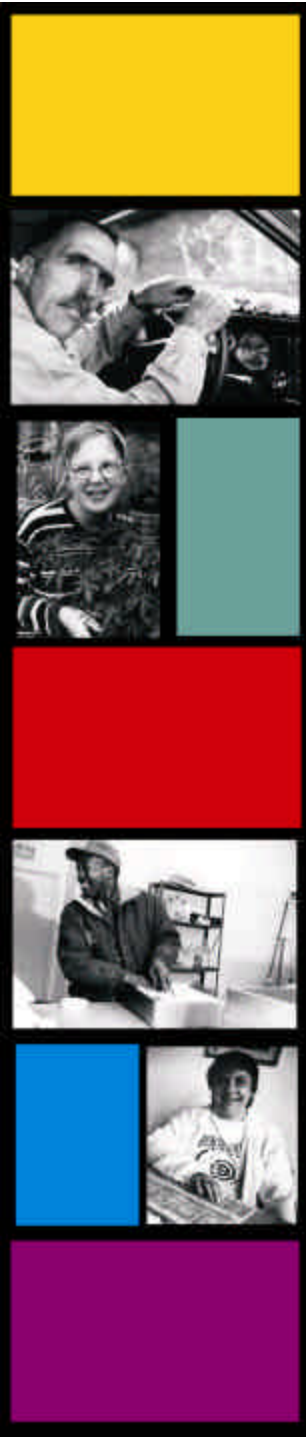
Part Two

- Quality of Life: Social Capital
 - Choice
 - Community part
 - Relationships
 - Trust
 - Belonging
 - Connections



Social Capital

- Refers to the connections among individuals — social networks and the norms or reciprocity and trustworthiness that arise from them



Happiness and Social Connections

“...the single most common finding from a half century’s research on the correlates of life satisfaction in countries around the globe is that happiness is best predicted by the breadth and depth of one’s social connections.”



Social Capital Matters

- Epidemiological reports
 - decreases in rate of suicides, colds, heart attacks, strokes, cancer
- Sociology studies
 - reduces crime, teenage pregnancy, child abuse, welfare dependency
- Personal experience
 - People cheer us up, bring us chicken soup when we're sick, offer job leads when we're unemployed, loan us money when we're broke, watch our kids...

The Challenge to the Field

- Promoting connections, relationships, choice, and belonging in the lives of people with disabilities.

