

**DEVELOPMENT AND IMPLEMENTATION OF  
EVERGREEN'S QUALITY ENHANCEMENT  
PROCESS**

**PRESENTATION AT RE-INVENTING  
QUALITY CONFERENCE  
SAN DIEGO, CALIFORNIA  
FEBRUARY 14, 2006**

# EVERGREEN PRESBYTERIAN MINISTRIES

- PRIVATE, FAITH-BASED, NOT-FOR-PROFIT AGENCY PROVIDING SUPPORTS AND SERVICES TO PEOPLE WITH DEVELOPMENTAL DISABILITIES IN A FIVE STATE AREA.
- PROGRAMS INCLUDE SUPPORTED LIVING, WORK PROGRAMS, RESPITE SERVICES, FAMILY SUPPORT, PERSONAL CARE ATTENDANT SERVICES, AND SMALL ICF/MR COMMUNITY HOMES.
- MISSION: SUPPORT PEOPLE WITH DISABILITIES TO BUILD BETTER LIVES

# HISTORY

- MEASURED EFFICACY OF PROGRAMS BASED ON TRADITIONAL FORMS OF QUALITY ASSURANCE SUCH AS:
- SURVEY RESULTS
- PAPER COMPLIANCE BASED ON RECORD REVIEWS
- QUESTIONNAIRES OF CONSUMERS, STAFF AND FAMILIES

## IN 1998...

- ADOPTED A PROCESS UTILIZING THE 25 PERSONAL OUTCOME MEASURES OF THE COUNCIL ON QUALITY AND LEADERSHIP
- PEOPLE ...
- CHOOSE PERSONAL GOALS
- CHOOSE WHERE AND WITH WHOM TO LIVE
- CHOOSE WHERE TO WORK
- HAVE INTIMATE RELATIONSHIPS
- ARE SATISFIED WITH SERVICES
- ARE SATISFIED WITH PERSONAL LIFE SITUATIONS
- CHOOSE DAILY ROUTINES
- HAVE TIME, SPACE AND OPPORTUNITY FOR PRIVACY
- DECIDE WHEN TO SHARE PERSONAL INFORMATION
- USE THEIR ENVIRONMENTS
- PARTICIPATE IN THE LIFE OF THE COMMUNITY
- INTERACT WITH OTHER MEMBERS OF THE COMMUNITY

- **PERFORM DIFFERENT SOCIAL ROLES**
- **HAVE FRIENDS**
- **ARE RESPECTED**
- **CHOOSE SERVICES**
- **REALIZE PERSONAL GOALS**
- **ARE CONNECTED TO NATURAL SUPPORT NETWORKS**
- **ARE SAFE**
- **EXERCISE RIGHTS**
- **ARE TREATED FAIRLY**
- **HAVE THE BEST POSSIBLE HEALTH**
- **ARE FREE FROM ABUSE AND NEGLECT**
- **EXPERIENCE CONTINUITY AND SECURITY**
  
- **ADDED TWO ADDITIONAL OUTCOMES FOR ITS OWN USE:**
- **BECAUSE WE ARE A FAITH BASED ORGANIZATION: RELIGIOUS BELIEFS AND PRACTICES ARE SUPPORTED**
- **BECAUSE WE DESIRE THAT ALL EMPLOYEES PRACTICE PERSON CENTERED VALUES AT WORK: STAFF HAS KNOWLEDGE OF PERSON CENTERED PLANNING**

- COLLECT INFORMATION THROUGH INTERVIEWS WITH PEOPLE SERVED
- INTERVIEWS ARE VERY CONVERSATIONAL
- DESIGNED TO FOCUS ON WHAT IS IMPORTANT TO PEOPLE
- PROMOTES ORGANIZATIONAL QUALITY
- ENCOURAGES PERSONAL CHOICE AND DECISION MAKING
- PERSON CENTERED PHILOSOPHY INFUSES THE ORGANIZATION
- PLACES PEOPLE'S GOALS AND DESIRES AT THE CENTER OF DAY TO DAY OPERATIONS IN THE ORGANIZATION

- EACH YEAR 15% RANDOM SAMPLE OF PEOPLE SUPPORTED CHOSEN TO BE INTERVIEWED – APPROXIMATELY 100 PEOPLE INTERVIEWED ON AN ANNUAL BASIS TO DETERMINE IF OUTCOMES ARE PRESENT IN THEIR LIVES AS THEY DEFINE THE OUTCOMES
- FOLLOW-UP INTERVIEWS ARE CONDUCTED WITH SUPPORT STAFF TO DETERMINE IF INDIVIDUALIZED SUPPORTS ARE PRESENT TO ASSIST PEOPLE TO REALIZE DESIRED OUTCOMES
- RESULTS ARE TABULATED AND PRESENTED TO THE BOARD OF DIRECTORS ON AN ANNUAL BASIS

# PEOPLE

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• Personal goals	50.68	49.35
• Where and whom to live	32.84	57.12
• Where they work	47.51	63.07
• Intimate relationships	67.16	81.92
• Satisfied with services	95.83	95.00
• Satisfied with life situation	89.46	94.72
• Daily routine	80.87	98.45
• Privacy	91.31	95.97
• Personal Information	69.70	84.11
• Use Environments	75.74	88.32
• Integrated environments	94.70	94.38
• Participate in community	60.57	92.42
• Interact with others	67.30	87.83
• Different social roles	34.46	48.87
• Have friends	46.59	80.89
• Are respected	96.52	96.83

## PEOPLE

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• Choose services	46.21	82.39
• Realize personal goals	84.39	88.14
• Staff person centered	93.73	97.92
• Connect to natural supports	49.13	87.29
• Are safe	94.40	94.10
• Exercise rights	48.03	74.18
• Are treated fairly	87.29	86.16
• Religious beliefs/practices	72.15	85.62
• Best possible health	90.32	91.00
• Free abuse neglect	83.00	98.54
• Experience Continuity and Security	84.89	85.75

- RESULTS USED TO DEVELOP QUALITY ENHANCEMENT PLAN
- PURPOSE OF PLAN IS TO GUIDE THE IMPROVEMENT OF SUPPORTS AND SERVICES CONSISTENT WITH EVERGREEN'S MISSION
- PLAN PROVIDES AN OUTLINE OF THE STEPS/DIRECTION FOR FUTURE GROWTH AND SUPPORT AND SERVICE IMPROVEMENT.
- CONSIST OF GOALS AND OBJECTIVES DEVELOPED FROM THE EVALUATION OF PERSONAL OUTCOMES DATA, VARIOUS SATISFACTION SURVEYS, AND RESULTS OF STATE INSPECTIONS.
- OTHER TYPES OF DATA SUCH AS MEDICATION ERRORS, INCIDENTS, INJURIES, SAFETY ISSUES, AND HEALTH RELATED INTERVENTIONS, IS TRACKED AND TRENDED AND USED TO DEVELOP ADDITIONAL GOALS AND OBJECTIVES FOR INCLUSION IN THE QUALITY ENHANCEMENT PLAN

- PLAN IS CONTINUALLY REVIEWED AND REVISED BASED ON REVIEW OF PERSONAL OUTCOME DATA, SATISFACTION SURVEYS, AND TRACKING AND TRENDING OF DATA

- FOR MORE INFORMATION CONTACT:  
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