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# More than Measurement

## Using Personal Outcomes to Transform Supports

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**"Not everything that can  
be counted counts, and not  
everything that counts can  
be counted."**

**- *Albert Einstein***

# What Data Can Tell Us...

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- Trends
- What is working for people
- What we are doing well
- What may need attention

# What Data Can't Tell Us...

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- What's really wrong
- Why it's not working
- What to do next!!



# Beyond Measurement

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- Learning from numbers
- Building staff competency
- Making meaningful change
- Directing the future
- Innovating for effectiveness

# Being Person Centered

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- What's the difference between Person Centered Planning and being "Person Centered"?
- Can person centered approaches grow and thrive in our current systems?
- Do we support trying whatever might work even if it requires innovation, experimentation and "out of the box" solutions?

# Opportunities for Change

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- ✓ Redefinition of Staff Competency
- ✓ Individual Planning with Outcomes
- ✓ Empowerment for Self Advocates
- ✓ Data driven Management
- ✓ Blending Person Centeredness and Quality Assurance

# Critical Competencies for Staff

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- ✓ People Skills: Asking good questions, listening, observing, responding, etc.
- ✓ Thinking Skills: Getting understanding before acting, reflection on outcomes
- ✓ Change Skills: Flexibility, openness, learning, teamwork, etc.

# Individual Planning with Personal Outcomes

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- Incorporates existing methodologies
- Helps staff focus on:
  - Substance not form
  - Skills not tasks
  - Meaning not words

# Empowerment with Outcomes

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- ✓ Supports people to actively define life priorities
- ✓ Identifies specific strategies for achieving desired outcomes
- ✓ Coaches people in the process of individual advocacy and change

# Managing with People Data

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- Integrates people into strategy
- Develops critical thinking
- Ties accountability to responsiveness

# The Management Challenge

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- Critical Questions:

- ✓ What is our relationship with the people we support?
- ✓ What is our vision for the future?
- ✓ What is our responsibility for creating opportunity?
- ✓ What is reasonable accommodation?

# The Organizational Assessment

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- The organization collects and analyzes information about:
  - ⊗ outcomes for people
  - ⊗ organization performance expectations
  - ⊗ systems to sustain basic compliance with health, safety and other fundamental requirements.

# Promoting Quality in Systems

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- Personal Outcome Measurement
- Organizational Performance Assessment (internal)
- Quality Improvement Plan
- External Assessment with Technical Assistance
- Linkage to Contracts

# The Challenges of Change

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- Fundamental break from past practice
- Approaching quality as a design (not compliance) issue
- Experience can be a barrier
- Nothing but people and values can be “sacred”

# Person Centered Quality Assurance Systems

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- Go beyond the basics of health and safety to address quality of life issues.
- Measure quality as responsiveness to the people receiving supports and services.
- Assess organizational capacity to use resources creatively to support people to achieve desired outcomes.

# Principles for Change

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- ✓ Emphasize learning
- ✓ Integrate values into actions
- ✓ Clarify responsibilities
- ✓ Focus on movement and results
- ✓ Tie accountability to action

# A New Era for Quality

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- Person Centered Quality Assurance
- Flexible and Personalized “Standards” for Performance Measurement
- Increased Provider responsibility for measuring and managing performance
- Emphasis on adaptability and change in response to people.