

OUTCOMES:

THE GATEWAY TO QUALITY



CQL | The Council on
Quality and Leadership

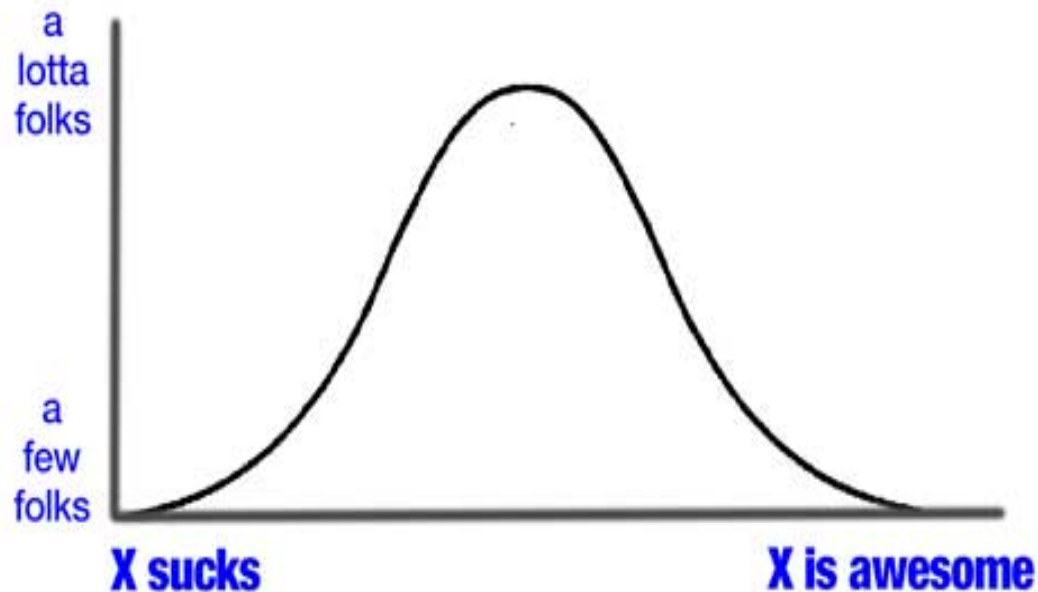
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Public policy

Typical reactions to change

Change



SUCCESS FACTOR

Success is **NOT** about how many
policies you change,



it's about the **difference you make**
in people's lives.

The Gateway To Quality

New HCBS Regulations



- People must be supported to have maximum control over their lives and day-to-day decision making
- Access to food
- Visitors at any time

The Gateway To Quality



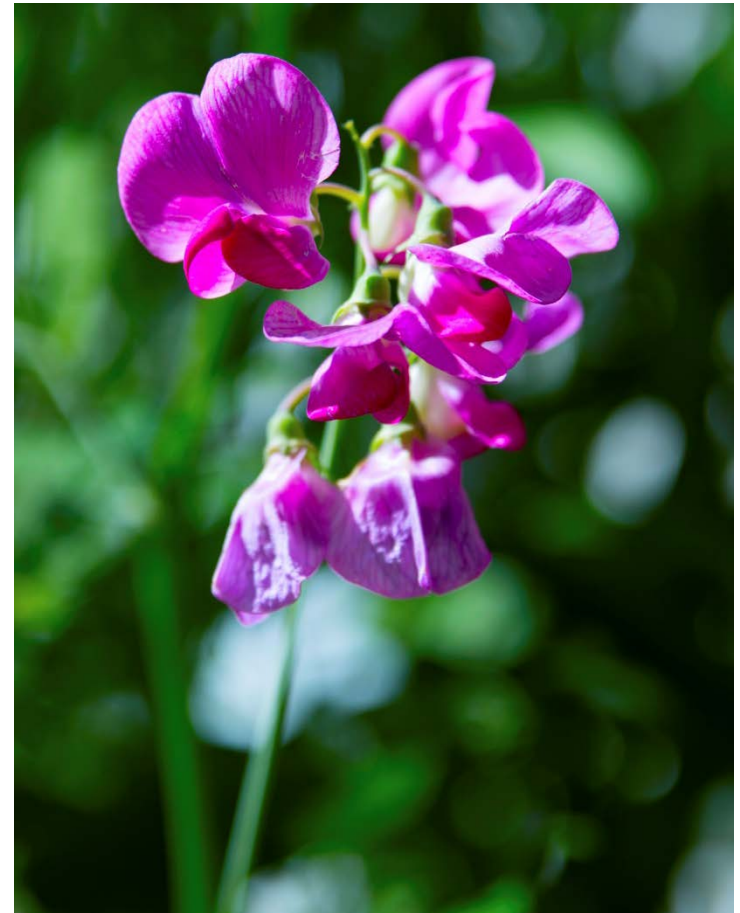
How can we use these new regulations to learn about people's personal definition of **quality of life** and gather information about the person's priorities and preferences in order to support them?

- What will be used to evaluate personal quality of life and quality of services?
- How do we put listening to and learning about the person at the center of all Medicaid funded supports?
- Its time to guide the delivery of individualized supports based on people's priorities

The Gateway To Quality

A Story from Dirk

- In the 70's:
 - Treated us like PLANTS
- In the 80's:
 - Treated us like PETS
- In the 90's:
 - Treated us like PEOPLE
- Now it's 2015:
 - It is really time to listen



Where is this going?

- Enhancement/Expansion of Rights—
THE SAME AS EVERYONE ELSE
- Requirements for demonstrated/evidence-based individualized and person-directed service delivery
- Feds are raising the bar; not just CMS, Justice Dept. too, i.e., Olmstead enforcement

My Gateway to Quality



“I want to be as
INDEPENDENT
as possible.”

This is My Life - This is My Plan

At least one goal that I care about!!!!

My plan is adapted so that I can access it, understand it, and own it. Its mine!

Beth asked me to share because she had to work today.....

This is My Life - This is My Plan

My Goal #1 | Regular Exercise



I check my own blood pressure



I like to walk to work when I can.



This is My Life - This is My Plan

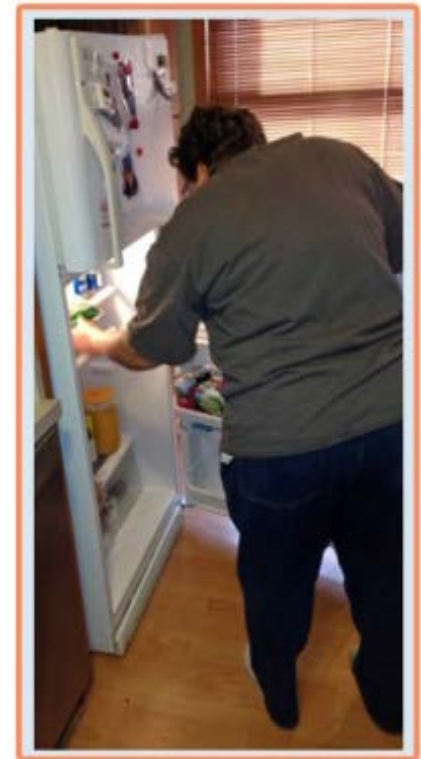
My Goal #2 | Healthy Eating & Cooking



I keep healthy foods on hand, like milk, fruit, eggs and yogurt

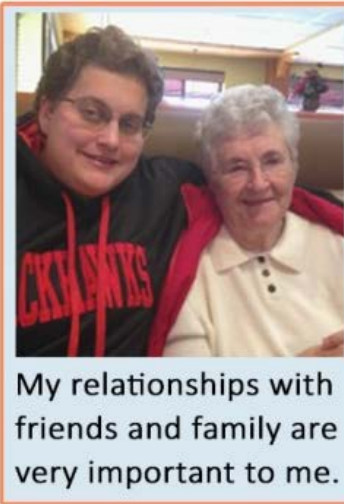
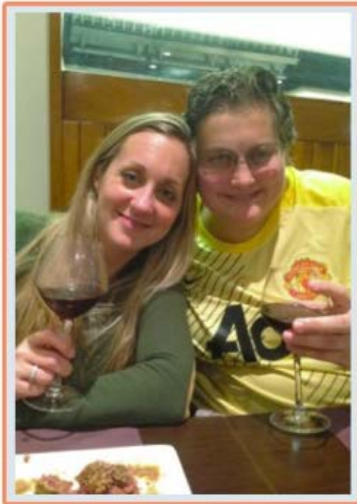


My family or support worker assist me in creating shopping lists and recipes with pictures. This helps me shop and cook on my own.



This is My Life - This is My Plan

My Goal #3 | Maintain Strong Relationships



My relationships with friends and family are very important to me.



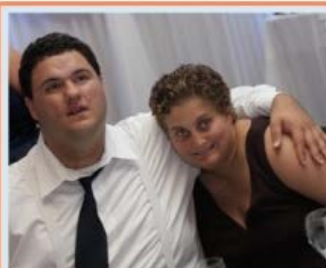
This is My Life - This is My Plan

ABOUT ME | Important People



MY FAMILY

Coco & me
Brother-in-Law, Imanol
Sister, Morgan
Mom & Nephew John
Dad & Niece Anne
Niece Sophie



My Boyfriend, Chris



My Buddy, Tia



My Long-Time Friends, Linda & Mike G.



My Former Roommate,
Suzanne



My Pal, Linda H.
& My Uncle Larry

This is My Life - This is My Plan

My Goal #4 | Meaningful Work



This is My Life - This is My Plan

If there was a Goal #5 | Having Fun!



General HCBS Settings Requirements

What is the **biggest challenge**
facing leaders today?

42% - Finding and keeping skilled workers

23% - Staying focused

18% - Innovating

9% - Competing in a global market

8% - Coping with technological change



Source: Inc. 500 CEO Survey

The Gateway To Quality

Portrait of a Leader

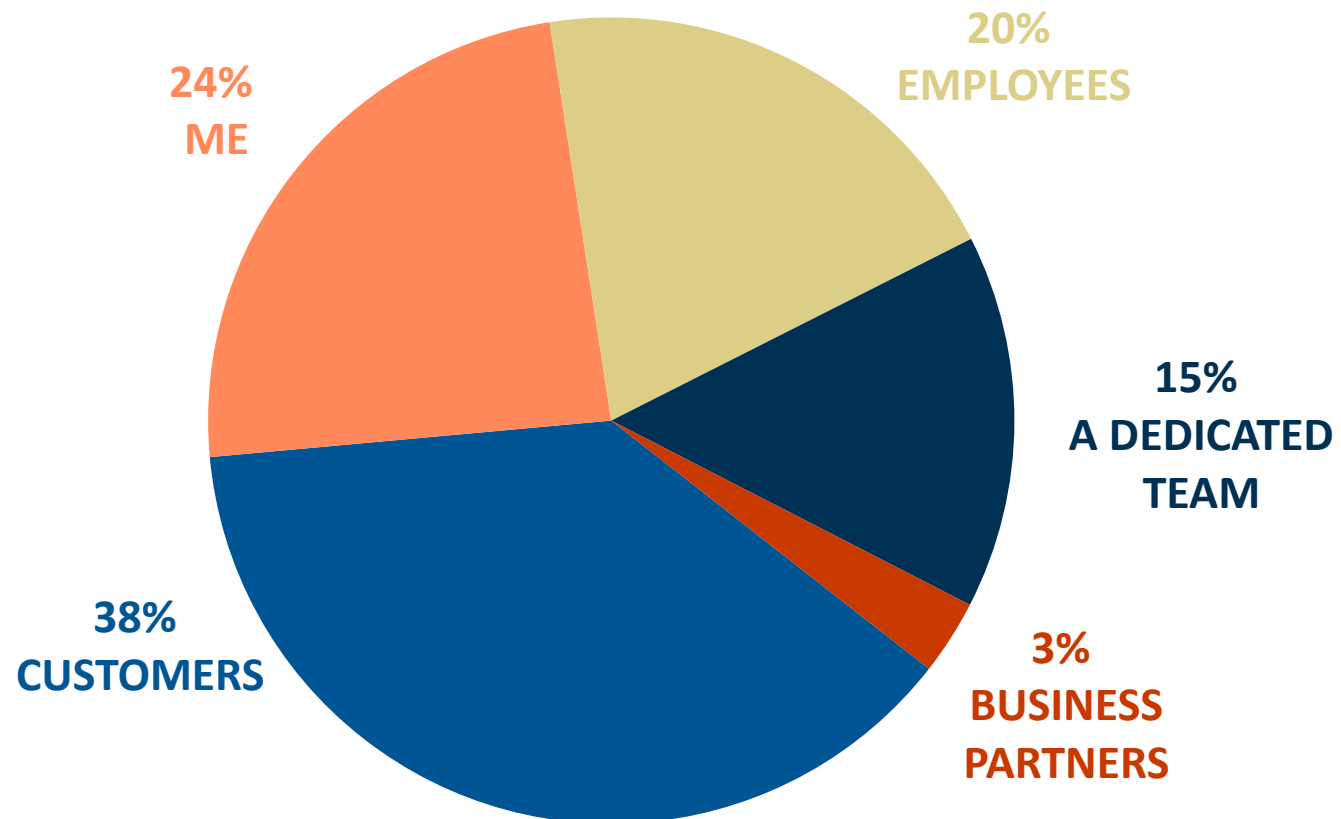
What is **more** important?

The right
question



The right
answer

Where do you get the **best ideas** for new products and services?



Source: Inc. 500 CEO Survey

While customers provide **most** ideas, just...

37%

of companies have a
formal method
for collecting customer input

Source: Inc. 500 CEO Survey

Organizational Change: Innovation

Cultural Guidelines for Changing the Way You Handle Change

- Stop the history
- Do what works
- Don't wait for instruction
- Take initiative
- Don't play it safe
- Take more risks
- Try not to break things
- Welcome change

Organizational Change: Innovation

Innovation is as American as Apple Pie.

- New products every 30 minutes

YET, we still have so much technology untouched

- Global World

**YET, we can't convert sheltered workshops
to models for employment**

- Computers can Drive Cars

**Yet, we are afraid to tear down
bricks & mortar to get to outcomes**

The Disability Integration Act

SB 2427

- To support the emphasis on community living, Senator Schumer from New York introduced, The Disability Integration Act or DIA .
- The bill currently has 5 co-sponsors:
Senator Kristen Gillibrand (D-NY),
Senator Michael Bennet (D-CO),
Senator Patrick Leahy (D-VT),
Senator Robert Casey (D-PA)
and most recently Senator Bernie Sanders (I-VT)

The Disability Integration Act

SB 2427

- The bill is a piece of civil rights legislation that brings attention to the fact that states' disability service systems continue to warehouse far too many people with disabilities in institutions.
- The Disability Integration Act has great promise and seeks to strengthen the *Olmstead* integration mandate.
- The goal of the DIA would be to eliminate waiting lists for LTSS and create an entitlement to community living.

Outcomes: The Gateway To Quality

One Voice, By Doris Clark

One Voice.

A voice to be heard by someone
who cannot speak a word.

We express our feelings in many ways, by what we do
and what we say.

A voice that is heard is a voice that is true,

So lets all share our one voice, too!



CQL | The Council on
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CQL is dedicated to the
definition, measurement
and improvement of
personal quality of life for
people receiving human
services and supports.

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