




SPECTRUM CARE
People with disabilities
living great lives

How do you know when
Person-centred Planning
is working?

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Presentation Outline

- Spectrum Care
- Reflections
- Personal Outcome Measures from Council on Quality & Leadership (CQL)
- Data Measurement – CRM Technology Platform
- Data Analysis
- Outcomes Data Integrity Check
- Key Lessons


people with disabilities living great lives Person Centred · Innovation · Passion and Commitment · Excellence · Partnership



Spectrum Care

- Provide a wide range of services including residential, respite, day services, behaviour support and home support
- Services in Auckland, Waikato and Bay of Plenty
- Supporting nearly 400 people in residential services
- Supporting nearly 800 people in the Community
- Use the CQL Outcomes Framework for Personal Planning
- Person Centred values approach


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Reflections – How do you know PCP is working?

- Person Centred planning approach?
- How do you know people are achieving their goals?
- Are you able to measure progress, successes and areas for improvement?
- Are you able to track over time people's quality of life and your organisational response to supporting people?

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Person-centred Planning using Personal Outcomes Measures from CQL

- Outcomes - Whole Person Centred Approach
 - Discovery Interview
 - Planning Process
 - Monthly Reviews
 - Annual Review
 - Annual Achievement Measurement

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Personal Outcomes Measures CQL

- Myself – Personal, physical & environmental
- My World – Connectedness & life in the community
- My Dreams – Discovery, choice & self determination

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Myself – Personal, physical & environmental

- People are connected to their natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share information

My World – Connectedness & life in the community

- People choose where and with whom they live
- People choose where they work
- People use their environments
- People live in integrated environments
- People interact with other members of the community
- People perform different social roles
- People choose services

My Dreams – Discovery, choice & self determination

- People choose personal goals
- People realize personal goals
- People participate in the life of the community
- People have friends
- People are respected

CQL Framework Provides

- Systematic approach to quality improvement that measures quality of life (QOL) and quality of support (QOS) indicators
- Long-standing and well-researched measures
- Constant process of development and refinement of measures
- Wide application and commitment to the measures in US, Canada, Australia and Ireland

What we have found using person-centred Outcomes measures from CQL

- Measures organisational value of Person – Centredness
- Provides individual QOL & QOS measurements
- Supports organisational culture change
- Provides a means to track progress
- Provides a person-centred view to the organisation

CQL Framework - Enables

- Ability to track Outcomes at individual, group, regional and organisational level - including Social Capital
- Highlights aspects of the service that require development
- Benchmarks the service to national and international standards
- Provides service delivery evidence-based reports to the Board
- Informs the Outcomes/Person-Centred focus for the strategic planning
- So how is this data collected?

Technology Investment

- To enable data collection we invested in Microsoft technology platform
- Computers in all Spectrum Care sites
- Installed Sharepoint (Intranet platform)
 - Policies & Procedures on-line
 - Document Management
 - Communication to staff
 - Staff email
- Installed CRM – information collection system for people accessing services

CRM Technology Platform - Allows

- Programme designed that would capture and consolidate Outcomes measurements (QOL & QOS)
- The purpose was to inform the organisation where achievements were occurring and define areas for improvement
- Outcomes Plans (and their associated measures) are now prepared, captured and consolidated electronically

Data measurement result from CRM - exemplar

Service User Outcomes Plan Summary

Joe Citizen

MYSELF	Outcome Present	Support Present	Goal
1. People are connected to their natural support networks	●●●●	●●●●	●●●●
2. People have intimate relationships	●●●●	●●●●	●●●●
3. People are safe	●●●●	●●●●	●●●●
4. People have the best possible health	●●●●	●●●●	●●●●
5. People exercise rights	●●●●	●●●●	●●●●
6. People are treated fairly	●●●●	●●●●	●●●●
7. People are free from abuse and neglect	●●●●	●●●●	●●●●
8. People have continuity and security	●●●●	●●●●	●●●●
9. People decide when to share information	●●●●	●●●●	●●●●
MY WORLD			
10. People choose where and with whom they live	●●●●	●●●●	●●●●
11. People choose where they work and what activities they attend	●●●●	●●●●	●●●●
12. People use their environments	●●●●	●●●●	●●●●
13. People live in integrated environments	●●●●	●●●●	●●●●
14. People interact with other members of the community	●●●●	●●●●	●●●●
15. People perform different social roles	●●●●	●●●●	●●●●
16. People choose services	●●●●	●●●●	●●●●
MY COMMUNITY			
17. People choose personal goals	●●●●	●●●●	●●●●
18. People realise personal goals	●●●●	●●●●	●●●●
19. People participate in the life of the community	●●●●	●●●●	●●●●
20. People have friends	●●●●	●●●●	●●●●
21. People are respected	●●●●	●●●●	●●●●

Data measurement from CRM - exemplar

House Outcomes Plan Summary

Steve

MYSELF	Outcome Present	Support Present	Goal
1. People are connected to their natural support networks	●●●●	●●●●	●●●●
2. People have intimate relationships	●●●●	●●●●	●●●●
3. People are safe	●●●●	●●●●	●●●●
4. People have the best possible health	●●●●	●●●●	●●●●
5. People exercise rights	●●●●	●●●●	●●●●
6. People are treated fairly	●●●●	●●●●	●●●●
7. People are free from abuse and neglect	●●●●	●●●●	●●●●
8. People have continuity and security	●●●●	●●●●	●●●●
9. People decide when to share information	●●●●	●●●●	●●●●
MY WORLD			
10. People choose where and with whom they live	●●●●	●●●●	●●●●
11. People choose where they work and what activities they attend	●●●●	●●●●	●●●●
12. People use their environments	●●●●	●●●●	●●●●
13. People live in integrated environments	●●●●	●●●●	●●●●
14. People interact with other members of the community	●●●●	●●●●	●●●●
15. People perform different social roles	●●●●	●●●●	●●●●
16. People choose services	●●●●	●●●●	●●●●
MY COMMUNITY			
17. People choose personal goals	●●●●	●●●●	●●●●
18. People realise personal goals	●●●●	●●●●	●●●●
19. People participate in the life of the community	●●●●	●●●●	●●●●
20. People have friends	●●●●	●●●●	●●●●
21. People are respected	●●●●	●●●●	●●●●
TOTALS	34	42	4

Data measurement from CRM - exemplar

Region Outcomes Plan Summary

Mayor

MYSELF	Outcome Present	Support Present	Goal
1. People are connected to their natural support networks	●●●●	●●●●	12
2. People have intimate relationships	●●●●	●●●●	4
3. People are safe	●●●●	●●●●	14
4. People have the best possible health	●●●●	●●●●	14
5. People exercise rights	●●●●	●●●●	14
6. People are treated fairly	●●●●	●●●●	14
7. People are free from abuse and neglect	●●●●	●●●●	14
8. People have continuity and security	●●●●	●●●●	14
9. People decide when to share information	●●●●	●●●●	14
MY WORLD			
10. People choose where and with whom they live	●●●●	●●●●	12
11. People choose where they work and what activities they attend	●●●●	●●●●	20
12. People use their environments	●●●●	●●●●	21
13. People live in integrated environments	●●●●	●●●●	14
14. People interact with other members of the community	●●●●	●●●●	6
15. People perform different social roles	●●●●	●●●●	2
16. People choose services	●●●●	●●●●	2
MY COMMUNITY			
17. People choose personal goals	●●●●	●●●●	7
18. People realise personal goals	●●●●	●●●●	7
19. People participate in the life of the community	●●●●	●●●●	20
20. People have friends	●●●●	●●●●	4
21. People are respected	●●●●	●●●●	4
TOTALS	1230	1644	4

Organisational data measurement from CRM - exemplar

Organisation Outcomes Plan Summary

Service Users Count: 338

MYSELF	Outcome Present	Support Present	Goal
1. People are connected to their natural support networks	●●●●	●●●●	22
2. People have intimate relationships	●●●●	●●●●	13
3. People are safe	●●●●	●●●●	40
4. People have the best possible health	●●●●	●●●●	43
5. People exercise rights	●●●●	●●●●	16
6. People are treated fairly	●●●●	●●●●	16
7. People are free from abuse and neglect	●●●●	●●●●	16
8. People have continuity and security	●●●●	●●●●	16
9. People decide when to share information	●●●●	●●●●	16
MY WORLD			
10. People choose where and with whom they live	●●●●	●●●●	28
11. People choose where they work and what activities they attend	●●●●	●●●●	64
12. People use their environments	●●●●	●●●●	73
13. People live in integrated environments	●●●●	●●●●	65
14. People interact with other members of the community	●●●●	●●●●	18
15. People perform different social roles	●●●●	●●●●	7
16. People choose services	●●●●	●●●●	7
MY COMMUNITY			
17. People choose personal goals	●●●●	●●●●	12
18. People realise personal goals	●●●●	●●●●	12
19. People participate in the life of the community	●●●●	●●●●	40
20. People have friends	●●●●	●●●●	4
21. People are respected	●●●●	●●●●	4
TOTALS	4832	6710	4

Data Analysis

- Individual & House data informs quality plans & staff development needs
- Regional & Organisational data identifies areas of focus for the Strategic Planning and staff recruitment
- Informs Leadership Team & Board organisational priorities

Outcomes Integrity Check — the journey continues...

- Accredited CQL Trainer/adviser reviewed current work practices Jan 2011
 - Provide continuous improvement opportunities
 - To deliberately create organisational tensions to drive future performance
- Provided a report with recommendations for improvement
 - Discovery interviews & Planning process distinction
 - Measurements required Independent moderators
 - External moderation of sample of plans
 - Further Outcomes training for key staff
 - Achieve data integrity

Outcomes Integrity Check

- Data comparison
 - Ten people re-interviewed as part of intensive Outcomes training
 - Discovery interview analysed and measurements completed
- Data compared to previous quality of life (QOL) and quality of supports (QOS) results revised

Comparison of Measurements

Total measure of Outcomes indicators	Prior to intensive Outcomes training		During intensive Outcomes training	
	QOL	QOS	QOL	QOS
Miss H	17	21	6	7
Mr S	10	10	7	0
Mr J	8	6	3	3
Miss F	16	18	13	17
Mr C	15	16	13	12
Miss C	11	12	2	0
Mr Jo	16	21	10	10
Mr P	12	17	4	4
Mr T	17	21	14	12
Mr Z	13	21	13	14

Accurate QOS Measurements for the Past 3 Months Ending Sept 2011

Region	Discovery Interviews Completed	Supports Present	Percentage of Supports Present
Central	13	5	39 %
CYR	7	2	29 %
North West	10	6	60 %
South	15	8	53 %
Total	45	21	47 %

Key Lessons

- External evaluation
- Ongoing Person Centred training
- Impartial & objective measurements of Outcomes results
- Technology Platform to collect, sort and display data
- Key staff to critique and analyse data – separate to those delivering services
- Quality information is vital & valuable for strategic planning

Reflections – How do you know PCP is working?

- Person Centred planning approach?
- How do you know people are achieving their goals?
- Are you able to measure progress, successes and areas for improvement?
- Are you able to track over time people's quality of life and your organisational response?

Conclusion

- Spectrum Care's Person-centred Planning journey continues....

- Our aim is to:

Ensure people receiving services are...

LIVING GREAT LIVES!