

## STEPS IN THE CQL PERSON-CENTERED EXCELLENCE ACCREDITATION PROCESS

TIME FRAME	STEPS	WHAT HAPPENS	WHO IS INVOLVED
6 Months Prior to CQL Accreditation activities	Step 1: Engagement	Organization submits: <ul style="list-style-type: none"> <li>– Request for Engagement</li> <li>– Description of capacity to identify and measure personal outcomes at the individual and organizational level</li> </ul>	Organization with CQL support, if needed
3-6 months before the onsite consultation	Step 1: Preparation	Organization submits: <ul style="list-style-type: none"> <li>– Basic Assurances® Self Assessment</li> <li>– Certification of compliance with local licensing and/or inspections</li> <li>– <i>Personal Outcome Measures®</i> data collection and analysis report, <i>if collected</i></li> </ul> <p><b><u>Planning Conference Call</u></b>                      CQL and the Organization coordinate the onsite activities for CQL Accreditation:</p> <ul style="list-style-type: none"> <li>- Summary of expectations and assignments</li> <li>- Guidance for coordinating the onsite visit</li> </ul>	Organization with CQL support
2-3 weeks before the onsite consultation	Step 1: Preparation Continued	<p><b><u>Preparation Conference Call</u></b></p> Review of Basic Assurances® Self Assessment Review of Person-centered Excellence Factors and Indicators	CQL, Organization, and the Accreditation Participants
As Scheduled	Step 2: Onsite Consultation	<p><b><u>Onsite Visit Activities</u></b></p> <ul style="list-style-type: none"> <li>– <i>Personal Outcome Measures®</i> focus</li> <li>– Basic Assurances® review focus</li> <li>– Person-centered Excellence focus</li> </ul>	CQL, Organization, and the Accreditation Participants

		<p><b><u>Outcomes</u></b></p> <ul style="list-style-type: none"> <li>- Organizational action plan is developed</li> <li>- Ongoing accreditation accountabilities are defined</li> </ul>	
<p>Continued Accreditation 18 to 24 months later</p>	<p>Step 3: Follow-up</p>	<p><b><u>Follow-up visit(s)</u></b></p> <p><b><u>Activities</u></b></p> <ul style="list-style-type: none"> <li>– Progress report on goals and objectives in the plan developed by the organization</li> <li>– <i>Personal Outcome Measures</i><sup>®</sup> data and report on learning <i>from Personal Outcome Measures</i><sup>®</sup></li> <li>– Joint analysis of data and progress reports</li> </ul> <p>CQL may decide to schedule another onsite visit based on the information provided and discussions with the organization’s leadership</p>	<p>CQL , Organization, and the Accreditation Participants</p>

## STEP 1 - ENGAGEMENT AND PREPARATION

The organization initiates the accreditation engagement by providing basic organizational and demographic information.

Specifically, the organization submits to CQL:

- Request for Engagement
- Description of capacity to identify and measure personal outcomes at the individual and organizational level

At least three months prior to the onsite activities the organization submits a Basic Assurances<sup>®</sup> Self Assessment and *Personal Outcome Measures*<sup>®</sup> data analysis, if outcomes data are being collected.

CQL is particularly interested in:

- Information regarding data collection content and methods
- Improvements created as a result of the data analysis
- Technologies that have been implemented to facilitate the data collection process
- Trends identified as a result of data analysis
- Actions taken as a result of *Personal Outcome Measures*<sup>®</sup> data analysis

After CQL receives the information:

- A CQL Consultant is assigned to work with the organization
- The CQL Consultant, in consultation with representatives from the organization, establishes the activities and protocols focused on Basic Assurances<sup>®</sup> to be used during the onsite visit
- CQL and organizational representatives coordinate the Person-centered Excellence activities and protocols

During the preparation phase, CQL works with the organization, via teleconference and web-based meetings, to structure and schedule the onsite visit.

## STEP 2 – ONSITE VISIT

The CQL team travels to the organization and works alongside organizational representatives to identify opportunities, resources, and strengths that contribute to increased excellence in person-centered services and individual quality of life for people receiving supports.

The typical CQL Accreditation team consists of two facilitators, including a person who is a self-advocate or peer specialist – representative of the people receiving services provided by the organization. The onsite visit takes place over 4 to 5 days and incorporates the following processes:

### **Basic Assurances® Focus (1 to 2½ days)**

- *Personal Outcome Measures®* interviews
- Targeted Interviews focused on specific Personal Outcomes such as Rights, Fair Treatment, Health, Safety, etc.
- Focus groups
- Policy review

### **Person-centered Excellence Focus (2½ days)**

- Open space meetings that involves lots of people (the more, the better) – people receiving supports, their families, volunteers, staff, board members, public officials, and community representatives.
- The organizational leadership participates in this shared leadership exercise.
- We begin with 34 best practice strategies in person-centered services and identify and prioritize the strategies that will produce the biggest payoff for their organization.
- Participants vote on priorities, break up into small groups and design their change strategies.
- Key decisions are made in real time.
- Organizational change is designed to promote quality of life as defined by the people receiving supports.
- We conclude with a management action plan that identifies sustainable strategies, timelines, and outcomes for the organizational changes.
- All agree and commit to the action plan.

At the conclusion of the onsite consultation visit, CQL Accreditation is awarded based on the organization's commitment to implement its action plan.

### STEP 3 - FOLLOW-UP

In order to maintain CQL Accreditation, the organization provides information to CQL eighteen (18) months after the onsite visit and plan development. As CQL Accreditation continues, the organization keeps CQL informed about:

- Progress attained in the goals and objectives in the plan developed by the organization;
- Updated self-assessment data focusing on the 34 Success Indicators;
- *Personal Outcome Measures*<sup>®</sup> data;
- Basic Assurances<sup>®</sup> Factor 10 data; and
- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety, and human security.

CQL may decide to schedule another onsite visit based on the information provided and discussions with the organization's leadership.

To learn more about CQL Accreditation call 410.583.0060 or [info@c-q-l.org](mailto:info@c-q-l.org).