

Quality improvement in developmental services: What you need to know

A videoconference presented by the Multidimensional Assessment of Providers and Systems

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SouthEast

Hélène Ouellette-Kuntz

Robert Hickey

Rosemary Lysaght

-Patricia Minnes

-Heather Stuart

-Jacoba Lilius

-Ashleigh Blinkhorn

-Jamie Hagen

-Maureen McDonald

-Mary Blinkhorn

-Julie Rouette

-Robyn Saaltink

-Katherine MacKenzie

-Ashley Démore

North

Lynn Martin

-Beverley McClain

Central

Yona Lunsky

-Jonathan Weiss

-Ivan Brown

-Suzanne Robinson

-Ami Tint

-Melody Ashworth

East

Virginie Cobigo

-Philip Grandia

-Whitney Taylor

-Rawad Taha

Mcheimech

-Vanessa Dubuc

Outside Ontario

R. Brown, B.C., Y. Lachapelle, Québec, V. Bradley, US, W. Buntinx, The Netherlands

Local Advisory Committees (East/Southeast, North, Central)

Consumer Consultations (East/Southeast, North, Central)

MCSS Policy Research Analysis Branch

Provincial Network HR Committee

DSHR Strategy Committee

Developmental Service Ontario

<http://mapsresearch.ca/>

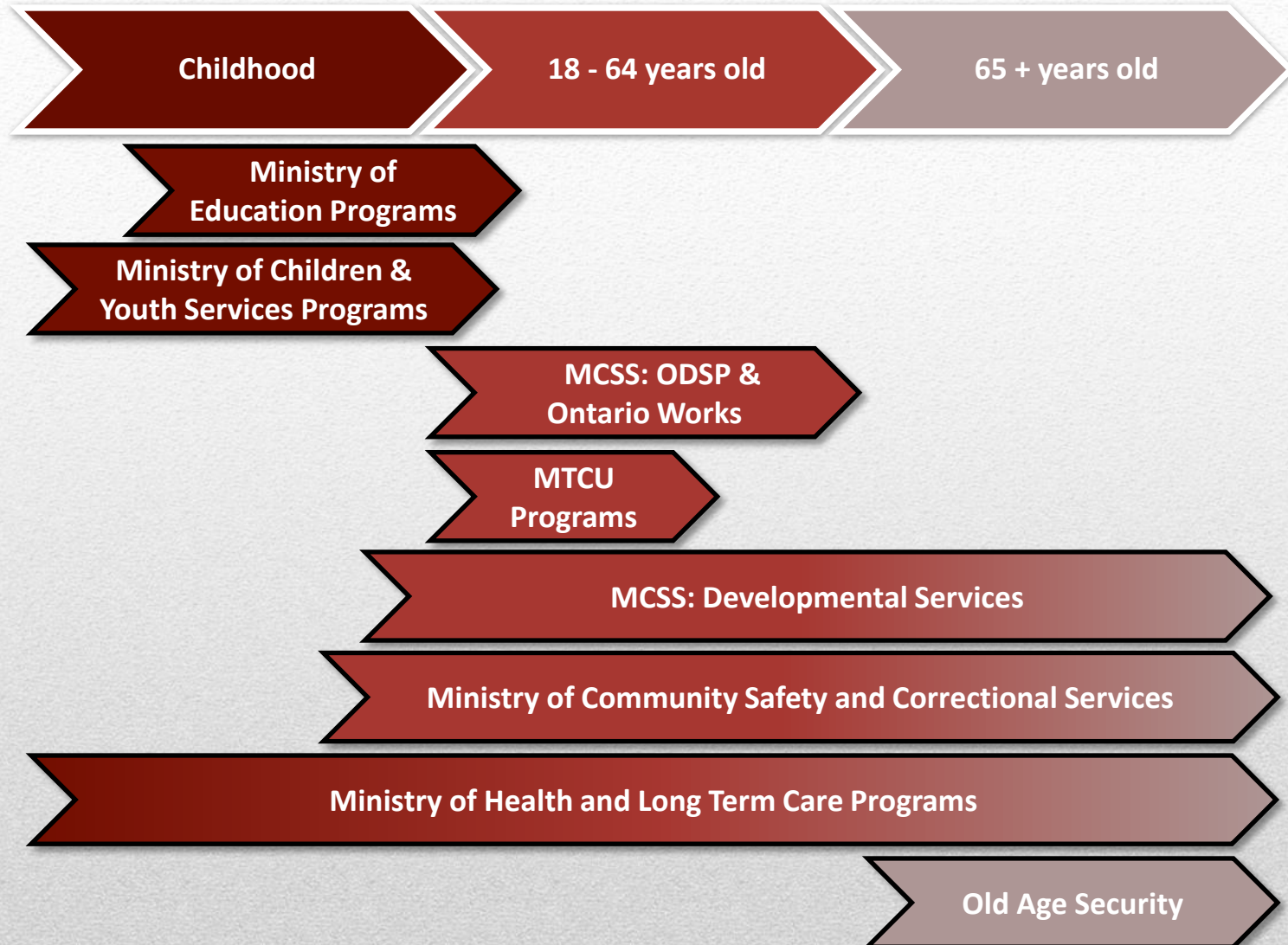
MAPS Team and Partners



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Quality improvement in developmental services



Services in Ontario & current data collection

Scientific-knowledge
Current-data-collections
Other-jurisdictions
Consultations
Interviews
Surveys

**MAPS approach to inform
quality improvement**

multidimensional personal-outcomes
multiple-perspectives
150-indicators
continuous-quality-improvement
meaningful-and-actionable

Principles of quality improvement

Denis said:

*"I go to work. **I meet people, new people.** And then, they come for a cup of coffee or nice cake. We have nice stuff like that. **I get paid.** Everyone is nice."*

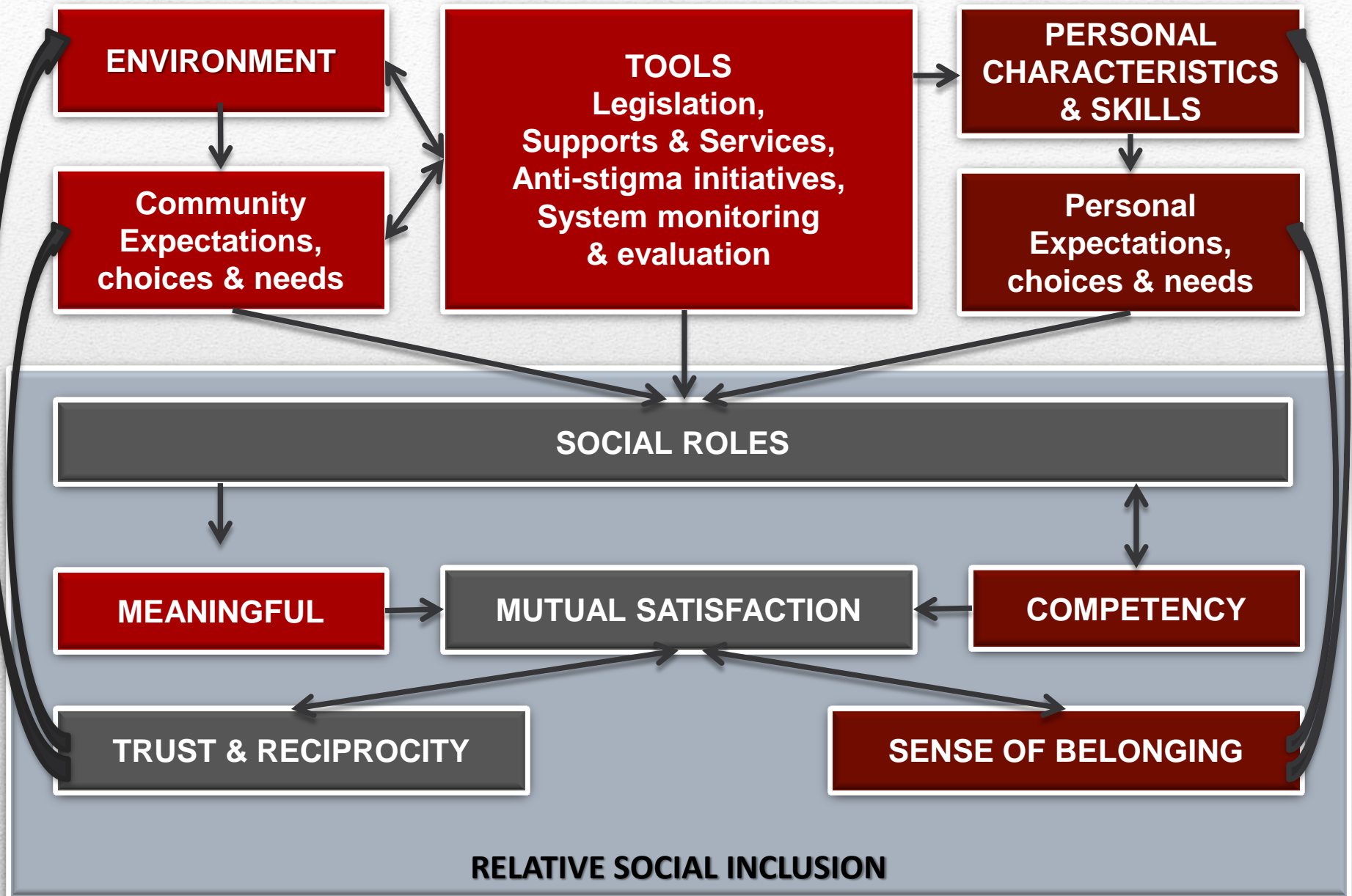


Principle 1:

Activities focus on personal outcomes that are important to persons with IDD

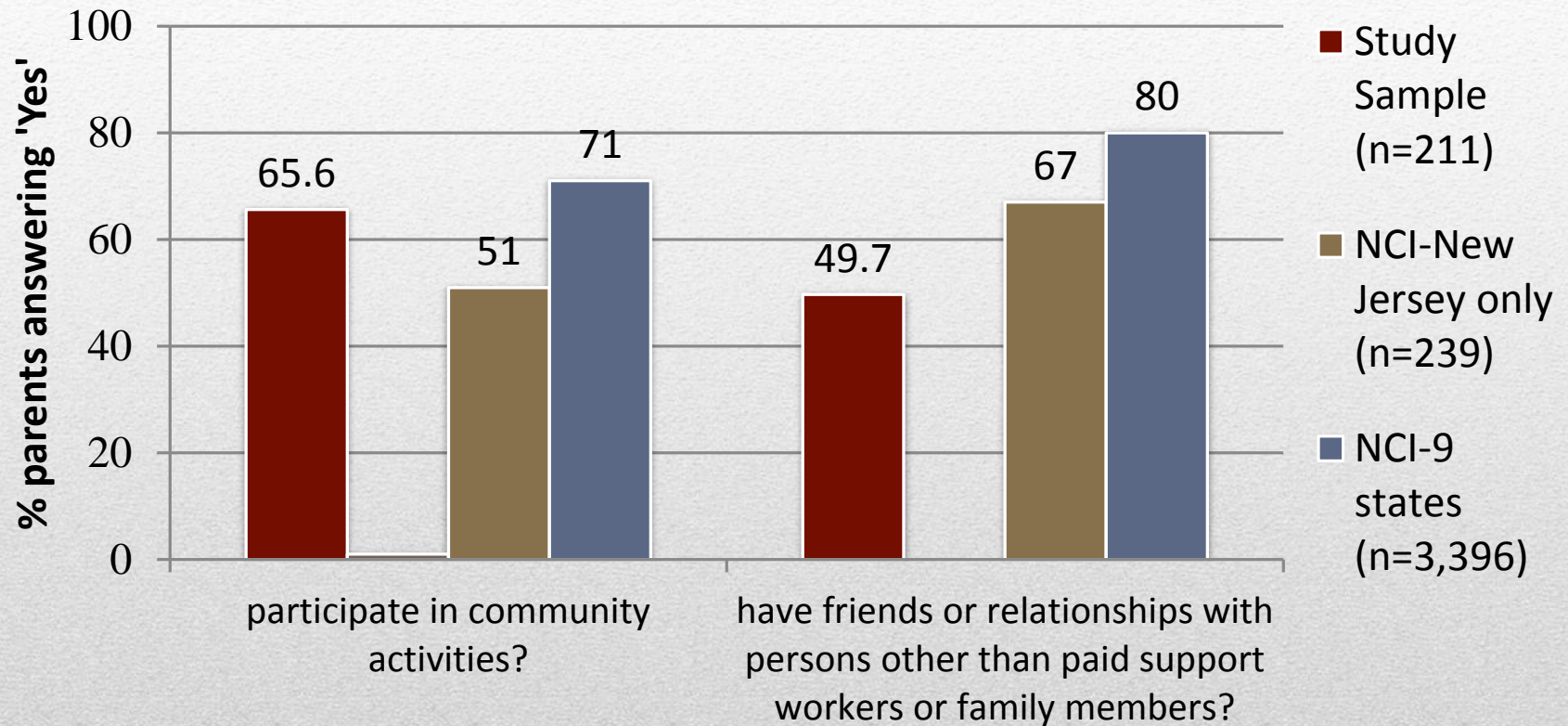
Principle 2:

Activities capture the complexity and multidimensional nature of the outcomes being measured



Focus	Domain
PERSONAL OUTCOMES Benefits for the service users	Valued social roles
	Competency
	Reciprocity
	Belonging
	Choice
	Satisfaction

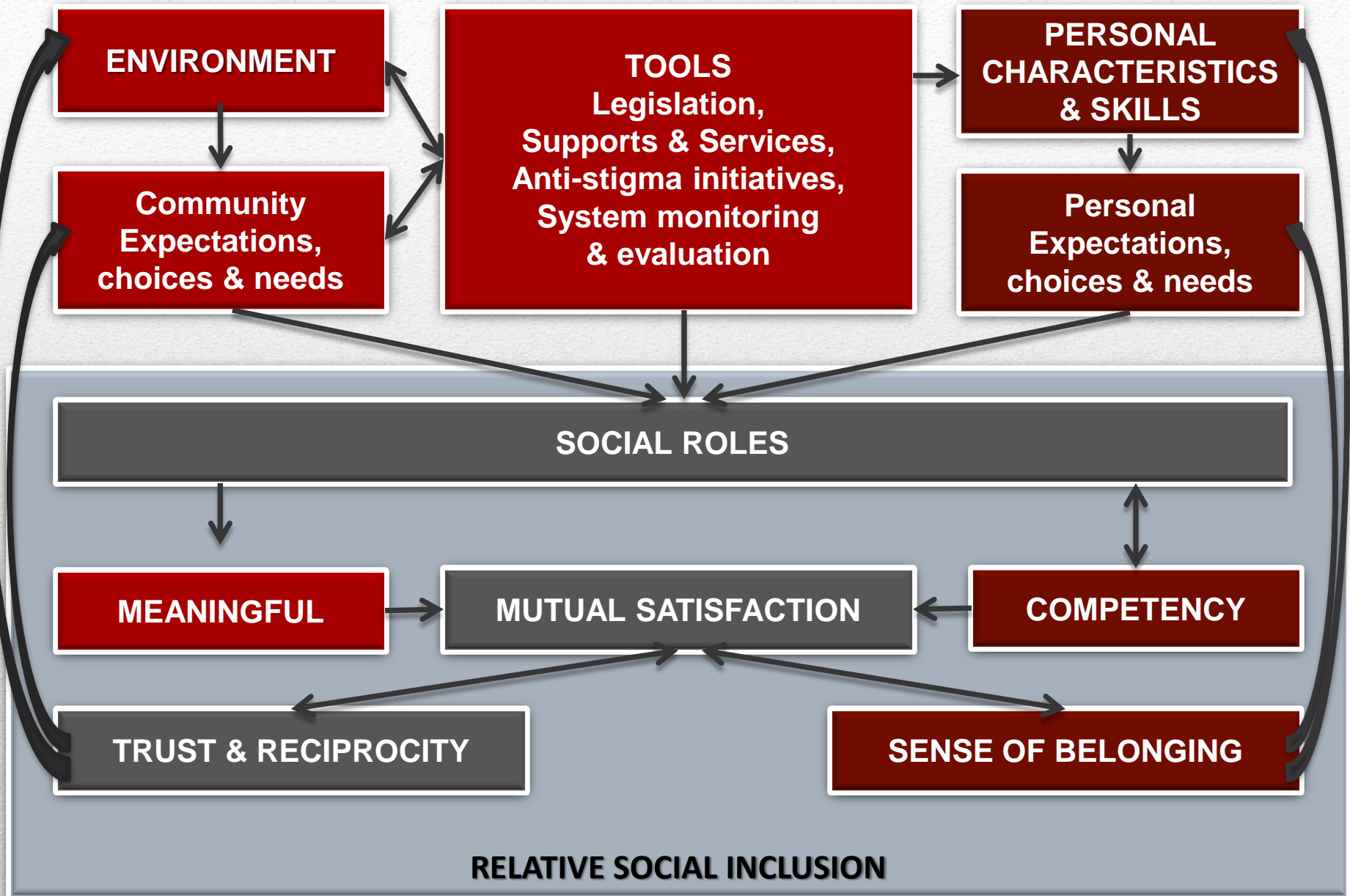
Domains of personal outcomes



Does your son or daughter...

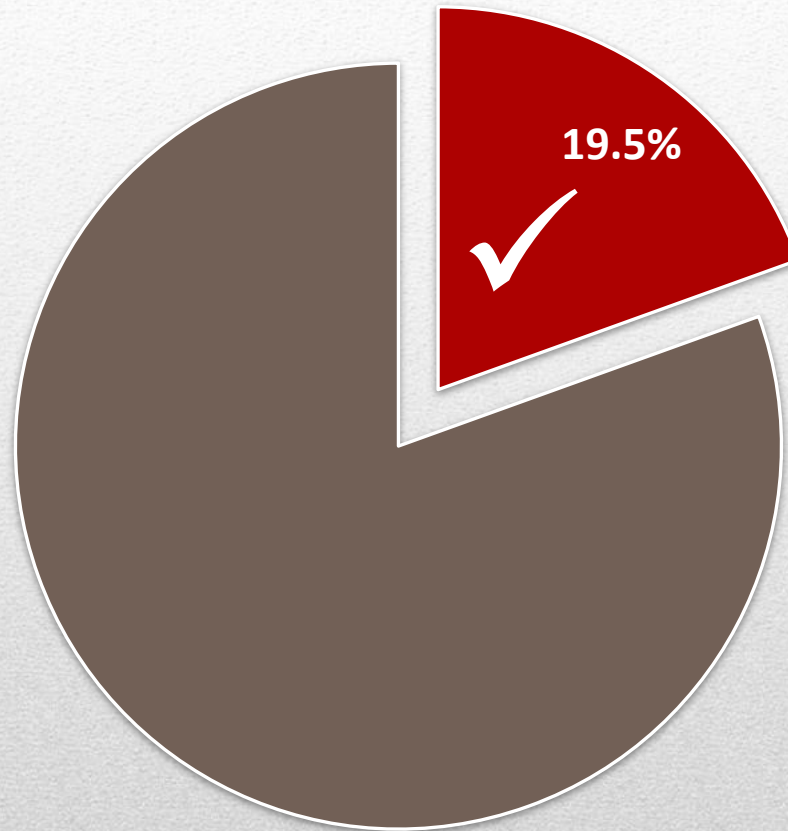


Belonging



Focus	Domain
ORGANIZATIONAL OUTPUTS Resources and processes used by agencies to provide services	Tangibles
	Reliability
	Responsiveness
	Assurance
	Empathy
	Availability
	Affordability
	Awareness
	Accessibility
	Extensiveness
	Appropriateness

Focus	Domain
SYSTEM STRATEGIES Ways in which agencies and MCSS go about enhancing personal outcomes and organizational outputs	Legislation and policy
	Supports and services
	Anti-stigma initiatives
	System monitoring



Service at first six months of follow-up

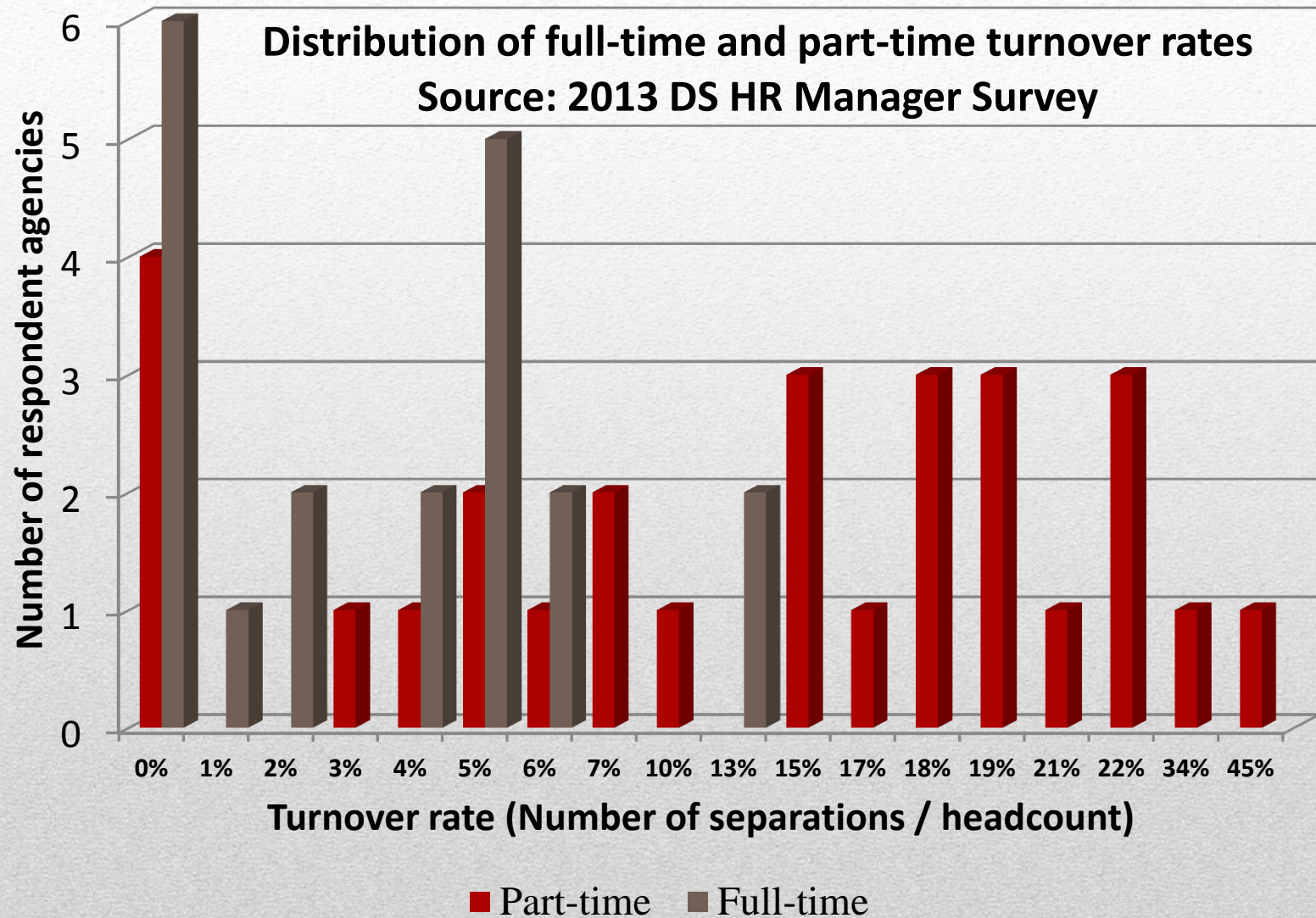


10: I can't do it anymore

7: I can't keep up the level of support much longer

4: there will always be concerns...





Principle 3:

Knowledge is developed from multiple perspectives

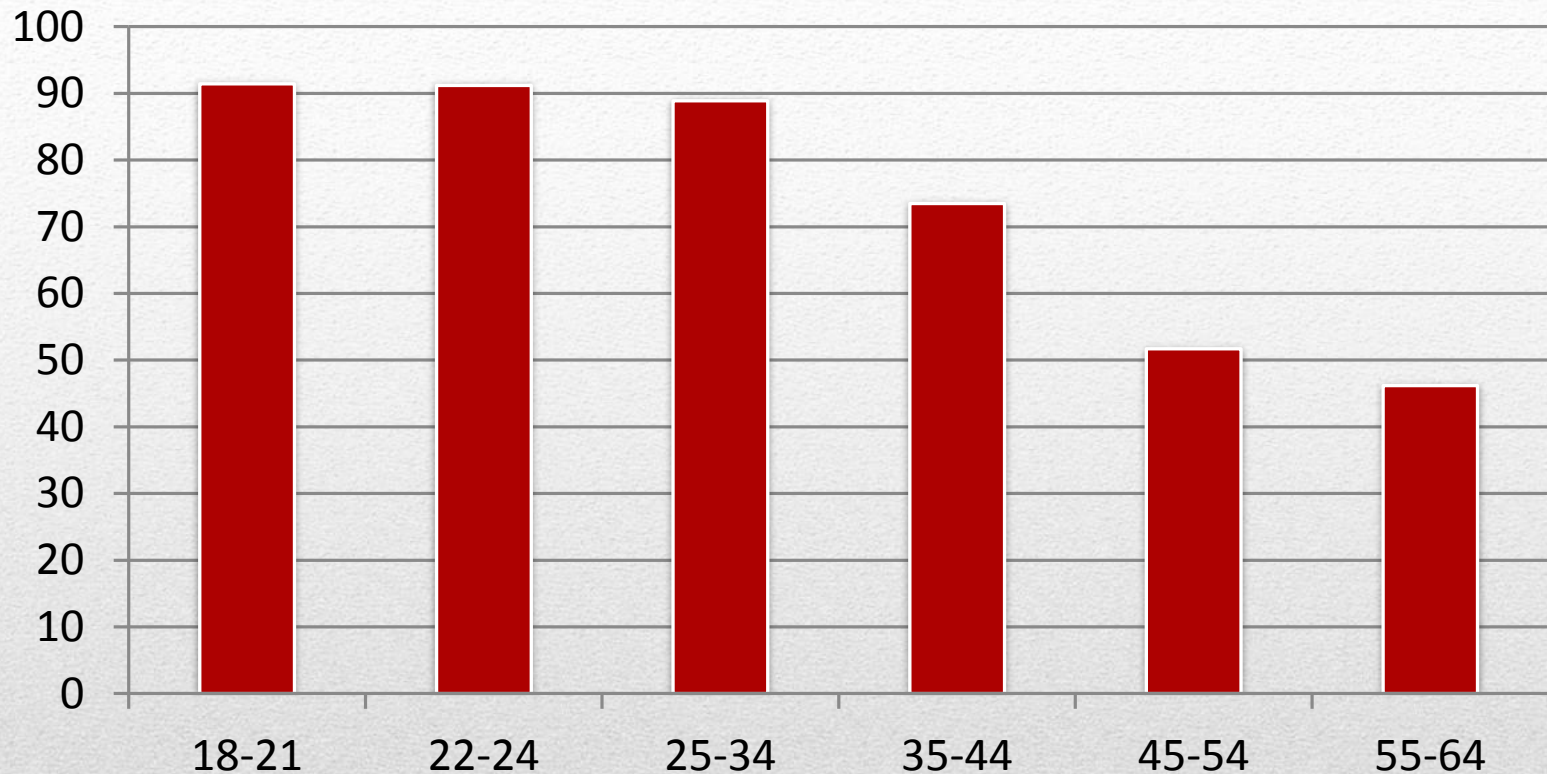


Oliver's mother said:

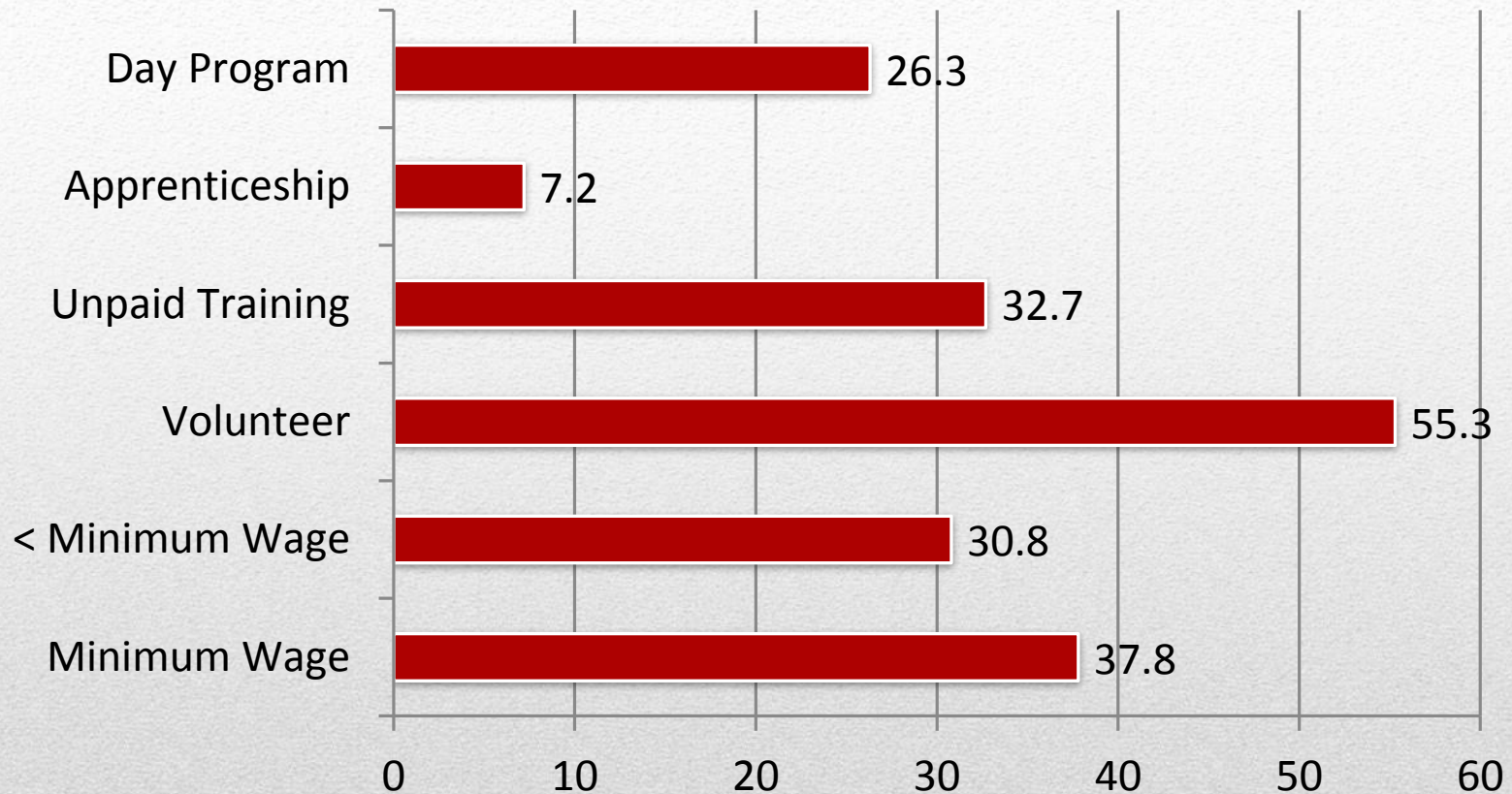
"He participated in an ODSP program where employers allow access to their businesses for unpaid work experience. His first placement was with a newly opened retailer. Everyone was new and didn't have time to support Oliver."

Principle 4:

Knowledge is meaningful, actionable, and informs policy and service improvements



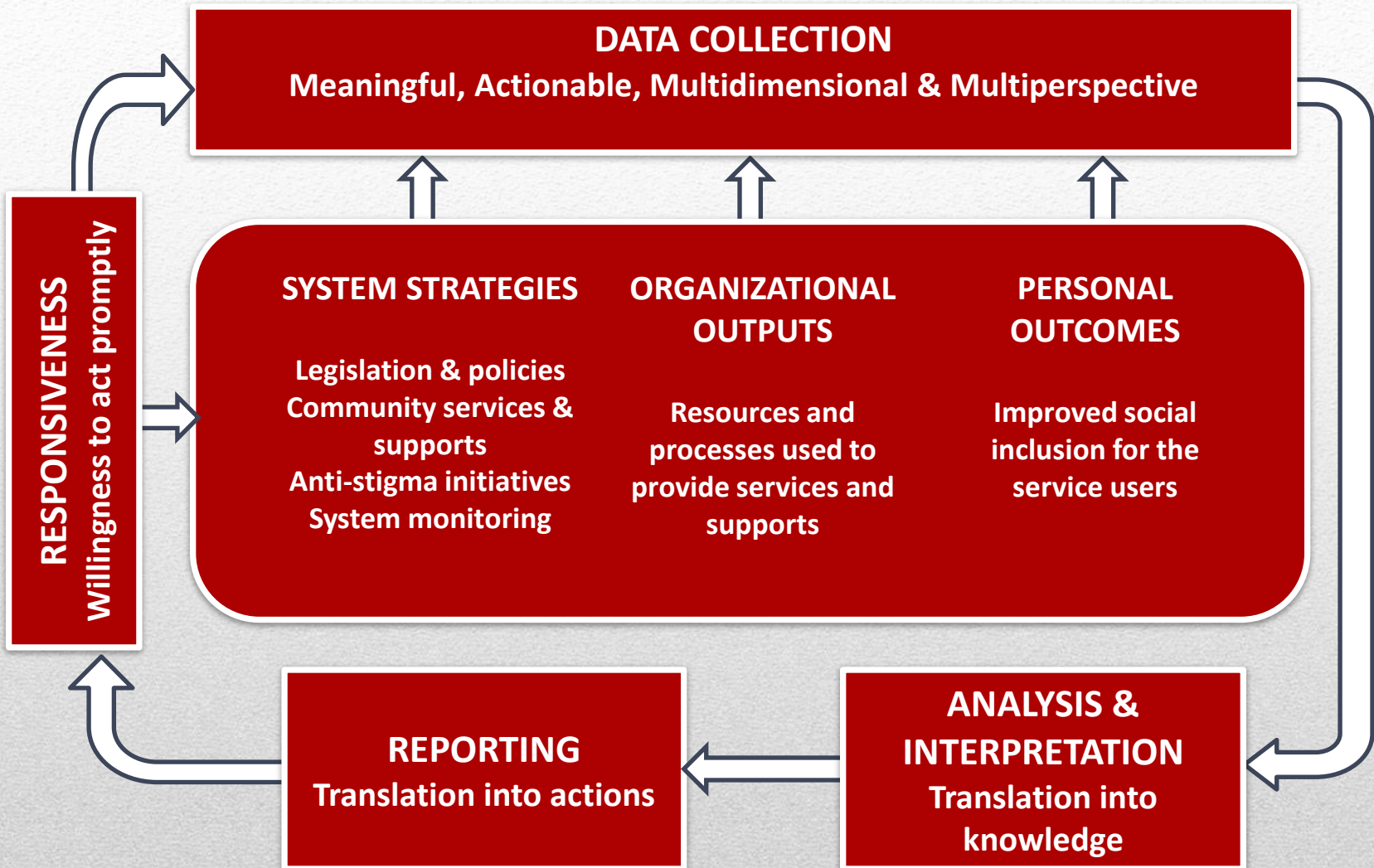
Percentage of participants who attended high school - by age group



Type of productivity
Categories not mutually exclusive

Principle 5:

**Activities are embedded within a
continuous quality improvement cycle**



province-wide
Building-capacity
improving-data-collection
improving-data-interpretation
quality-improvement-system
exchanging-knowledge

The way forward

http://queensu.fluidsurveys.com/s/MAPS_VC/



