



Managing Quality of Social Services

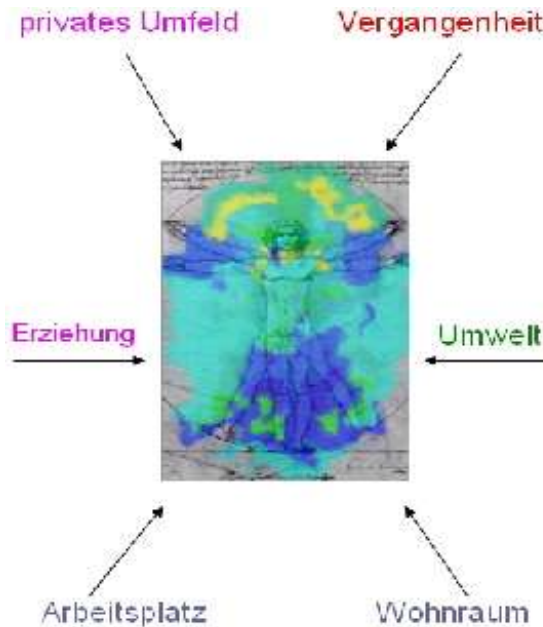
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Lebenshilfe Salzburg
Conference "Towards
Community Living"
Skopje, 7-9 Oct. 2010



Focusing on the citizen with disability – UN-Convention

Full member of society

Tailor made support



Leading a life like others

Quality of life as high as possible

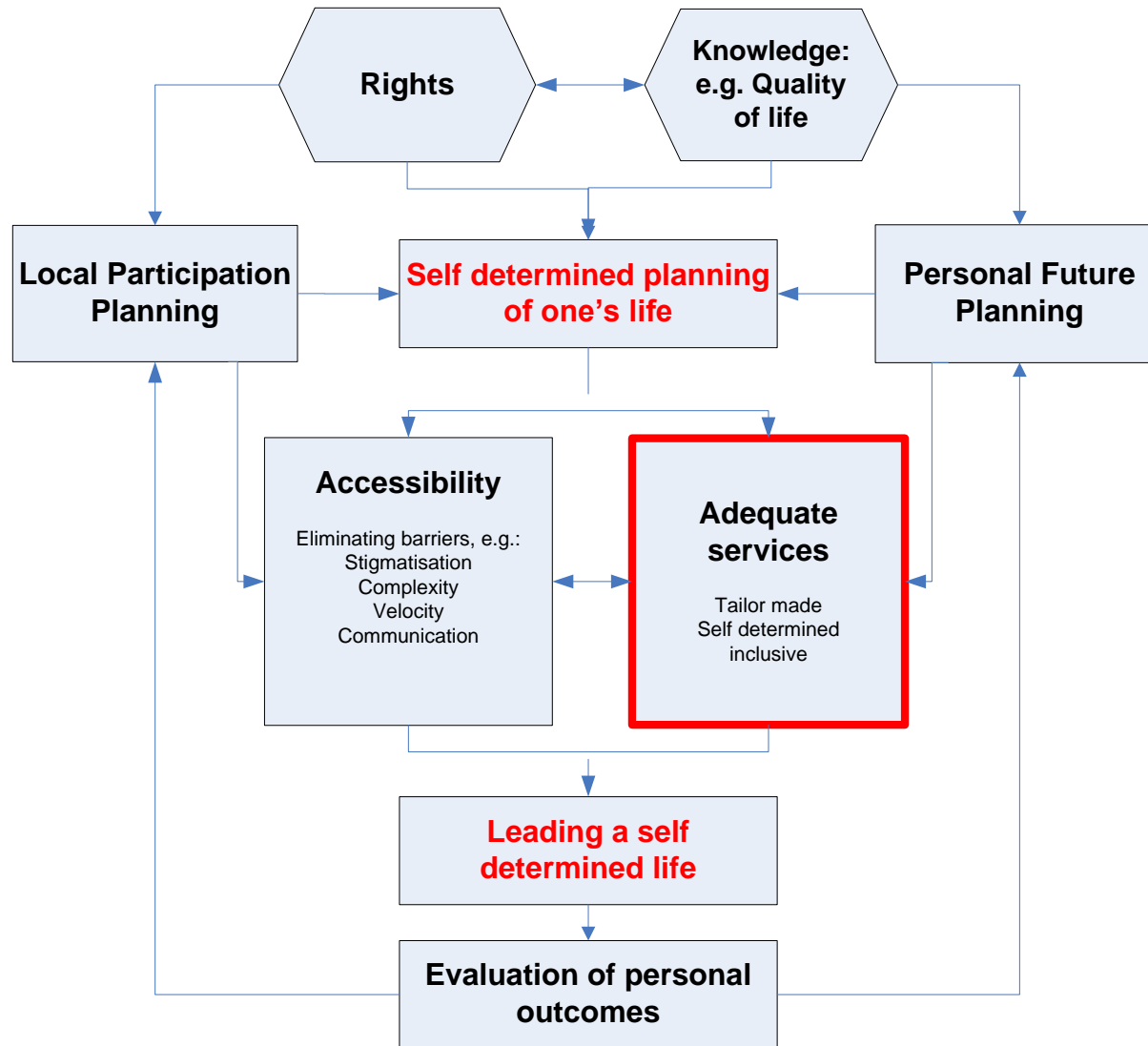
Promoting Inclusion & Quality of Life



Services achieve **Quality of Life**, if they **individually** support people in living their lives **as full citizens**, and do not intend to fit them into standardized models and structures.



Promoting Inclusion and Quality of Life



Promoting Inclusion & Quality of Life



Relevant stakeholders have to constantly assess, measure and improve

- Structures
- Processes
- **Results/ Outcomes**

Quality of Services

Structures What are the resources ?	Processes How do we do it?	Outcomes What are the results ?
e.g. staff : Number, qualification...	e.g. person centred planning : Planning of support, future planning...	e.g. satisfaction with service provision : Asking service users how satisfied they are...
e.g. equipment : Assistive technology, office for staff...	e.g. evaluation of quality : Assessing customer satisfaction, QOL...	e.g. Quality of Life : Asking users about their QOL, objective QOL measures...

Continuous quality improvement



- **Plan:** planning how to use structures and processes to obtain good results
- **Do:** execute the plan
- **Check:** evaluate what results really were obtained by „planning“ and „doing“
- **Act:** change structures and processes according to knowledge obtained from evaluation in order to obtain better results in the future

Important issues for managing quality of services towards inclusion and quality of life



Quality improvement



- **Objective of quality management is improvement, not assurance only**
- **Focus on outcomes**
- **Goals are excellence and quality performance based on evidence of good practice**

Planning and evaluation at system level



- **Not only** for individual organizations
- **Authorities** are responsible for **participation planning**
- **Accessibility** (e.g. public transportation, school) and **service** planning
- **Publication** of evaluation results
- **Transparency** and **choice** for consumers
- **Incentives** for high quality services

Customer focus



- **Direct involvement of users**
in quality development for tailor made services
- **Participatory action research:**
 - **Instrument development:** together with users
 - **Peer interviewers:** more meaningful and honest answers, empowerment
 - **Ask users for their appraisal:** quality of life
 - **Respect privacy & consent**

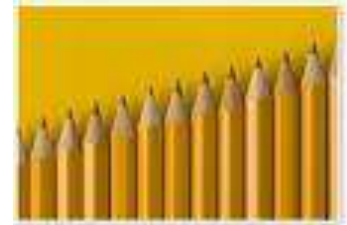
Results orientation



- Process and system indicators **do not** always reflect **high quality** of services
- From a **user's perspective** quality of life is **more significant** than quality of service
- The concept of **quality of life** is increasingly being used in service planning and evaluation

QOL in planning & evaluation

- **Planning & providing individualized supports:** Planning and funding based on personal support needs and wishes
- **Establish benchmarks:** comparison, publication
- **Identify and target significant QOL predictors:** e.g. setting size
- **Implement quality improvement strategies:** consumer choice and feedback



Methodology



- **Meaningful and reliable** results
- **Multiple sources** of information
- Recommendations for **instrument development**, e.g. user involvement
- Recommendations for **assessment situation**, e.g. work with peer interviewers

Advantages of peer interviewers



- Reduce possible response **bias**
- Interviewer is more likely to **understand** and **be understood** (common experiences)
- Respondents are **more honest**
- More **inclusive**: more users are able to answer for themselves
- Increase staff **awareness of competence** of people with (intellectual) disability

Examples of Good Practice



QOL in Service Planning & Evaluation



- **Maryland, USA: since 1997**
yearly QOL evaluations, interviewers with intellectual disability, publication of results
- **Nebraska, USA: since 1998**
yearly QOL evaluations, comparison of people with and without disability, publication of results. Earliest best practice example in the US for unlimited consumer choice regarding service providers
- **Edmonton/ Alberta, Canada: since 2006**
Development & pilot application, interviewers with intellectual disability, regular evaluations

Local Participation Planning - Germany



Model regions supported by the University of Siegen/ Germany:

- City of Düsseldorf (NRW)
- Kreis Steinfurt (NRW)
- Kreis Olpe
- Landkreis Ahrweiler
- Landkreis Weilheim-Schongau



Results orientation & user involvement



- User involvement in **instrument development**: e.g. QOL Measures (IE), Maryland Ask Me! Survey (USA), My Life: Personal Outcomes index (Canada)
- **Peer interviewers**: e.g. Nueva – Atempo/innovia (A), Lebenshilfe Salzburg (A), Zeg het Ons (NL), Maryland (USA), Edmonton (Canada)



Recommendations

- Quality improvement
- Quality management at system level
- Involvement of users in planning & evaluation
- Results orientation
- Toolbox for valid and reliable QOL assessment

