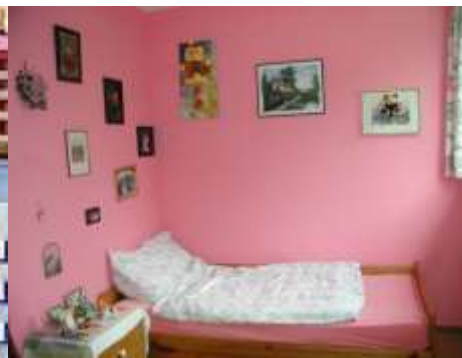




# Quality of Life in Service Planning & Evaluation

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Workshop Quality Systems  
Conference "Towards  
Community Living"  
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# Managing Quality of Services

- Quality improvement
- Quality management at system level
- Customer focus
- Results orientation
- Methodology: instruments & assessment



# Situation in Austria



- Federal state: 9 **different laws** regulating service provision
- No quality management at **system level** (national, regional or local)
- No obligation for service providers to engage in **quality management**
- Contracting of services often based on **price rather than quality**
- **Individual choice** to work with QM

# Lebenshilfe Salzburg Approach



## Quality of Life concept is central

- Quality improvement
- Customer focus
- Results orientation
- Methodology: instruments & assessment

# Framework for quality improvement



- Quality management system **E-Qalin**: adapted to services for people with disabilities
- Lebenshilfe Salzburg was part of the **development group** (2006-2007)
- self-assessment (staff), customer & results orientation, continuous quality improvement towards excellency



# Implementation processes



- **Organizational development** in all areas of service provision (2000 – 2005)
- Development of **mission statement: inclusive project** involving staff, users & family (2004- 2006)
- Framework for **strategic planning and action plans** (2003-2004)

# Customer orientation



- **Direct involvement of users** in quality development for person centered services
- Users' perspective is the **central outcome measure**
- Assessment of **quality of services & quality of life**
- Appropriate instruments **for assessment by users**

# Results orientation



- 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:
  - planning & providing individualized supports
  - comparison & benchmarks
  - target significant QOL predictors
  - implement quality improvement strategies

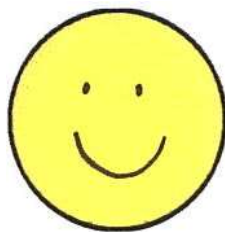
# Core Domains of Life

Are the same for people with and without disabilities



Measuring QOL of people with intellectual disability does not mean to **ask different questions but to ask them in a different way:**

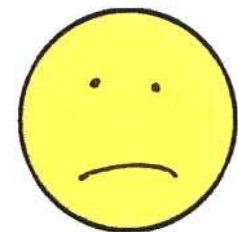
**Easy to understand, easy to answer, supported by pictures, ...**



**Good**



**More or  
less**



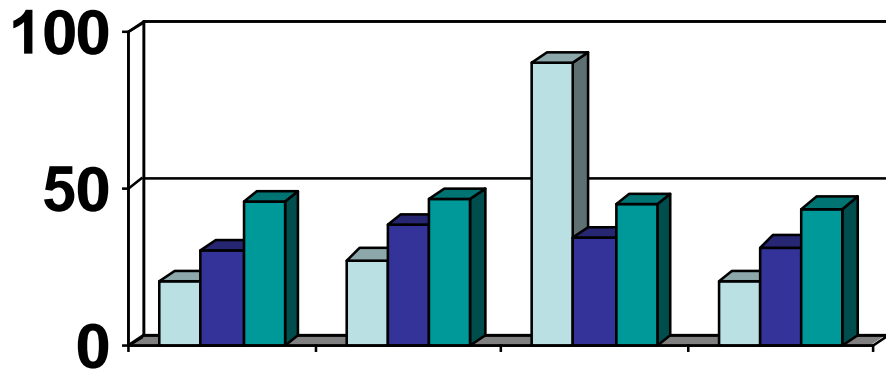
**Bad**

# Subjective aspects:



- **Personal well-being and satisfaction**
- Influenced by **expectations, wishes, experiences, personality, values, ...**
- **subjective appraisal – we ask the people**

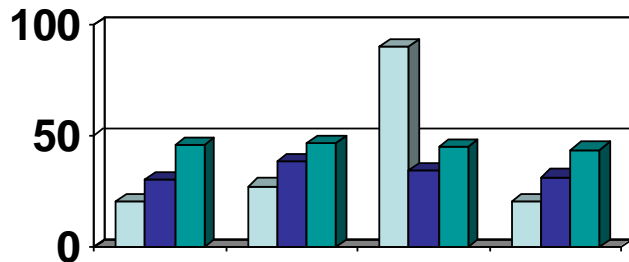
# Objective aspects:



- **Objectively assessable aspects of lifestyle**  
e.g. social welfare, standard of living
- **Statistics** that can be compared to **normative levels/ cultural standards**
- Is a subgroup **equal to the general population?**

# Objective & subjective

both types of information are important



- relate to our role as **citizens** with equal rights and opportunities
- tell us if a person or a group is **disadvantaged** in relation to **cultural standards**
- have great **political relevance**
- relate to our **individuality**
- Only we know how we **feel** about something
- are important for **person centred services** (individual & organisation)

# Methodology



- **Multiple sources** of information: users, staff, family...
- **Assess users' QOL** (e.g. QOL Measures)
- **User involvement** for instrument development (e.g. QOL Measures)
- Working with **peer interviewers**

# Peer interviewers



- **More honest, more inclusive, less bias**
- **Exchange of experiences with Best Practice:**
  - Nueva – Atempo/ Innovia (Austria)
  - Maryland Ask Me! – State of Maryland/ Bonham Research/ USA
  - My Life: Personal Outcomes Index – Edmonton/ Alberta/ Canada
- **Training for interviewers:**
  - general interviewer competence
  - work with specific instrument

# Recommendations

- **User & result orientation:**  
Quality of Life approach
- Quality management at **system level:**  
authorities must plan accessibility & services
- **Benchmarking** – open method of coordination: publish QOL results:  
transparency & choice
- **Tool-box:** good assessment instruments

