

Reclaiming wholeness in diversity:

Quality outcomes in a great life that is a safe life from the person's perspective

What to look for and how to measure it

In many parts of the world people with complex needs are at last gaining greater autonomy, participation and choice towards a self-directed life in the good company of others that is personally meaningful and enriching to their community. There are now many tools and approaches for discovering person by person, how to secure basic human needs and enhance quality of life. People want to belong, to be safe, to expand options for new experiences and friends, to love and be loved, to dream and accomplish, and to be appreciated and valued as a unique person and contributor.

Quality of life is important to all of us. While we have universal human needs in common, each person has a unique definition of those needs in a given situation and time in life. Many services are rising to the challenges of transforming a 'one size fits all' approach and becoming facilitators of individualised paths towards learning, living and working in welcoming communities with good friends and mutual social ties.

The Transform and Empower approach to diversity, care and innovation invites the perspectives of people with complex needs who have traditionally had the least voice, to set the tone for creative, strength-based lives and practical solutions. Transform and Empower methods use personal awareness and social culture in enabling people to build a great life that is a safe life.

How can we be sure that our good work directly matches the perspectives of people we serve? In an economic climate of shrinking resources it is as critical as ever to have a humanising quality measurement tool that upholds the person's unique experience as a basis for organisational prioritising of resources and meets the outcomes required by funders and regulators.

The Personal Outcome Measures® is a listening and discovery tool developed by the Council on Quality and Leadership (CQL). It provides a deeply thoughtful human-centred structure that covers specific, universally valued needs for gathering information directly from people, and from those who know and love them best.

This tool is unique in that it braids the subjective perspective of the person with the team and organisation's view of supports and systems, in an accurate and verifiable quality measure. It identifies specific ways that values and practice are aligned, and where there are gaps. It can be used in many ways: for person-directed planning, as a personal outcome follow-up measurement, as a lens for assessing the organisations ability to facilitate people's community participation and involvement. It is a helpful systems analysis and assessment tool. It can make prioritising and planning easier and build towards quality outcomes accreditation.

Personal Outcome Measures® helps leaders, decision makers and practitioners anchor human-centred values inside regulatory requirements. It is built into the Transform and Empower approach because it measures quality by listening, learning from and responding to people so that their experience of their own life is the heartbeat of responsive supports, systems, priorities and decisions.



www.turningforward.org

last updated 28 May, 2010

© Julia Wolfson