

Quality is about all of us:

using CQL's Personal Outcome measures

*An introduction to CQL's Personal Outcome Measures*

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Supports for people occur in context of relationships and the social environment. The Council on Quality and Leadership (CQL) has developed a universal tool to discover and measure the outcomes and supports experienced by people with disabilities. Outcomes focus on the whole person and include every aspect of the person's life.

Personal Outcome Measures is a valid and reliable system designed to measure the quality of services from the point of view of a person with a disability. Personal outcomes put listening to the person and learning from the person at the centre of organizational life.

At this workshop, you will gain an understanding of the values and implementation of POM's and how this way of thinking and approaching outcomes can be a support to the people and work of your organization.

Personal Outcome Measures (POM's) allow for the gathering of information from the people receiving supports and also from the people who know the person best – supporters, family members and others.

Across the world, organisations that support people with disabilities are now being required to demonstrate measurable outcomes – and to be independently audited on those measures. It is vital to find a method that matches human-centred and community values, is practical and meets compliance requirements.

Measuring outcomes is different from information collection. Competent use of POM decision guidelines enables you to use the information gathered from the person and from the supporters to make valid and reliable assessment of what is working well for a person, and identify opportunities for improvement based on that individual's priorities and personal definition of what is important.

The tool can also assist an organization to focus, prioritise and make things happen, by identify trends, strengths and opportunities from a values and human-centred perspective.

For more information:



Turning Forward <http://www.turningforward.org>



Council on Quality and Leadership <http://www.thecouncil.org>