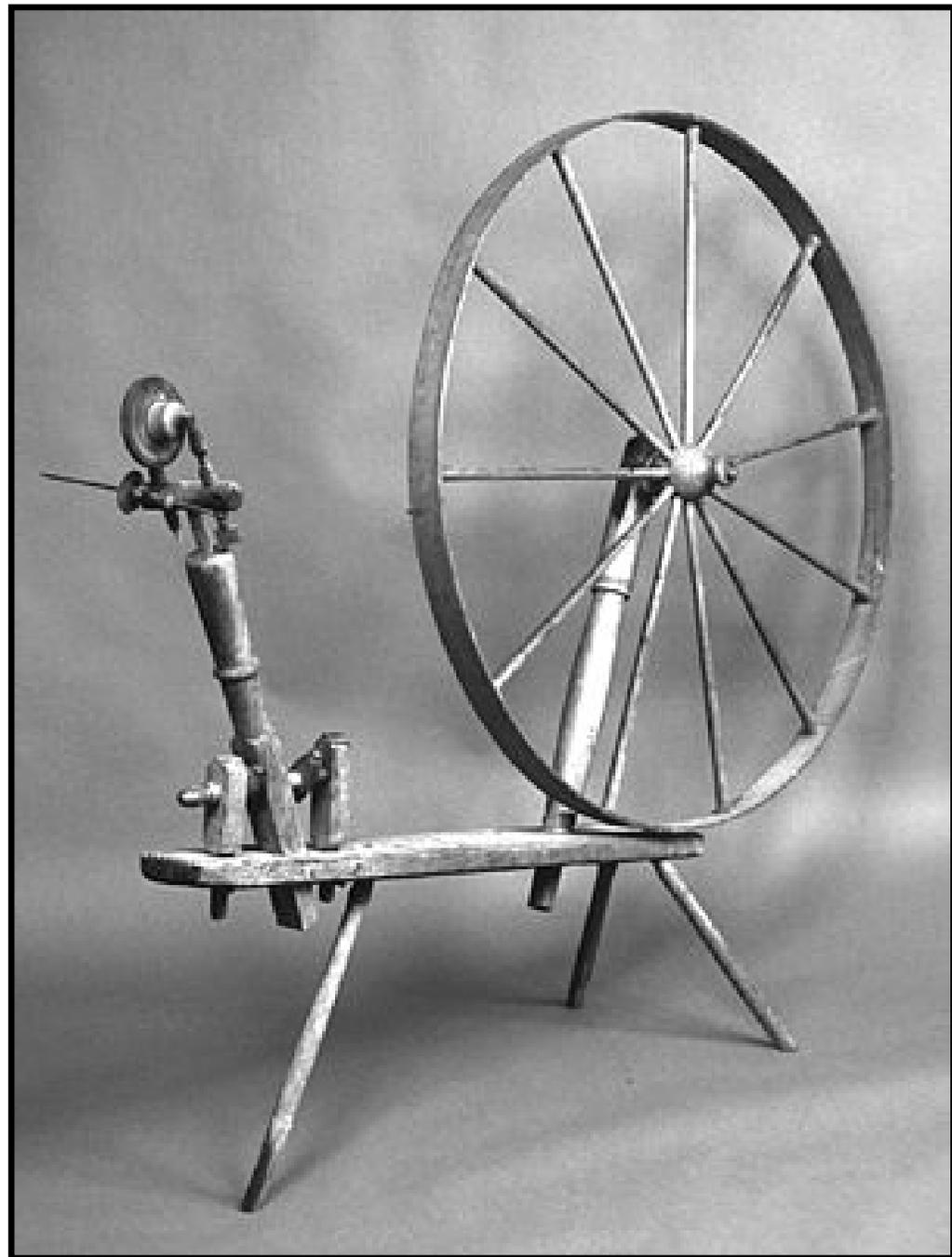


**Welcome to the
Quality
Management
Committee
Meeting**

October 19, 2005

Vermont Historical
Society, Barre, VT

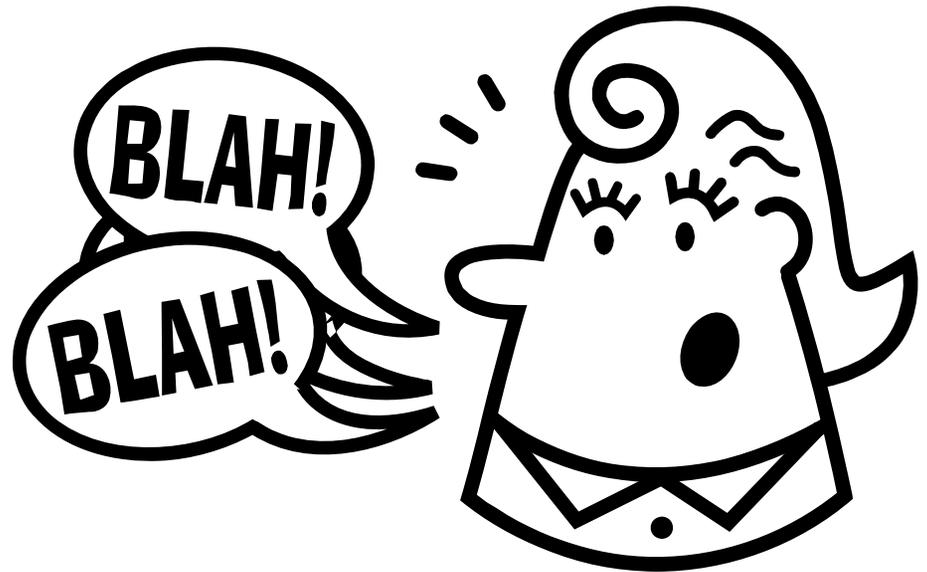


Features of a Promising Quality Management System

- **Shared values and principles that drive QM activities**
- People take responsibility for managing the overall QM strategy
- Skilled staff and resources to act effectively
- Joining together and managing quality activities
- **Indicators and standards against which performance is measured**
- Collecting, putting together, and sharing of performance information
- An organized and focused work plan that directs time, effort and resources

Why Have Values-based Discussions

- Our next step is to develop and choose the kinds of outcomes we desire in service provision.
- So now we will focus on: What is important to you with regard to service provision?



Definitions: A Platform for Values-based Discussions

- **Values** pertain to beliefs and attitudes that provide direction to everyday living.
- **Community Standards**, vary with service, perspectives, and location.
- **Ethics** pertain to the beliefs we hold about what makes up right conduct.
- **Morality** looks at our actions through a cultural or religious standard to make a decision on proper conduct.

Values and Beliefs

- Our values and beliefs inform our actions.
- All individuals have assumptions about other people, service systems, and how things work.
- Our values and beliefs are formed by our experiences: It's OK to use our knowledge and experience with the current system in our discussions.

DAIL Mission

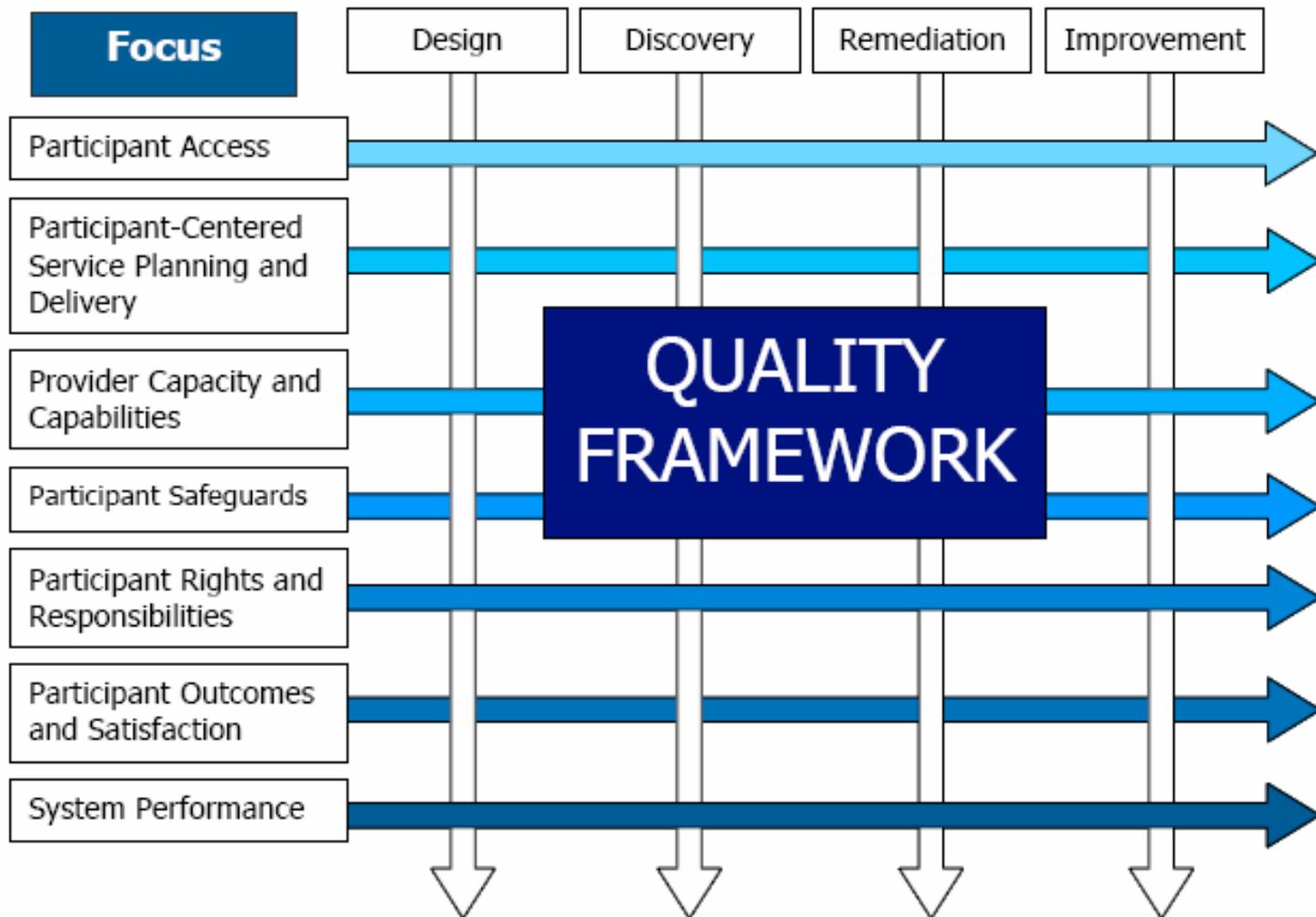
- *The mission of the Department of Disabilities, Aging and Independent Living is to make Vermont the best state in which to grow old or to live with a disability -- with dignity, respect and independence.*



DAIL Core Principles

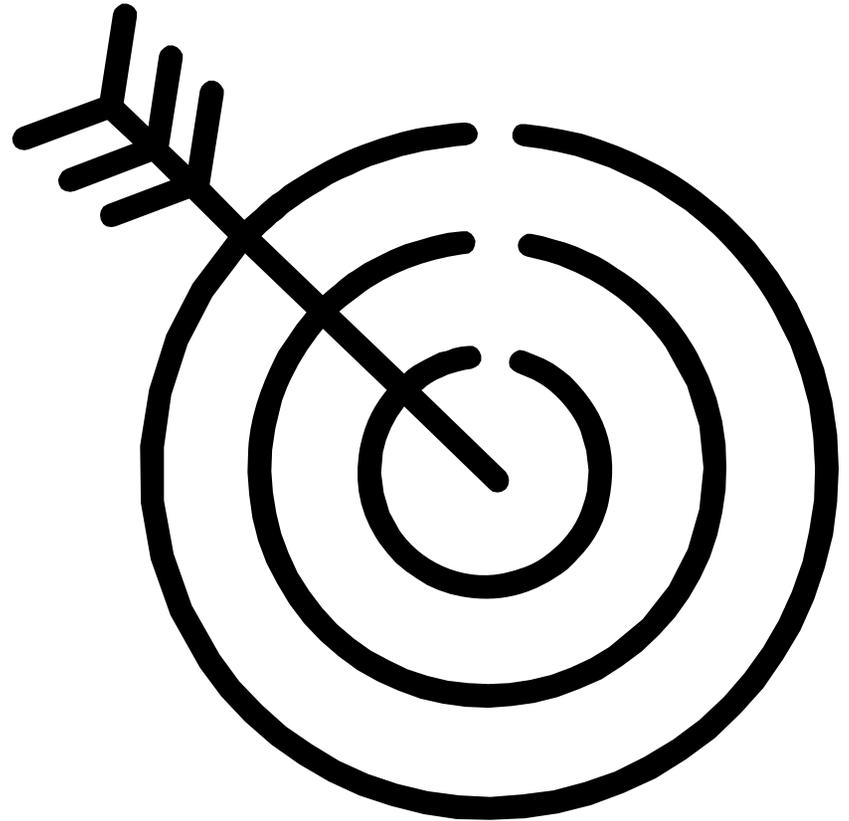
- **Person-centered** – the person will be at the core of all plans and services.
- **Respect** – individuals, families, providers and staff are treated with respect.
- **Independence** – an individual’s personal and economic independence will be promoted.
- **Choice** – individuals will have options for services and supports.
- **Self-determination** – individuals will direct their own lives.
- **Living well** – the individual’s services and supports will promote health and well-being.
- **Contributing to the community** – individuals are able to work, volunteer, recreate, and participate in local communities.
- **Flexibility** – individual needs will guide our actions.
- **Effective and efficient** – the individual’s needs will be met in a timely and cost effective way.
- **Collaboration** – individuals we serve will benefit from our partnerships with families, communities, providers, and other federal, state and local organizations.

Quality Management Functions



Task-Focused Discussion

- Focus on the task at hand: this discussion will lead us to develop and choose desired service outcomes
- Expose, but don't impose your values
- Right/Wrong vs. Learning Opportunity
- Give everyone a chance



Dignity, Respect, and Rights Commonalities

- **Foster respect, dignity, and a sense of well being for the individual being served.** (*Standards for Adult Day Services*)
- **Every person with a developmental disability who receives services has the right to have privacy, dignity, confidentiality, and human care.** (*Regulations implementing the Developmental Disabilities Act of 1996*)
- **Case management services foster respect, dignity, privacy, and confidentiality for the individual being served.** (*Case Management Standards*)
- **It is our purpose to ensure that the opinions and life choices made by individuals and their support teams are respected.** (*PRIDE [TBI Program] Mission and Purpose statement*).

Dignity, Respect, and Rights Commonalities (Continued)

- **Every resident shall be treated with consideration, respect, and full recognition of the the residents dignity, individuality, and privacy.** (*[TBI Program] Residents' Rights, Riverview Life Skills Center*)
- **When we engage with individuals and families we will... respect and accept their values that are based in personal preferences, cultural beliefs and life-ways.** (*AHS Principles from 2005 Strategic Plan*)
- **Individuals, families, providers and staff are treated with respect.** (*DAIL Core Principles*)
- **Participants receive support to exercise their rights and in accepting personal responsibilities.** (*CMS Framework Focus Area V: Participant Rights and Responsibilities*)