

OUR ROAD TO EXCELLENCE
"JOIN THE JOURNEY"

DOMAIN #2

OUTCOMES FOR PEOPLE USING SERVICES

Guiding Principles:

People's desired outcomes direct the development of personal goals and plans, and guide the way in which services are developed and provided. The organization adopts sound management practices to maximize outcomes for the people, and to continuously improve the quality of services.

Explanation:

By asking people using services "*What do you want your services to be?*"

Organizations put people at the centre of planning. This involves a formal process whereby people using services are regularly asked what they would like to achieve through the support provided, what goals they have and how they would like the organization to help them achieve their goals and meet their needs. When people using services are empowered to make real choices about their lives, organizations will be meeting their mandate to benefit the people they support in ways that are meaningful to them and result in a better quality of life. People have differing abilities, needs and dreams. These are the foundations of planning effective supports. Planning involves people – the people who use the services and those who know them the best. Services need to be as individualized as the people who use them if people are to achieve their capacity, have their needs met and have their values validated. Services also need to be flexible so they can change as people change, and adapt to support and accommodate personal choices.

In order to drive the development of good plans, people and their supporters need complete information, they need to be offered choices, they need to understand how decisions can be made and they need to fully participate in the planning.

DOMAIN #2 Standards:

2.1 A person-centered planning process is initiated within a reasonable timeframe, from when the person begins using services.

2.2 The person-centered planning process focuses on improving the quality of a person using services' life, and is based on meaningful input from the person using service and important people in their lives. Plans include an exploration of the person's:

- Desired outcomes/ways they wish to benefit from services
- Strengths and challenges
- Known preferences for the types and ways services are to be provided
- Previous service experiences
- Current support requirements.

2.3 Person-centered plans include action plans that identify and prioritize:

- Personal outcomes & related activities
- Measurable indicators of success
- Persons responsible
- Timelines
- Method(s) for tracking/recording progress.

2.4 Person-centered plans are reviewed regularly, and revisions are made based on input and direction from the people using services and their support person(s) (where appropriate).

2.5 People using services are supported to find and use services and supports, to achieve the goals laid out in their personal plan.

2.6 The organization has written policies and procedures identifying:

- Acceptance criteria for people who will be using services
- How requests for services are prioritized
- Timeframes for response and initiation of services.

2.7 People seeking services, and the referring individual or organization, are provided with the organization's acceptance policies and procedures.

2.8 The organization informs people who are declined services, and the referring person/organization, of why services were declined.

2.9 People who stop using services are asked for feedback on their satisfaction with the organization and the services they received.

2.10 Where transition to another service occurs, the organization works collaboratively with people using services and the new organization to ensure necessary information about support requirements are provided and that people experience continuity of support and services.

Quality Improvement Reflection ~ Please help!

We are committed to learning and continually seeking ways to improve our services. With the above ten standards in mind, we ask that you reflect on the progress the organization has made in the area of Outcomes for People Using Services.

Your feedback in this area would be greatly appreciated. If you can take a moment to identify successes experienced and innovations, note where there is room for improvement and the steps the organization can take to make and sustain improvements in these areas; then forward this information to Michelle.