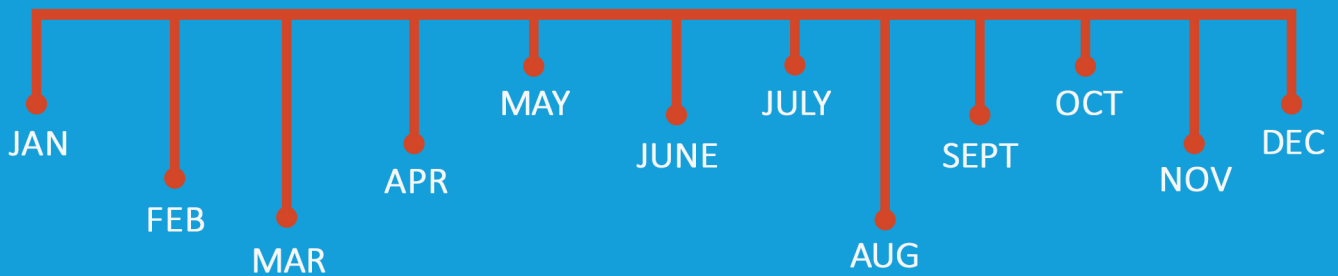


# 2019 DATA REPORT

## North Dakota Developmental Disabilities Division





Since 1969, CQL | The Council on Quality and Leadership has been a leader in working with human service organizations and systems to continuously define, measure, and improve quality of life and quality of services for youth, adults, and older adults with intellectual and developmental disabilities, as well as people with psychiatric disabilities. CQL offers accreditation, training, certification, research, and consultation services to agencies and service systems that share our vision of dignity, opportunity, and community for all people.

## MISSION

CQL is dedicated to the definition, measurement, and improvement of personal quality of life.

## VISION

A world of dignity, opportunity, and community for all people.

# TABLE OF CONTENTS

---

METHODS.....	1
The Basic Assurances® .....	1
The Personal Outcome Measures® .....	1
BASIC ASSURANCES® DATA .....	2
Factors Present ( <i>n</i> = 16) .....	2
Indicators Present: North Dakota Versus National Data (CQL review; 2019) .....	3
North Dakota: Self-Assessment Versus CQL Review (2019; <i>n</i> = 16) .....	6
North Dakota: Systems Accreditation Versus All Other Types (CQL review) .....	9
PERSONAL OUTCOME MEASURES® DATA .....	12
Personal Outcome Measures® Indicators .....	12
Outcomes Present: North Dakota Chart.....	13
Supports in Place: North Dakota Chart.....	14
Outcomes: North Dakota versus National Data .....	15
Supports: North Dakota versus National .....	16
Difference Between Non-Certified and Certified Interviewers in North Dakota .....	17
DISCUSSION.....	18
Basic Assurances® Data .....	18
Personal Outcome Measures® Data.....	19

## METHODS

---

This report includes analysis of many different aspects of CQL's accreditation process (2019) including data from *Basic Assurances*<sup>®</sup> reviews and *Personal Outcome Measures*<sup>®</sup> interviews.

### The Basic Assurances<sup>®</sup>

For the *Basic Assurances*<sup>®</sup> review, provider organizations conduct a self-assessment of their alignment with the Basic Assurances<sup>®</sup> standards. The *Basic Assurances*<sup>®</sup> contain 46 Indicators which are divided into 10 Factors. The *Basic Assurances*<sup>®</sup> measure the organization's systems and practices for ensuring individuals are safe, healthy, and their rights are preserved. The Basic Assurances<sup>®</sup> are self-assessed by the organization and submitted prior to the on-site visit. CQL staff conduct on-site activities to validate the responses submitted, and provide feedback or recommendations. This process occurs through meetings with organizational staff as well as review of policies, procedures, and other supporting evidence noted in the assessment. Focus groups are also conducted. All available data from 2019 ( $n = 16$ ) organizational assessments were entered into SPSS.23 for cleaning, aggregation, and analysis.

### The Personal Outcome Measures<sup>®</sup>

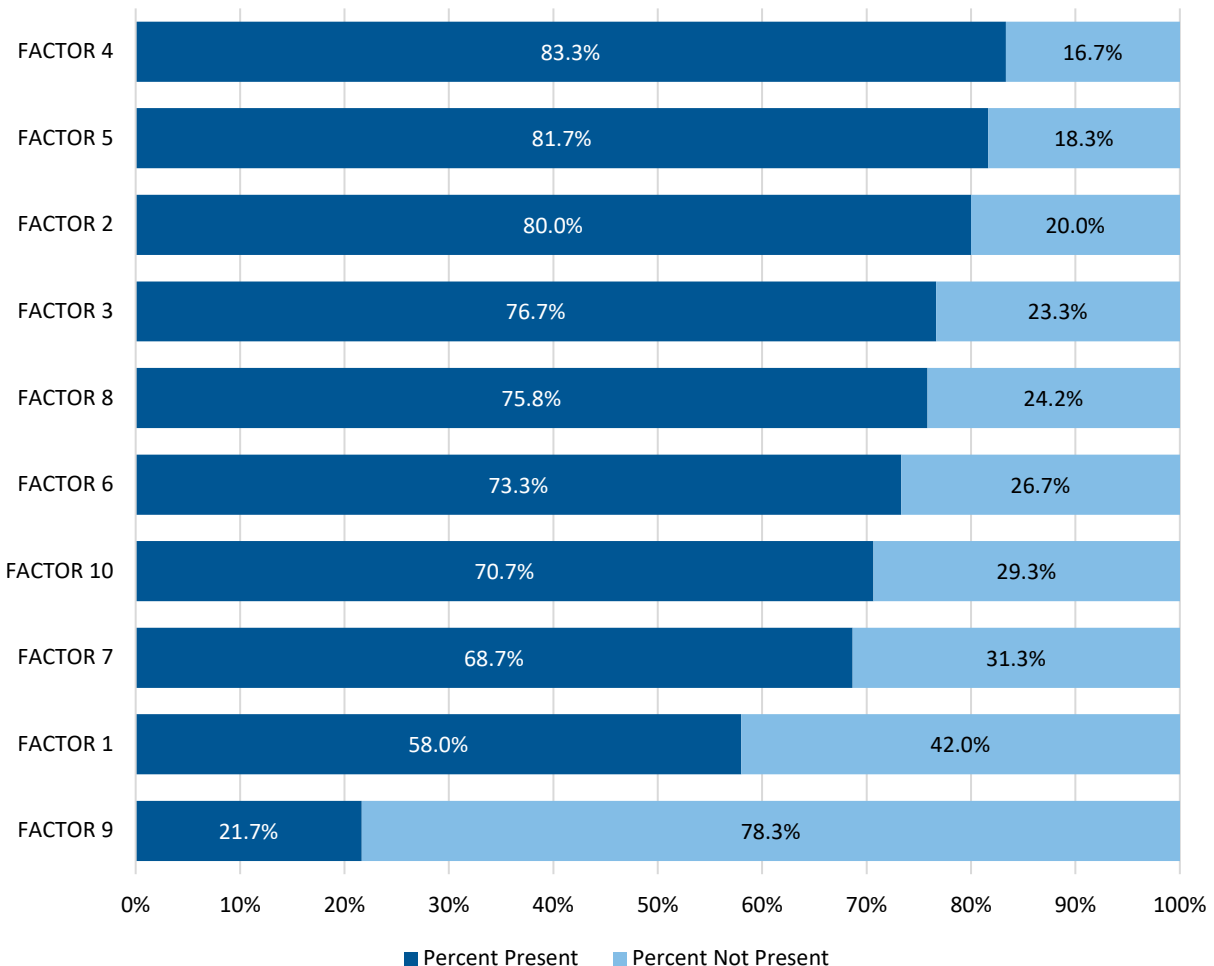
The *Personal Outcome Measures*<sup>®</sup>, a person-centered quality of life tool, have been shown to be strong measures of quality. The measures provide information that helps to identify which supports are working well, regardless of how resources have been allocated. The *Personal Outcome Measures*<sup>®</sup> are unique in that they focus on the achievement of outcomes as a result of supports, rather than the process utilized to deliver those supports. The *Personal Outcome Measures*<sup>®</sup> assess the impact of supports on the quality of life of the people receiving those services and supports. The number of *outcomes* present in people's lives is a metric gauging the quality of life for the person. The number and types of *supports* present measures the degree to which each person's quality of life is recognized and supported by the provider organization(s).

The *Personal Outcome Measures*<sup>®</sup> data included in this report was collected by both non-certified and certified interviewers. A total of 255 people were included in this data set (2019). All available data was entered into SPSS.23 for cleaning, aggregation, and analysis.

# BASIC ASSURANCES® DATA

## Factors Present (n = 16)

Factor	%	
	Present	Rank
FACTOR 1 - Rights Protection and Promotion	58.0%	9
FACTOR 2 - Dignity and Respect	70.7%	7
FACTOR 3 - Natural Support Networks	80.0%	3
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation	76.7%	4
FACTOR 5 - Best Possible Health	83.3%	1
FACTOR 6 - Safe Environments	81.7%	2
FACTOR 7 - Staff Resources and Supports	73.3%	6
FACTOR 8 - Positive Services and Supports	68.7%	8
FACTOR 9 - Continuity and Personal Security	75.8%	5
FACTOR 10 - Basic Assurances® System	21.7%	10



## Indicators Present: North Dakota Versus National Data (CQL review; 2019)

Indicators	North Dakota (n = 16)		National (n = 107)		Difference	
	System	Practice	System	Practice	System	Practice
<b>FACTOR 1 - Rights Protection and Promotion</b>						
1a The organization implements policies and procedures that promote people's rights.	50.0%	64.3%	62.2%	67.1%	-12.2%	-2.8%
1b The organization supports people to exercise their rights and responsibilities.	43.8%	42.9%	34.1%	37.8%	9.6%	5.1%
1c Staff recognize and honor people's rights.	87.5%	78.6%	74.4%	64.6%	13.1%	13.9%
1d The organization upholds due process requirements.	56.3%	50.0%	43.9%	34.1%	12.3%	15.9%
1e Decision-making supports are provided to people as needed.	75.0%	57.1%	26.8%	24.4%	48.2%	32.8%
<b>FACTOR 2 - Dignity and Respect</b>						
2a People are treated as people first.	93.8%	85.7%	83.8%	78.8%	10.0%	7.0%
2b The organization respects people's concerns and responds accordingly.	43.8%	64.3%	60.0%	72.5%	-16.3%	-8.2%
2c People have privacy.	87.5%	78.6%	77.5%	73.8%	10.0%	4.8%
2d Supports and services enhance dignity and respect.	87.5%	78.6%	63.8%	56.3%	23.8%	22.3%
2e People have meaningful work and activity choices.	68.8%	50.0%	48.8%	38.8%	20.0%	11.3%
<b>FACTOR 3 - Natural Support Networks</b>						
3a Policies and practices facilitate continuity of natural support systems.	68.8%	85.7%	39.2%	69.6%	29.5%	16.1%
3b The organization recognizes emerging support networks.	75.0%	64.3%	50.6%	51.9%	24.4%	12.4%
3c Communication occurs among people, their support staff and their families.	100.0%	92.9%	91.1%	89.9%	8.9%	3.0%
3d The organization facilitates each person's desire for natural supports.	93.8%	85.7%	87.3%	86.1%	6.4%	-0.4%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	68.8%	85.7%	82.5%	93.8%	-13.8%	-8.0%
4b People are free from abuse, neglect, mistreatment and exploitation.	75.0%	78.6%	58.8%	58.8%	16.3%	19.8%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	75.0%	71.4%	75.0%	72.5%	0.0%	-1.1%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	100.0%	92.9%	88.8%	85.0%	11.3%	7.9%

Indicators	North Dakota (n = 16)		National (n = 107)		Difference	
	System	Practice	System	Practice	System	Practice
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	68.8%	78.6%	81.3%	87.5%	-12.5%	-8.9%
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	75.0%	85.7%	86.3%	83.8%	-11.3%	2.0%
<b>FACTOR 5 - Best Possible Health</b>						
5a People have supports to manage their own health care.	81.3%	64.3%	36.3%	27.5%	45.0%	36.8%
5b People access quality health care.	62.5%	78.6%	63.8%	90.0%	-1.3%	-11.4%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	81.3%	78.6%	91.3%	88.8%	-10.0%	-10.2%
5d Acute health needs are addressed in a timely manner.	93.8%	92.9%	96.3%	97.5%	-2.5%	-4.6%
5e People receive medications and treatments safely and effectively.	93.8%	92.9%	96.3%	93.8%	-2.5%	-0.9%
5f Staff immediately recognize and respond to medical emergencies.	93.8%	92.9%	95.0%	96.3%	-1.2%	-3.4%
<b>FACTOR 6 - Safe Environments</b>						
6a The organization provides individualized safety supports.	81.3%	78.6%	60.5%	75.3%	20.8%	3.3%
6b The physical environment promotes people's health, safety and independence.	93.8%	92.9%	100.0%	97.5%	-6.3%	-4.7%
6c The organization has individualized emergency plans.	75.0%	71.4%	86.4%	86.4%	-11.4%	-15.0%
6d Routine inspections ensure that environments are sanitary and hazard free.	87.5%	85.7%	96.3%	92.6%	-8.8%	-6.9%
<b>FACTOR 7 - Staff Resources and Supports</b>						
7a The organization implements a system for staff recruitment and retention.	62.5%	57.1%	63.3%	62.0%	-0.8%	-4.9%
7b The organization implements an ongoing staff development program.	75.0%	64.3%	70.9%	69.6%	4.1%	-5.3%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	87.5%	78.6%	69.6%	65.8%	17.9%	12.7%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	81.3%	78.6%	86.1%	84.8%	-4.8%	-6.2%
7e The organization treats its employees with dignity, respect and fairness.	87.5%	78.6%	77.2%	73.4%	10.3%	5.2%
<b>FACTOR 8 - Positive Services and Supports</b>						
8a People's individual plans lead to person-centered and person-directed services and supports.	75.0%	42.9%	47.4%	42.3%	27.6%	0.5%
8b The organization provides continuous and consistent services and supports for each person.	87.5%	78.6%	93.6%	92.3%	-6.1%	-13.7%

Indicators	North Dakota (n = 16)		National (n = 107)		Difference	
	System	Practice	System	Practice	System	Practice
8c The organization provides positive behavioral supports to people.	75.0%	85.7%	78.2%	80.8%	-3.2%	4.9%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	80.0%	71.4%	77.9%	76.6%	2.1%	-5.2%
8e People are free from unnecessary, intrusive interventions.	53.3%	64.3%	46.8%	57.1%	6.6%	7.1%
<b>FACTOR 9 - Continuity and Personal Security</b>						
9a The organization's mission, vision and values promote attainment of personal outcomes.	81.3%	78.6%	67.1%	65.8%	14.2%	12.7%
9b The organization implements sound fiscal practices.	68.8%	57.1%	82.3%	84.8%	-13.5%	-27.7%
9c Business, administrative and support functions promote personal outcomes.	93.8%	85.7%	94.9%	87.3%	-1.2%	-1.6%
9d The cumulative record of personal information promotes continuity of services.	87.5%	78.6%	87.3%	86.1%	0.2%	-7.5%
<b>FACTOR 10 - Basic Assurances System</b>						
10a The organization monitors basic assurances.	25.0%	21.4%	22.5%	20.0%	2.5%	1.4%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	25.0%	14.3%	20.0%	20.0%	5.0%	-5.7%



## North Dakota: Self-Assessment Versus CQL Review (2019; n = 16)

Indicators	ND: Self-Assessment		ND: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
<b>FACTOR 1 - Rights Protection and Promotion</b>						
1a The organization implements policies and procedures that promote people's rights.	100.0%	92.9%	50.0%	64.3%	50.0%	28.6%
1b The organization supports people to exercise their rights and responsibilities.	87.5%	92.9%	43.8%	42.9%	43.8%	50.0%
1c Staff recognize and honor people's rights.	100.0%	85.7%	87.5%	78.6%	12.5%	7.1%
1d The organization upholds due process requirements.	93.8%	78.6%	56.3%	50.0%	37.5%	28.6%
1e Decision-making supports are provided to people as needed.	93.8%	78.6%	75.0%	57.1%	18.8%	21.4%
<b>FACTOR 2 - Dignity and Respect</b>						
2a People are treated as people first.	100.0%	92.9%	93.8%	85.7%	6.3%	7.1%
2b The organization respects people's concerns and responds accordingly.	87.5%	78.6%	43.8%	64.3%	43.8%	14.3%
2c People have privacy.	93.8%	92.9%	87.5%	78.6%	6.3%	14.3%
2d Supports and services enhance dignity and respect.	100.0%	92.9%	87.5%	78.6%	12.5%	14.3%
2e People have meaningful work and activity choices.	100.0%	92.9%	68.8%	50.0%	31.3%	42.9%
<b>FACTOR 3 - Natural Support Networks</b>						
3a Policies and practices facilitate continuity of natural support systems.	81.3%	78.6%	68.8%	85.7%	12.5%	-7.1%
3b The organization recognizes emerging support networks.	93.8%	92.9%	75.0%	64.3%	18.8%	28.6%
3c Communication occurs among people, their support staff and their families.	100.0%	92.9%	100.0%	92.9%	0.0%	0.0%
3d The organization facilitates each person's desire for natural supports.	93.8%	92.9%	93.8%	85.7%	0.0%	7.1%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	100.0%	92.9%	68.8%	85.7%	31.3%	7.1%
4b People are free from abuse, neglect, mistreatment and exploitation.	93.8%	92.9%	75.0%	78.6%	18.8%	14.3%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	93.8%	92.9%	75.0%	71.4%	18.8%	21.4%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	93.8%	92.9%	100.0%	92.9%	-6.3%	0.0%

Indicators	ND: Self-Assessment		ND: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	100.0%	92.9%	68.8%	78.6%	31.3%	14.3%
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	92.9%	75.0%	85.7%	25.0%	7.1%
<b>FACTOR 5 - Best Possible Health</b>						
5a People have supports to manage their own health care.	100.0%	92.9%	81.3%	64.3%	18.8%	28.6%
5b People access quality health care.	93.8%	92.9%	62.5%	78.6%	31.3%	14.3%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	100.0%	92.9%	81.3%	78.6%	18.8%	14.3%
5d Acute health needs are addressed in a timely manner.	93.8%	85.7%	93.8%	92.9%	0.0%	-7.1%
5e People receive medications and treatments safely and effectively.	87.5%	92.9%	93.8%	92.9%	-6.3%	0.0%
5f Staff immediately recognize and respond to medical emergencies.	100.0%	85.7%	93.8%	92.9%	6.3%	-7.1%
<b>FACTOR 6 - Safe Environments</b>						
6a The organization provides individualized safety supports.	100.0%	92.9%	81.3%	78.6%	18.8%	14.3%
6b The physical environment promotes people's health, safety and independence.	100.0%	92.9%	93.8%	92.9%	6.3%	0.0%
6c The organization has individualized emergency plans.	93.8%	85.7%	75.0%	71.4%	18.8%	14.3%
6d Routine inspections ensure that environments are sanitary and hazard free.	93.8%	92.9%	87.5%	85.7%	6.3%	7.1%
<b>FACTOR 7 - Staff Resources and Supports</b>						
7a The organization implements a system for staff recruitment and retention.	81.3%	71.4%	62.5%	57.1%	18.8%	14.3%
7b The organization implements an ongoing staff development program.	93.8%	78.6%	75.0%	64.3%	18.8%	14.3%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	100.0%	92.9%	87.5%	78.6%	12.5%	14.3%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	75.0%	71.4%	81.3%	78.6%	-6.2%	-7.1%
7e The organization treats its employees with dignity, respect and fairness.	93.8%	92.9%	87.5%	78.6%	6.3%	14.3%
<b>FACTOR 8 - Positive Services and Supports</b>						
8a People's individual plans lead to person-centered and person-directed services and supports.	100.0%	92.9%	75.0%	42.9%	25.0%	50.0%

Indicators	ND: Self-Assessment		ND: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
8b The organization provides continuous and consistent services and supports for each person.	93.8%	92.9%	87.5%	78.6%	6.3%	14.3%
8c The organization provides positive behavioral supports to people.	93.8%	92.9%	75.0%	85.7%	18.8%	7.1%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	87.5%	92.9%	80.0%	71.4%	7.5%	21.4%
8e People are free from unnecessary, intrusive interventions.	81.3%	85.7%	53.3%	64.3%	27.9%	21.4%
<b>FACTOR 9 - Continuity and Personal Security</b>						
9a The organization's mission, vision and values promote attainment of personal outcomes.	100.0%	78.6%	81.3%	78.6%	18.8%	0.0%
9b The organization implements sound fiscal practices.	87.5%	71.4%	68.8%	57.1%	18.8%	14.3%
9c Business, administrative and support functions promote personal outcomes.	93.8%	85.7%	93.8%	85.7%	0.0%	0.0%
9d The cumulative record of personal information promotes continuity of services.	100.0%	85.7%	87.5%	78.6%	12.5%	7.1%
<b>FACTOR 10 - Basic Assurances System</b>						
10a The organization monitors basic assurances.	81.3%	78.6%	25.0%	21.4%	56.3%	57.1%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	75.0%	78.6%	25.0%	14.3%	50.0%	64.3%

*Note.* Difference column is the difference between the self-assessment and the CQL review. Positive differences indicate where organizations overestimated on the self-review; negative differences where they underestimated.

## North Dakota: Systems Accreditation Versus All Other Types (CQL review)

Indicators	ND: System Accreditation (n = 2)	ND: All other types (n = 14)	Difference
	System	System	System
<b>FACTOR 1 - Rights Protection and Promotion</b>			
1a The organization implements policies and procedures that promote people's rights.	100.0%	42.9%	57.1%
1b The organization supports people to exercise their rights and responsibilities.	50.0%	42.9%	7.1%
1c Staff recognize and honor people's rights.	100.0%	85.7%	14.3%
1d The organization upholds due process requirements.	100.0%	50.0%	50.0%
1e Decision-making supports are provided to people as needed.	100.0%	71.4%	28.6%
<b>FACTOR 2 - Dignity and Respect</b>			
2a People are treated as people first.	100.0%	92.9%	7.1%
2b The organization respects people's concerns and responds accordingly.	100.0%	35.7%	64.3%
2c People have privacy.	100.0%	85.7%	14.3%
2d Supports and services enhance dignity and respect.	100.0%	85.7%	14.3%
2e People have meaningful work and activity choices.	100.0%	64.3%	35.7%
<b>FACTOR 3 - Natural Support Networks</b>			
3a Policies and practices facilitate continuity of natural support systems.	100.0%	64.3%	35.7%
3b The organization recognizes emerging support networks.	100.0%	71.4%	28.6%
3c Communication occurs among people, their support staff and their families.	100.0%	100.0%	0.0%
3d The organization facilitates each person's desire for natural supports.	100.0%	92.9%	7.1%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>			
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	100.0%	64.3%	35.7%
4b People are free from abuse, neglect, mistreatment and exploitation.	100.0%	71.4%	28.6%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	50.0%	78.6%	-28.6%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	0.0%
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	100.0%	64.3%	35.7%

Indicators	ND: System Accreditation (n = 2)	ND: All other types (n = 14)	Difference
	System	System	System
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	71.4%	28.6%
<b>FACTOR 5 - Best Possible Health</b>			
5a People have supports to manage their own health care.	100.0%	78.6%	21.4%
5b People access quality health care.	50.0%	64.3%	-14.3%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	50.0%	85.7%	-35.7%
5d Acute health needs are addressed in a timely manner.	50.0%	100.0%	-50.0%
5e People receive medications and treatments safely and effectively.	50.0%	100.0%	-50.0%
5f Staff immediately recognize and respond to medical emergencies.	50.0%	100.0%	-50.0%
<b>FACTOR 6 - Safe Environments</b>			
6a The organization provides individualized safety supports.	100.0%	78.6%	21.4%
6b The physical environment promotes people's health, safety and independence.	100.0%	92.9%	7.1%
6c The organization has individualized emergency plans.	50.0%	78.6%	-28.6%
6d Routine inspections ensure that environments are sanitary and hazard free.	50.0%	92.9%	-42.9%
<b>FACTOR 7 - Staff Resources and Supports</b>			
7a The organization implements a system for staff recruitment and retention.	50.0%	64.3%	-14.3%
7b The organization implements an ongoing staff development program.	100.0%	71.4%	28.6%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	100.0%	85.7%	14.3%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	50.0%	85.7%	-35.7%
7e The organization treats its employees with dignity, respect and fairness.	100.0%	85.7%	14.3%
<b>FACTOR 8 - Positive Services and Supports</b>			
8a People's individual plans lead to person-centered and person-directed services and supports.	100.0%	71.4%	28.6%
8b The organization provides continuous and consistent services and supports for each person.	100.0%	85.7%	14.3%
8c The organization provides positive behavioral supports to people.	100.0%	71.4%	28.6%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	100.0%	78.6%	21.4%
8e People are free from unnecessary, intrusive interventions.	100.0%	50.0%	50.0%
<b>FACTOR 9 - Continuity and Personal Security</b>			

Indicators	ND: System Accreditation (n = 2)	ND: All other types (n = 14)	Difference
	System	System	System
9a The organization's mission, vision and values promote attainment of personal outcomes.	100.0%	78.6%	21.4%
9b The organization implements sound fiscal practices.	100.0%	64.3%	35.7%
9c Business, administrative and support functions promote personal outcomes.	100.0%	92.9%	7.1%
9d The cumulative record of personal information promotes continuity of services.	100.0%	85.7%	14.3%
<b>FACTOR 10 - Basic Assurances System</b>			
10a The organization monitors basic assurances.	50.0%	21.4%	28.6%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	50.0%	21.4%	28.6%

*Note.* Systems accreditation is a one-year accreditation for organizations that have not yet begun to provide services. As such, the Basic Assurances® only examines systems present, not practices.

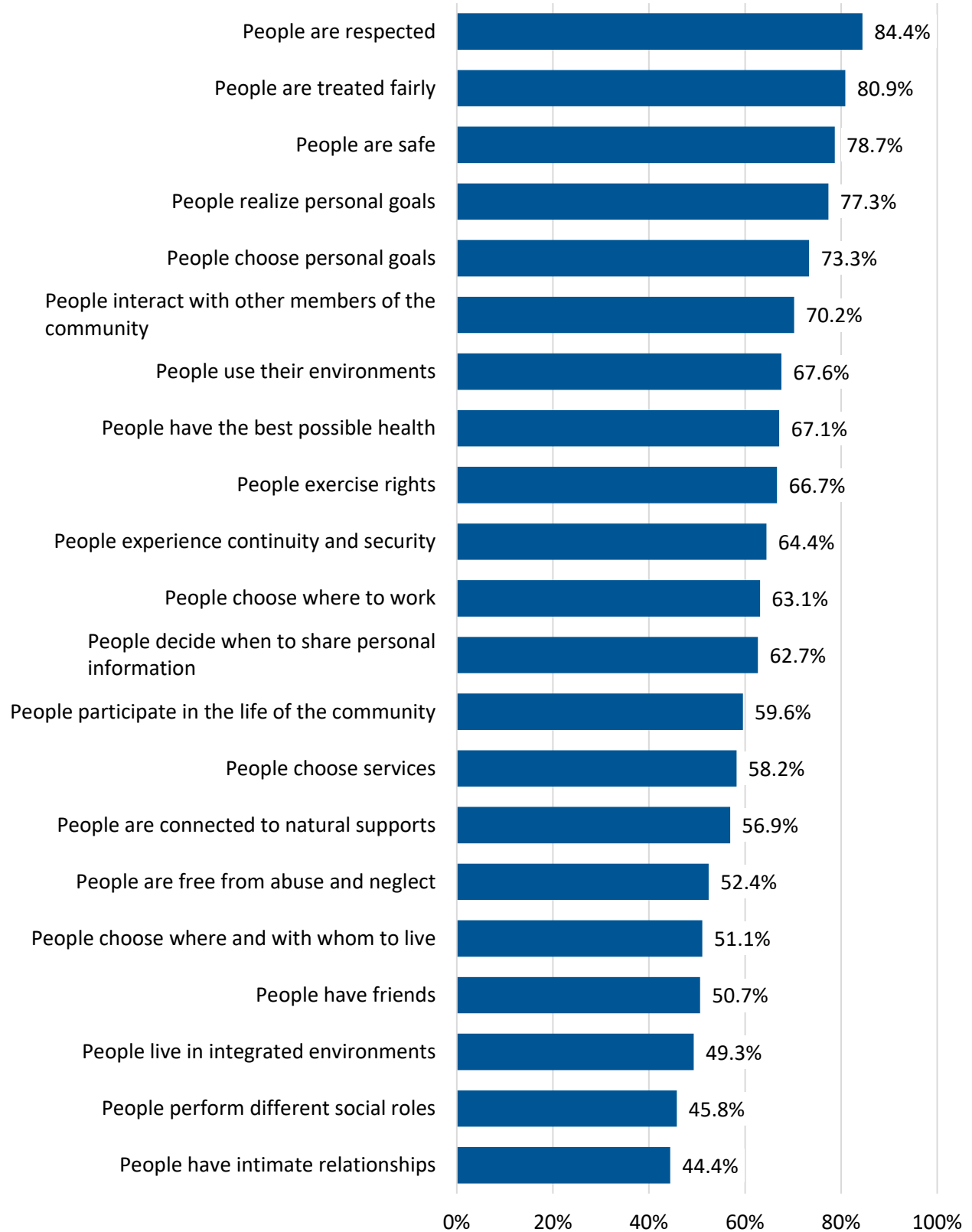
# PERSONAL OUTCOME MEASURES® DATA

## Personal Outcome Measures® Indicators

Indicator	Outcome Present			Supports in Place		
	National (n = 1,361)	North Dakota (n = 255)	Difference	National (n = 1,361)	North Dakota (n = 255)	Difference
People are safe	77.7%	78.7%	1.0%	81.0%	88.9%	7.9%
People are free from abuse and neglect	58.1%	52.4%	-5.7%	64.8%	83.1%	18.3%
People have the best possible health	64.1%	67.1%	3.0%	64.8%	79.6%	14.8%
People experience continuity and security	49.8%	64.4%	14.6%	64.9%	83.1%	18.2%
People exercise rights	50.1%	66.7%	16.6%	53.6%	81.8%	28.2%
People are treated fairly	56.3%	80.9%	24.6%	57.4%	86.7%	29.2%
People are respected	55.1%	84.4%	29.4%	60.0%	90.2%	30.2%
People use their environments	61.5%	67.6%	6.1%	63.6%	74.2%	10.6%
People live in integrated environments	52.0%	49.3%	-2.7%	50.3%	61.3%	11.0%
People interact with other members of the community	59.9%	70.2%	10.4%	60.1%	76.9%	16.8%
People participate in the life of the community	48.6%	59.6%	10.9%	54.6%	74.7%	20.1%
People are connected to natural supports	46.4%	56.9%	10.4%	59.6%	80.4%	20.9%
People have friends	43.9%	50.7%	6.8%	44.0%	68.4%	24.5%
People have intimate relationships	43.7%	44.4%	0.8%	37.0%	56.9%	19.9%
People decide when to share personal information	50.5%	62.7%	12.2%	59.1%	75.1%	16.0%
People perform different social roles	41.1%	45.8%	4.7%	35.9%	55.1%	19.2%
People choose where and with whom to live	44.4%	75.0%	30.6%	42.8%	82.5%	39.7%
People choose where to work	59.6%	77.2%	17.6%	48.8%	75.4%	26.6%
People choose services	48.7%	63.2%	14.5%	56.0%	89.3%	33.3%
People choose personal goals	43.4%	53.6%	10.2%	47.4%	61.4%	14.0%
People realize personal goals	53.6%	71.9%	18.3%	59.2%	82.5%	23.3%

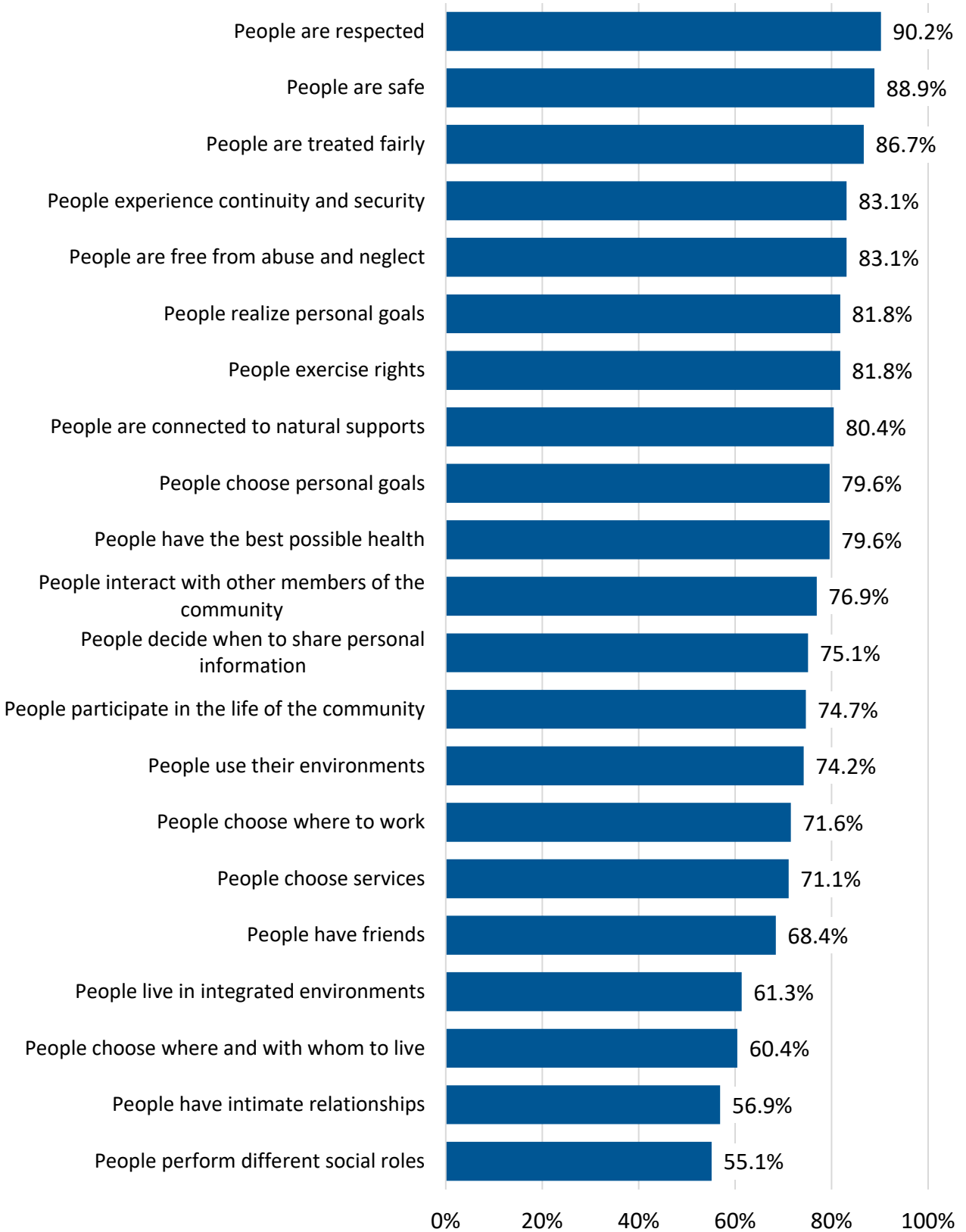
**Note.** North Dakota data includes data from both non-certified and certified interviewers. National data is only from certified interviewers. Please see the discussion section regarding why this differentiation is important and how it likely impacts your data.

## Outcomes Present: North Dakota Chart

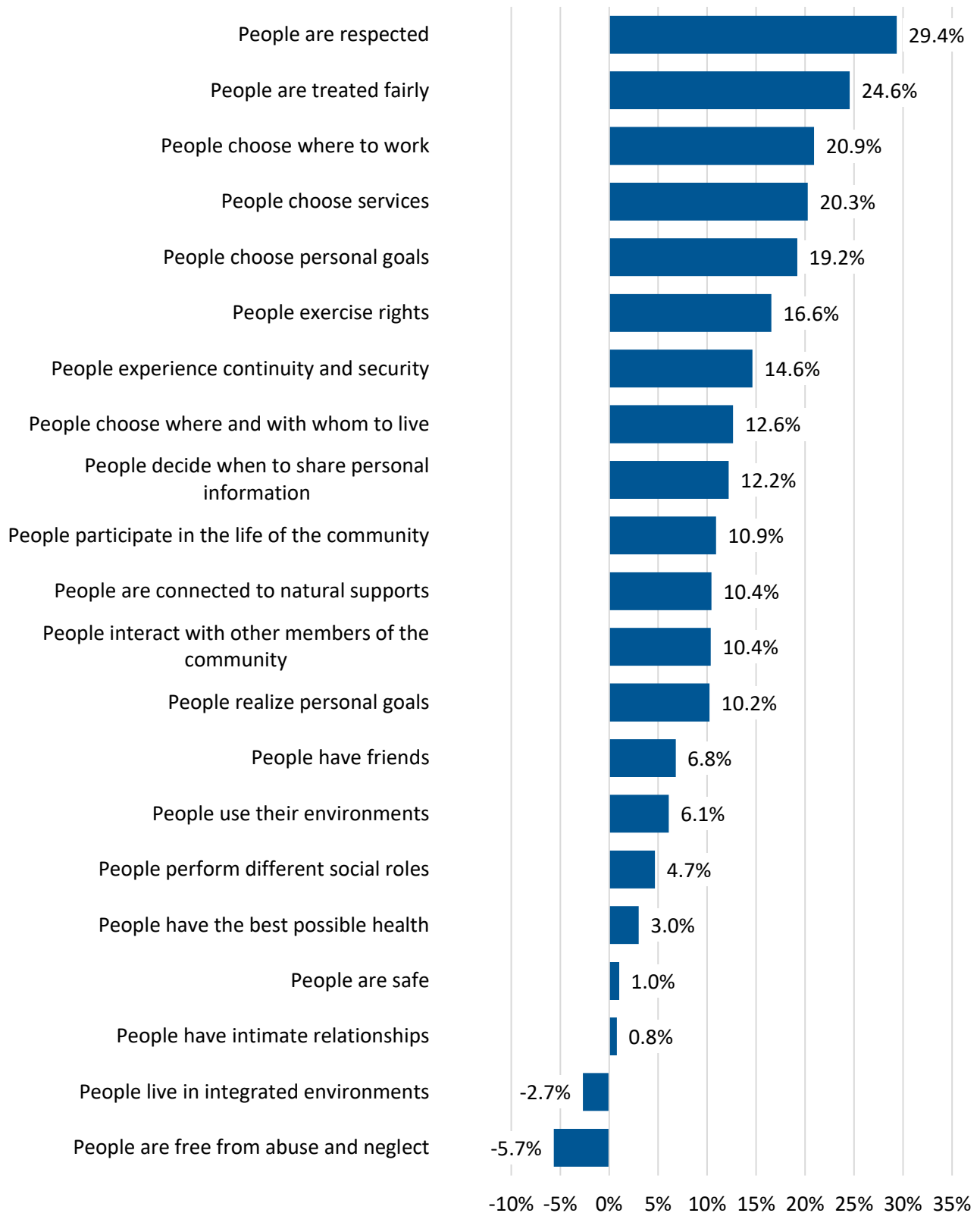




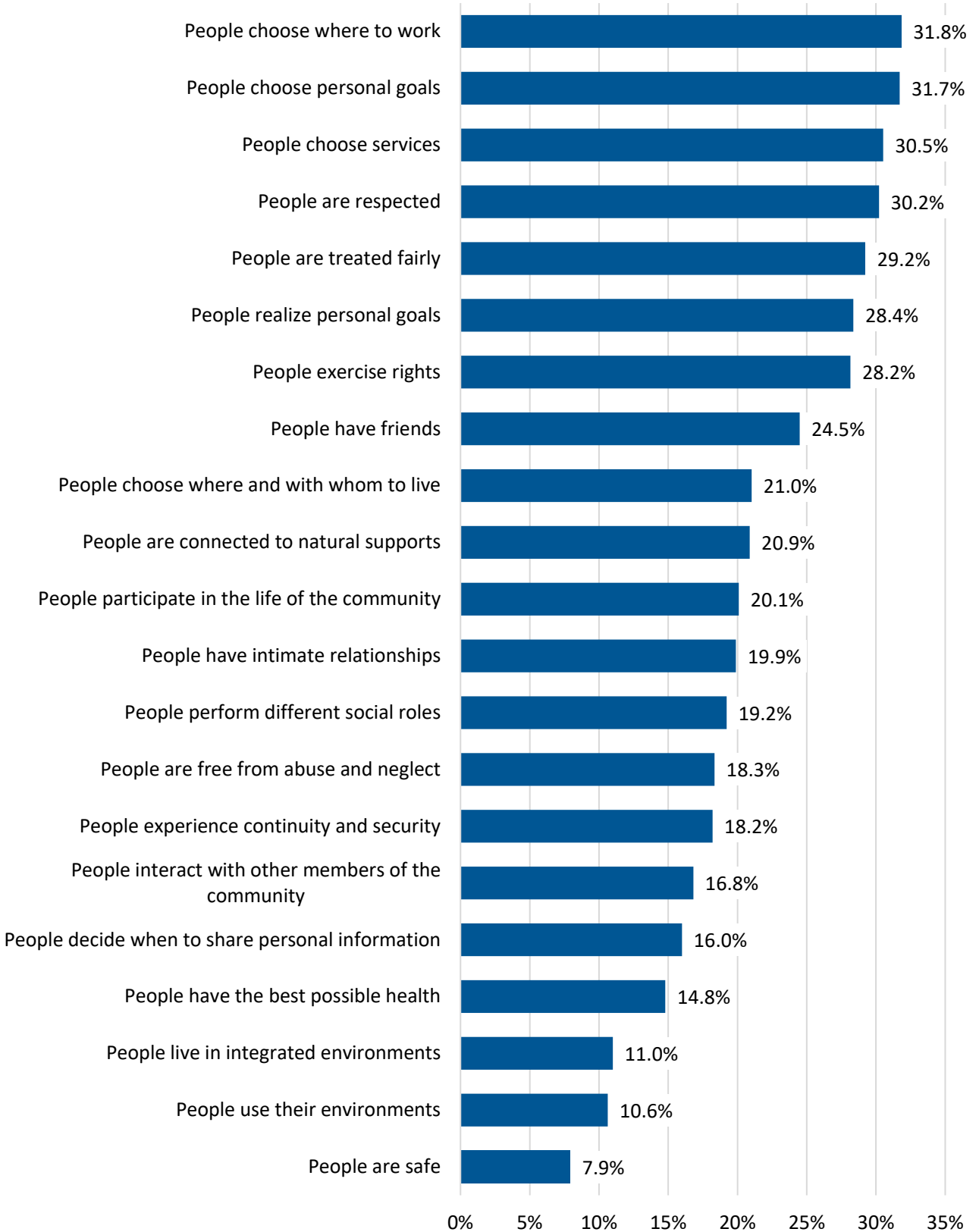
## Supports in Place: North Dakota Chart



## Outcomes: North Dakota versus National Data



## Supports: North Dakota versus National



## Difference Between Non-Certified and Certified Interviewers in North Dakota

Indicator	Difference in Outcomes	Difference in Supports
People are safe	4%	8%
People are free from abuse and neglect	-4%	30%
People have the best possible health	11%	25%
People experience continuity and security	29%	30%
People exercise rights	45%	48%
People are treated fairly	46%	60%
People are respected	58%	50%
People use their environments	5%	6%
People live in integrated environments	13%	26%
People interact with other members of the community	49%	43%
People participate in the life of the community	31%	41%
People are connected to natural supports	42%	13%
People have friends	28%	34%
People have intimate relationships	28%	48%
People decide when to share personal information	34%	54%
People perform different social roles	16%	40%
People choose where and with whom to live	35%	39%
People choose where to work	48%	51%
People choose services	36%	43%
People choose personal goals	46%	59%
People realize personal goals	-4%	15%

*Note.* Highlighted is where there are significant differences between the certified and non-certified interviewers, with non-certified interviewers overestimating when outcomes/supports are present. While some of this may be due to individual differences amongst the people interviewed, it does suggest more training is needed for non-certified interviewers in these areas.

# DISCUSSION

---

## Basic Assurances® Data

There were a number of areas where North Dakota organizations excelled on the Basic Assurances® and scored significantly higher than the national benchmarks. Compared to organizations in the rest of the country, North Dakota was more likely to have the following indicators present (CQL review):

- Decision-making supports are provided to people as needed (1e system and practice);
- Supports and services enhance dignity and respect (2d practice);
- Policies and practices facilitate continuity of natural support systems (3a system and practice);
- The organization recognizes emerging support networks (3b system);
- People are free from abuse, neglect, mistreatment and exploitation (4b practice);
- People have supports to manage their own health care (5a system and practice); and,
- People's individual plans lead to person-centered and person-directed services and supports (8a system).

There were also a number of opportunities where North Dakota had indicators present less often than the national benchmarks. The following indicators had the largest gaps compared to national benchmarks, and represent opportunities for training and systems change:

- The organization implements policies and procedures that promote people's rights (1a system);
- The organization respects people's concerns and responds accordingly (2b system);
- The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation (4a system);
- The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin (4e system);
- People access quality health care (5b practice);
- Data and documentation support evaluation of health care objectives and promote continuity of services and supports (5c practice);
- The organization has individualized emergency plans (6c practice);
- The organization provides continuous and consistent services and supports for each person (8b practice); and,
- The organization implements sound fiscal practices (9b system and practice).

As part of our analysis, we also explored differences between North Dakota self-assessments and CQL reviews. There were a number of areas where organizations overestimated the presence of indicators on the self-assessment compared to what CQL reviewers found. Those areas that agencies most frequently overestimated on their self-assessment included:

- The organization implements policies and procedures that promote people's rights (1a system);

- The organization supports people to exercise their rights and responsibilities (1b system and practice);
- The organization respects people’s concerns and responds accordingly (2b system);
- People have meaningful work and activity choices (2e practice);
- People’s individual plans lead to person-centered and person-directed services and supports (8a practice);
- The organization monitors basic assurances (10a system and practice); and,
- A comprehensive plan describes the methods and procedures for monitoring basic assurances (10a system and practice).

We commonly find, however, organizations overestimate the presence of indicators on the self-assessment.

As requested, we also explored differences in the Basic Assurances® for organizations going through Systems Accreditation versus all other types of Accreditation. The areas where agencies going through Systems Accreditation had the largest disparities compared to all other accreditation types (CQL review) included:

- Acute health needs are addressed in a timely manner (5d system);
- People receive medications and treatments safely and effectively (5e system);
- Staff immediately recognize and respond to medical emergencies (5f system);
- Routine inspections ensure that environments are sanitary and hazard free (6d system); and,
- The organization implements systems that promote continuity and consistency of direct support professionals (7d system).

When interpreting these results, it should be noted that the sample size for System Accreditation for 2019 was only two organizations.

## Personal Outcome Measures® Data

North Dakota (using data from both certified and non-certified interviewers) scored highest on the following Personal Outcome Measures® indicators (outcomes):

- People are respected;
- People are treated fairly;
- People are safe;
- People realize personal goals; and,
- People choose personal goals.

They scored highest on the following supports:

- People are respected;
- People are safe;
- People are treated fairly;
- People experience continuity and security; and,
- People are free from abuse and neglect.

North Dakota outscored the national data significantly; however, we would suggest interpreting these findings with caution. We believe this gap is largely attributed to the fact that the national

data is from certified interviewers only, while North Dakota's data is almost exclusively from non-certified interviewers. We have found that non-certified interviewers nationally overestimate the presence of outcomes compared to certified interviewers. For example, given what we know about the service system across the nation, it is difficult to believe 90% of people had supports in place for *people are respected*. Our comparison of the certified and non-certified interviews in North Dakota also highlights large differences between non-certified and certified interviews. In fact, those indicators that were most out of alignment between certified and non-certified interviewers in North Dakota, were largely the same areas with the largest gaps between the national and North Dakota data. For example, there was a large 45% gap between non-certified interviewers and certified interviewers for *people exercise rights* in North Dakota (outcome; non-certified higher); similarly, there was a large 25% gap between North Dakota and national data (outcome; North Dakota higher). As a result of these trends, it would indicate that there is a need for more training to be provided to non-certified interviewers and/or a concerted effort to increase the number of certified interviewers in the State. Doing so will help ensure the North Dakota benchmarks paint the most realistic picture of your service system.

While the percentages themselves may be slightly inflated, the North Dakota Personal Outcome Measures® data still provides useful information regarding opportunities for improvement. Many of the Personal Outcome Measures® least frequently present are related to relationships, such as intimate relationships, social roles, and friends. We would suggest targeting these areas. In fact, those personal outcomes least frequently present were commonly associated with a lack of organizational supports, and thus, could be greatly impacted by increased awareness and attention.