How We Learn About People

Using Personal Outcome Measures

SUPPORTING A GREAT LIFE

COUNCIL ON QUALITY AND LEADERSHIP

Who are they......

- International not-for-profit organization dedicated to the definition, measurement and improvement of personal quality of life for people with disabilities, people with mental illness and older adults

Everyone has a right to a life of dignity, opportunity and community inclusion

POM Interview: A trained interviewer meets with the person
Using specific questions called Personal Outcome Measures they
learn about the person.
The interviewer then meets with the staff , parent ,advocate,
community member who knows the person best. : to learn about
the supports in place for these outcomes.

MY SELF

- People are connected to natural support networks.
- People have intimate relationships.
- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.

MY WORLD

- People choose where and with whom they live.
- People choose where they work.
- People use their environments.
- People live in integrated environments.
- People interact with other members of the community.
- People perform different social roles.
- People choose services.

MY DREAMS

- People choose personal goals.
- People realize personal goals.
- People participate in the life of the community.
- People have friends.
- People are respected.

WHAT'S SO DIFFERENT ABOUT PERSONAL OUTCOMES?

- Outcomes are defined by the person and their preferences and personal context

- Outcomes spotlight what is most important for the person

- Outcomes base service action and practice on what makes the most sense to and for the person

TWO THINGS ARE MEASURED FOR EACH OUTCOME

- Outcome for the person as defined by the person

- Individualized supports to assist the person to attain each outcome
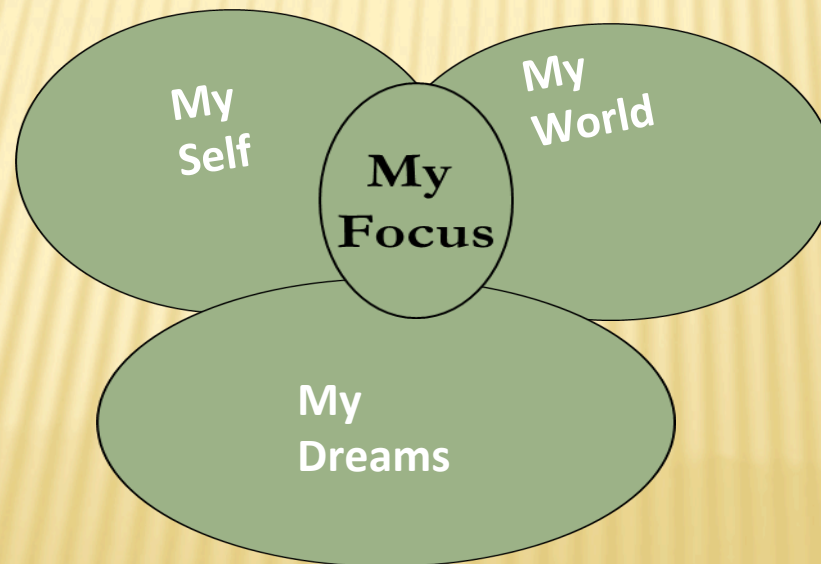
QUALITY IN SERVICES FOCUSES ON OUTCOMES AND SUPPORTS

- Outcome for the Person = Quality of Life

- Individualized Supports = Quality of Services

DEVELOPING OUTCOMES

- Pom Interview is complete
- Identify the outcomes most important to the Person. (My Focus)

What is most important to me now

My
Self

My
World

My
Focus

My
Dreams

PRIORITIZE THE OUTCOMES
WHAT WILL SUCCESS LOOK LIKE

✖ Many outcomes will fall within these major areas :

1. Moving towards employment.
2. A home of their choice.
3. Increasing independence.
4. Health and well being.
5. Friends, relationships and community.