Vision for EQuality
Independent Monitoring for Quality
IM4Q

Follow Up Report
Cycle #15
FY 2013-2014

Vison for EQuality, Inc.
The Cast Iron Building
718 Arch Street, 6 North
Philadelphia, PA 19106

Submitted by:
James Hutchinson
IM4Q/MFP Manager
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BACKGROUND

During the FY 2013-2014 monitoring cycle, the local IM4Q program visited 799 individuals in a wide variety of support settings who receive supports and services through Pennsylvania’s Office of Developmental Programs and Philadelphia IDS.

As a result of those visits, a total of 605 interviews generated one or more considerations which were subsequently addressed by the person’s Supports Coordinator.

From those interviews, the local program randomly selected 62 participant interviews to conduct follow up surveys, totaling 139 addressed considerations.

From September 17th through October 10th, 2014 the local program either met with or conducted telephone interviews with the person served, a family member, or a provider representative to determine the level of satisfaction with the consideration process with the aim of ‘closing the loop’.

Where do the Respondents’ live?

<table>
<thead>
<tr>
<th>Residential Setting</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Home</td>
<td>36</td>
<td>58%</td>
</tr>
<tr>
<td>Relative’s Home</td>
<td>13</td>
<td>21%</td>
</tr>
<tr>
<td>Private ICF</td>
<td>11</td>
<td>18%</td>
</tr>
<tr>
<td>Life Sharing</td>
<td>2</td>
<td>3%</td>
</tr>
</tbody>
</table>

n=62
Who developed the Considerations?

Who completed the Follow-up Survey?
Reporting, Action, and Satisfaction:
After sharing the consideration and the Supports Coordinator’s response with the interviewee, the respondent was asked, ‘Do you remember telling us this during the interview?’

✓ 98/139 considerations (71%) were reported by interviewees as they ‘remembered telling the team about this consideration during the IM4Q interview. 40/139 (28%) were reported as the interviewee did not remember telling the team about this consideration.

Interviewees were then asked, ‘Did your Supports Coordinator discuss this consideration with you after the IM4Q interview?’

<table>
<thead>
<tr>
<th>Did your SC discuss this consideration with you after the IM4Q visit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=139</td>
</tr>
<tr>
<td>YES 83% (115)</td>
</tr>
<tr>
<td>NO 17% (24)</td>
</tr>
</tbody>
</table>

Respondents stated that of the 139 considerations surveyed, 83% remember their Supports Coordinator discussing the consideration with them after the consideration was developed by the IM4Q team.

Interviewees were then asked, ‘Has any action been taken to address this consideration?’

<table>
<thead>
<tr>
<th>Has any action been taken?</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=139</td>
</tr>
<tr>
<td>YES 81% (112)</td>
</tr>
<tr>
<td>NO 19% (27)</td>
</tr>
</tbody>
</table>

Respondents stated that of the 139 considerations surveyed, 83% remember their Supports Coordinator taking action on the consideration mentioned.
Was the ‘loop closed’? Did you get what you wanted?

**Did you get what you wanted?**

Is 'the loop closed?'

n=139

Respondents stated that of the 139 considerations surveyed, 112 (81%) were reported by the interviewees as getting what was wanted from the actions and outcomes regarding the original issue reported by the IM4Q team as a consideration.

**Were you satisfied with the process?**

Respondents were then asked ‘On a scale of one through ten, with one being very unhappy and ten being very happy, how satisfied are you with the action taken on this consideration?’

**How happy are you with the action taken to address this consideration?**

n=139

Of the 139 considerations surveyed, respondents stated they were happy or very happy with the actions taken in 79% of the considerations; they reported they were unhappy or very unhappy with the actions taken with 6% of the considerations surveyed.
Consideration Themes

n=139

- Adaptive Equipment: 3
- Communication Needs/Devices/Services: 4
- Community Presence & Participation: 19
- Health & Well Being: 4
- Relationships/Friendships: 43
- Residential/Living Situation: Personal Change: 16
- Residential Living/Building Adaptations & Modifications: 12
- Safety: 5
- Service System: 10
- Transportation: 1
- Work/Employment/Meaningful Activity: 18