IM4Q 101: Basics of IM4Q

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How do you feel?

Monitor

Program Director

Support Coordinator

Administrative Entity
Beginnings of IM4Q

- 1997
- Planning Advisory Committee
- Multi-Year Plan

What is IM4Q

- Each AE contracts with independent 501c3
- Funding allocated thru AE by ODP based upon # of surveys

- Purpose: to obtain information
- Improve quality of life
- Improve services, supports and practices

How IM4Q Works

ODP selects sample using HCSS and sends to AE

Local Program conducts interview and develops considerations

The SCO develops responses

Aggregate IM4Q. Reports are generated

AE reviews and approves/disapproves responses
Who gets surveyed?

PFDS Waiver Subset

Transition Subset

State Center 37 at each facility

IM Subset
Individuals registered with AE to receive services

National Core Indicators approximately 400 across PA

How IM4Q Improves the System

• Provides info on individual satisfaction and outcomes
• Serves as a safeguard by identifying "Major Concerns"
• Helps identify "promising practices"
• Provides a means for people to provide feedback and influence the quality of services.

IM4Q Considerations

• Definition: Request or Perceived request for change indicated by person, family, staff, or monitoring team
• May need further feedback or clarification
• May be issues currently working on
• May be new
• May be beyond capability of family, agency, or AE to address at this time
• No minimum or maximum number of considerations
• At time may be no considerations
IM4Q Considerations

- Meaningful
- Clear
- Specific
- Ask Clarifying Questions
- Personal Preferences are not a consideration

Characteristics of a Quality Response

- Source: Individual or Family = SC Communicated with the source
- Appropriate Timeframe and outlines what was done
- Include: (When appropriate)
  - When follow up occurred
  - Result of meeting/discussion
  - Next steps to resolve
  - Who is responsible
  - When team anticipates resolution

Characteristics of a Quality Response

- If Resolved: What was the person's response to the resolution
- If Update is needed: revision request should include a target date
- Communication Considerations: should include an assessment date and recommendations from specialist
- Work/Job Requests: How person was supported
- Linked to the ISP when appropriate
- Include all relevant information to demonstrate effort was made to resolve the issue.
Resources for Monitors and Local Programs

- IM4Q: ISP Connection Document
- IM4Q Program Manual
- HC3IS Consideration/Signs of Quality Training Manual
- ODES Training Manual
- Everyday Lives Document
- College of Direct Support
- Other Program Coordinators/ Monitors

Resources for AE and SCO

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- HC3IS Consideration/Signs of Quality Training Manual

Questions and Answers
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