

The Pennsylvania Office of Developmental Programs'

Independent Monitoring for Quality

IM4Q

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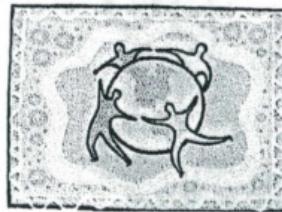
Making Everyday Lives a Reality



HISTORY

Independent Monitoring for Quality (IM4Q) is a result of the Multi-Year Plan for Pennsylvania's intellectual disabilities system.

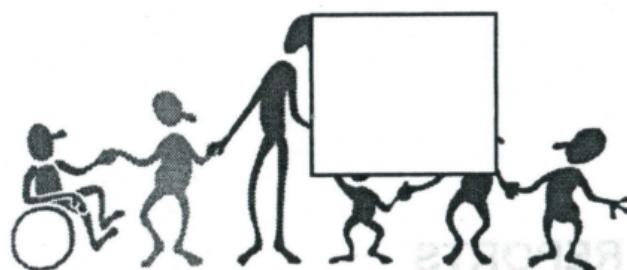
The Multi-Year Plan called for the creation of local independent teams to monitor the quality of services for people with intellectual disabilities. These teams were to consist primarily of people with disabilities, family members, and interested others.



PURPOSE

The purpose of IM4Q is to collect information to improve the quality of life of people served/supported.

IM4Q is a part of the intellectual disabilities system's Quality Management process. This process is guided by the values and principles of Everyday Lives: choice, control, quality, stability, individuality, freedom, relationships, success, contributing to community, accountability, mentoring, collaboration, and inclusion.



HOW HAS IM4Q BENEFITED PEOPLE?

The following are quotes from IM4Q monitors:

“...The individual’s main complaint was that she made no money and she wanted a real job in the community that worked with people and generated a small income. I took this opportunity to recruit this individual as a monitor for the IM4Q Program...”

“I feel the IM4Q Program performs an invaluable and necessary service to people with ID and their families. IM4Q is all about improving the quality of life for the consumers they serve and in my opinion, nothing is more important than that.”

“One of the most memorable encounters was a chance meeting with a consumer...The consumer told me that he was in the process of taking classes that would ultimately lead to him receiving a PA operator’s license. The consumer had stated in an IM4Q interview earlier that year that his goal was to obtain a driver’s license...”





HOW IM4Q WORKS:

- IM4Q uses trained independent monitoring teams to interview people receiving services and their families about the quality of their lives.
- People who live in the following settings may have an opportunity to be interviewed: licensed community homes, with their families or companions, independently, in intermediate care facilities, nursing facilities, and personal care homes.
- Interviews are arranged at a time and place convenient to the person and take about an hour using a standard survey instrument.
- IM4Q involvement is voluntary. People and families are asked to participate on a random basis.
- Local IM4Q programs assign independent monitoring teams and data enter interview results into a confidential database.
- The County MH/ID Program/AE uses the results of interviews for quality improvement purposes, such as making changes to a person's Individual Support Plan.



REPORTS

IM4Q reports of survey results are shared with providers, County MH/ID Programs, and others for quality improvement purposes. No personal identifying information is contained in the reports. Copies of reports are available by contacting your local County MH/ID Program, ODP Customer Service at either 888-565-9435 or ra-customerservice@pa.gov, or on the web at: <http://www.odpconsulting.net/topic-info/independent-monitoring-for-quality-im4q/>. A person's support team may receive the results of a survey at their annual meeting, if the person agrees to share them.



GUIDING PRINCIPLES OF IM4Q

- Independence: Local IM4Q Programs have no conflict of interest with the intellectual disabilities service system.
- Community Participation: People with disabilities, family members, and concerned citizens participate in monitoring.
- Accountability: The intellectual disabilities service system is accountable to improve services and supports based on results of the monitoring.
- Self-Determination: People and families direct policies and procedures that promote choice and control over their financial resources and decisions that affect their lives.

Your County IM4Q Contact is:

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Your Local IM4Q Contact is:

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Further information is available at the Pennsylvania Department of Public Welfare's web site:

<http://www.dpw.state.pa.us/foradults/intellectualdisabilitieservices/independentmonitoringforquality/index.htm>



Information is also available by contacting the Regional IM4Q Coordinators:

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Technical assistance for IM4Q is provided by qualified university-affiliated researchers at the Institute on Disabilities, Temple University.