

## Further Information

You can get more information about, or download a copy of the 2008:

- CET Accreditation Level 1 Standards
- CET Accreditation Levels 1 and 2 Standards
- CET Level 1 Guide to Changes
- CET Levels 1 and 2 Guide to Changes

[http://www.acds.ca/cet\\_standards\\_level\\_1\\_2.html](http://www.acds.ca/cet_standards_level_1_2.html)

To purchase a copy of the 2008:

- CET Accreditation Level 1 Standards Manual
- CET Accreditation Levels 1 and 2 Standards Manual

both of which include the Guide to Changes, Appendices, Areas to Explore, Handbook, and Resources, go

Online: [http://www.acds.ca/PDFS/Standardsorderform\\_Feb\\_09.pdf](http://www.acds.ca/PDFS/Standardsorderform_Feb_09.pdf)

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*Respect for the Dignity of Persons*

*Responsible Caring*

*Integrity in Relationships*

*Social Responsibility*



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**INTRODUCING  
NEW  
STANDARD 43**

**The Service Provider  
Facilitates Continuous  
Quality Improvement  
and Outcome  
Evaluation**

*Collecting Data  
Evaluating Outcomes  
Revising Systems*

## Background Information

- New Standard 43 focuses our attention on outcomes rather than on activities.
- Although data collection provides good information, we need to take it a step further.
- It is important to know how the service provider's support truly impacts the person. Measuring outcomes quantifies anecdotes and success stories.
- The CET standards, with its focus on *Quality of Life* outcomes, shifts our attention from inputs to impacts.
- For example, if the intended goal is to facilitate full inclusion for people with developmental disabilities, this is done by measuring the outcomes for the individuals rather than by reporting on the number of individuals who are employed or are in supportive living.
- If service providers measure the outcomes for the individuals they serve, then they can show they are achieving the intended benefit and can adjust their supports accordingly.
- We can expect that quality service and supports will result in good *quality of life outcomes*.

## Outline of Standard 43

- Having a strategy for establishing and maintaining a data collection system that is capable of supporting outcome monitoring, evaluation, and quality improvement efforts.
- Developing and/or reviewing programs, services, and/or work plans to identify outcomes or goals, to measure their success indicators or the evidence used to evaluate outcomes or goals, etc.
- Describing the organization's outcome goals, stipulating the training needed, and defining the various components involved.
- Training staff to ensure they know how to monitor and measure outcomes and use the organization's data collection system.

"Outcomes are something that the program participant is, has, or does in response to the service provided. This is distinct from program outputs, which are the number of units of service delivered or the number of people served. Said another way, outputs are about the *program*, while outcomes are about the *participants*."

Plantz, M., Taylor Greenway, M., and Hendricks, M. *Outcome Measurement: Showing Results in the Nonprofit Sector*. United Way of America. Alexandria, Virginia, and Portland Oregon, 2006.

## Indicators

1. The service provider has written policy and procedure to address continuous quality improvement and outcome evaluation.
2. The service provider establishes and maintains a data collection system that supports its outcome monitoring, evaluation, and quality improvement efforts.
3. The service provider trains its staff on how to monitor and measure outcomes and how to use the organization's data collection system.
4. The service provider implements a quality improvement plan and procedures to achieve its objectives (e.g., support a culture of quality improvement, collect demographic data and feedback, review past critical incident reports).
5. The service provider conducts an annual review of its programs, services, and/or work plans to ensure the data it collects is relevant, to measure its success indicators, and to facilitate changes as necessary to effect its outcomes or goals.
6. The service provider monitors the individuals' goals and ensures they are supported to reach their goals.