

QUEST

is the quality support tool used and developed by CLTH, to:

1. collect information about support and agency standards that help identify what is important to people, and
2. to measure the quality of supports provided by the agency.



It is the agency's way of **checking in** and **learning** about a person's priorities, preferences, and satisfaction based on their perspectives.

This information is then utilized to make organizational improvements and to plan for the future.



5 Agency Standards of Measuring Quality



1. People are valued and encouraged.
2. Every function of daily operations is focused on helping people.
3. Ethical and professional conduct is embedded within the culture.
4. People are informed through meaningful communication.
5. Every environment is inclusive, safe and secure.

- For Employees / Volunteers / Students -



6 Support Standards of Measuring Quality



1. People supported will experience respect for their rights as citizens.
2. People are respected for their diversity.
3. People fulfill valued roles within their personal life and community.
4. People are respected for the choices they make.
5. People experience their best possible health and wellness, as they chose.
6. People feel safe in all areas of their daily lives

- For People Supported -





Next Steps

Moving The Needle Forward

**"WE CANNOT
BECOME WHAT
WE WANT TO
BE BY REMAINING
WHAT WE ARE."
-MAX DEPREE**

CLTH Quality Improvement Continuum – Look How Far We Have Come...

