



HISTORY

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

The Multi-Year Plan called for the creation of local independent teams to monitor the quality of life for people with intellectual/developmental disabilities (ID/DD). 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 and outcomes of people who receive ID/DD services.

IM4Q is a part of the intellectual and developmental disabilities Quality Management Framework. The Framework 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 IM4Q WORKS:

- IM4Q uses trained independent monitoring teams to interview people receiving services and their families.
- IM4Q teams interview children and adults living and working in all types of settings.
- 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.
- IM4Q team members sign a confidentiality statement to ensure all aspects of the interview remain confidential.
- Local IM4Q programs assign independent monitoring teams and data enter interview results into a confidential database.
- The county BH/DS (Behavioral Health/Developmental Disabilities) program uses the results of interviews for quality improvement purposes, such as making changes to a person's Individual Support Plan.
- A person's supports coordinator is generally asked to address IM4Q team considerations to improve the person's satisfaction and outcomes. The IM4Q team follows up to see that issues are resolved to the person's satisfaction.



REPORTS

IM4Q reports of county, provider and state level results are shared with providers, county MH/MR programs, and others for quality improvement purposes. No personal identifying information is contained in these reports. Copies of reports are available by contacting your local county MH/MR program.



GUIDING PRINCIPLES OF IM4Q

- Independence: Local IM4Q programs have no conflict of interest with the ID/DD service system.
- Community Participation: People with disabilities, family members, and concerned citizens participate in monitoring services.
- Accountability: The ID/DD service system is accountable to improve people's lives, including the services and supports they receive based on results of the monitoring.
- Self-Determination: People and families direct how services and supports are provided, funded and monitored.



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/DD 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...”



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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/intellectualdisabilitiesservices/independentmonitoringforquality/index.htm>



Information is also available at the Temple University Institute on Disabilities at this website:

<http://disabilities.temple.edu/programs/im4q/>



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

The Pennsylvania Office of Developmental Programs

Independent Monitoring For Quality

