

Beyond Accreditation - Five Star Quality

Presenters: Mike Mayer and Derrick Dufresne

Intended Audiences: All Audiences

We can clearly do better. Our “good” is not good enough. And our “wonderful” should move to “great.” For almost 60 years, we have been at this business, with government - sponsored money, trying to move people from being clients to citizens. We have spent billions of dollars on programs to help people get outcomes that are often poorly measured, poorly defined, and mostly yield compliance rather than quality. We must move beyond old and non-functional definitions of quality.

Traditional disability systems can only bring people to three star quality. **No matter what we do, no matter what kind of staff we have, if it is disability system-based, it cannot achieve more than three star quality.** Three star quality is good. There is “really good,” “sort of good,” “pretty good,” but the adjective is still “good.”

There is a line, however, that differentiates level four and level five quality. **Four and five star quality can only be defined by the community - not by the disability system.** It is this line that distinguishes the journey that makes and helps people be better clients or allows people to practice citizenship, their birthright.

This entertaining presentation will challenge participants to move to Five Star Quality. Specific strategies and implementation challenges will be addressed.