



Results of the PILOTRUN

“INSTRUMENT“

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|--|-------------|
| Overall sample of the Pilot run „Instrument“ | 359 persons |
| Professionals: | 237 persons |
| Users/Clients: | 122 persons |

Remarks concerning the presentation of the online-data-results:

Graphics represent mean-values of all assessments.

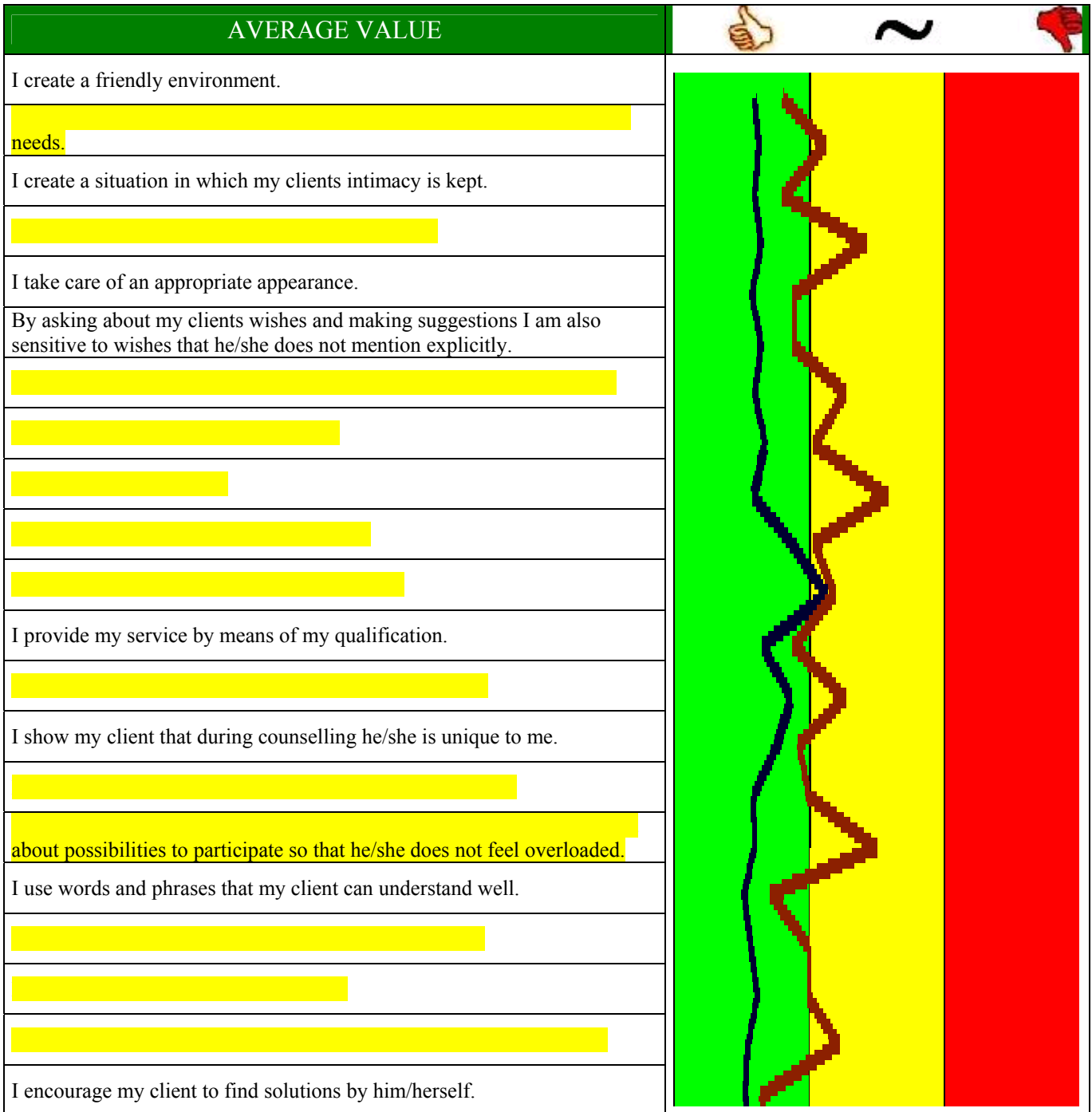
How to interpret the data? Whenever a mean-value is located within the „yellow area“, we assume, that there is a certain necessity for change processes (or we can observe big differences between the assessments of the professionals and the users/clients) Relevant statistical analysis is presented in a further document.

RESULTS COUNSELLING

Staff: 85

Clients: 13

Questions 1 to 21






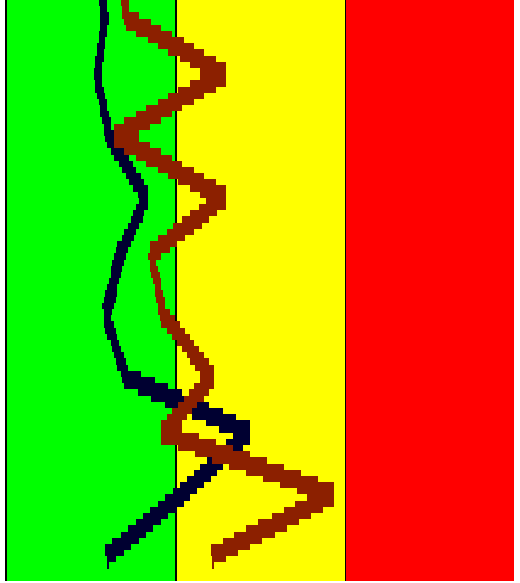
LEGENDE: 👍 OK ~ **Attention, there is probably some need for change!** 👎 **Urgent need of change!**

RESULTS COUNSELLING

Staff: 85

Clients: 13






Questions 22 to 32

| AVERAGE VALUE |    |
|--|---|
| I discuss with my client various possibilities to solve the problem. |  |
| I inform my client about possible impacts of individual solutions. | |
| I help my client to work out specific steps in order to make personal changes. | |
| I ask my client how he/she feels during counselling. | |
| By providing feedback during counselling I improve my clients self-esteem. | |
| I give my client the feeling that he/she is able to make use of his/her skills by focusing on his/her strengths. | |
| I ask my client if the solutions found during counselling are meaningful to him/her. | |
| I discuss gender related counselling issues with my client. | |
| I inform my client about financial issues. | |
| I inform my client about further possible counselling alternatives. | |

Interpretation:

There can be observed different assessments and/or assessments with the yellow area in 20 of 32 items. Note, that the sample of the users/clients is quiet small.

However, there can be assumed a high need of analysis/ monitoring and change of assistance within counselling processes with PwD.




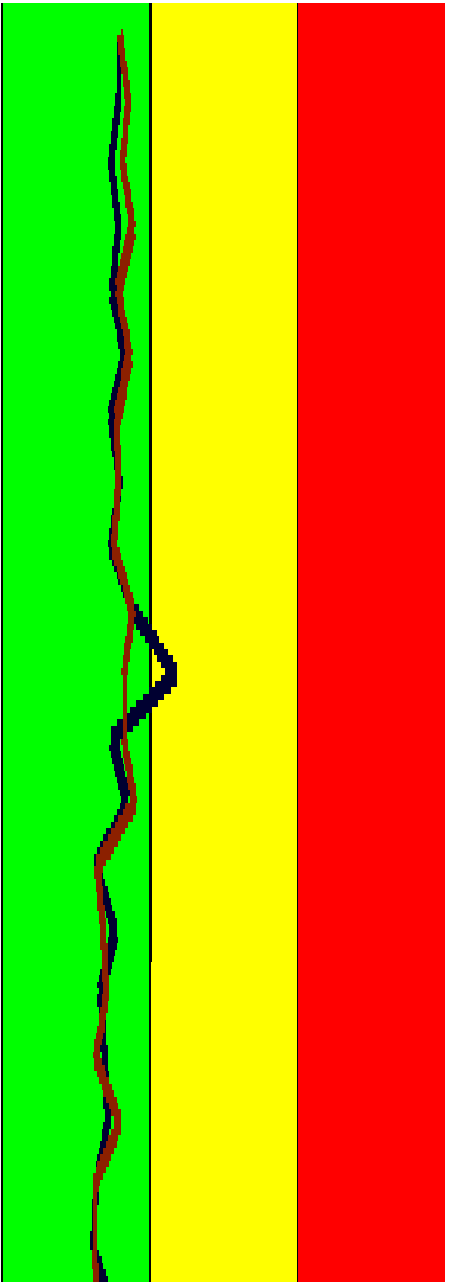
LEGENDE:   OK  ~ **Attention, there is probably some need for change!**   **Urgent need of change!**



RESULTS WORK

Staff: 59

Clients: 73

Questions 1 to 20

| AVERAGE VALUE |    |
|--|---|
| Upon contact with my client I create a friendly environment. |  |
| I ensure that the chosen surroundings are designed as to consider the needs of my client with disability. | |
| I create a situation in which my client's intimacy is ensured. | |
| I ensure that the my services are accessible to my client (telephone, opening times, waiting room). | |
| I take care of my own appearance. | |
| By asking about my client's wishes and making suggestions I am also sensitive to wishes that he/she does not mention explicitly. | |
| I show empathy by providing feedback on how I understand my client. | |
| I react to my client's wishes and needs. | |
| I stick to our agreements. | |
| I inform my client about my qualification. | |
| I agree upon a working contract with my client. | |
| I provide my service by means of my qualification. | |
| I discuss with my client the quality of the service. | |
| I show to my client that at his/her workplace he/she is unique and valued. | |
| I visit my client at his/her workplace. | |
| At the clients workplace I ensure that basic physiological needs are met. | |
| I take care of health issues related to my client's workplace. | |
| At work I take care of a balanced ratio between working time and breaks (matters of working time and legal requirements). | |
| I ensure that the safety regulations at the workplace are followed. | |
| I discuss work related needs with my client. | |

LEGENDE:  OK ~ **Attention, there is probably some need for change!**  **Urgent need of change!**

RESULTS WORK

Staff: 59

Clients: 73

Questions 21 to 30

| AVERAGE VALUE | 👍 | ~ | 👎 |
|---|---|---|---|
| I offer counselling. (i.e. regular consultation days) | | | |
| I support my client during changes related to my workplace. | | | |
| I support my client concerning all questions about integration and participation related to my client's daily work. | | | |
| I ask my client about his/her personal needs (success, appreciation, creativity). | | | |
| I discuss with my client his/her contentedness at work. | | | |
| I discuss gender related working issues with my client. | | | |
| I know many workplaces to facilitate a good compatibility between my client's individual needs and the requirements of the workplace. | | | |
| I discuss his/her resources and possibilities for the workplace with my client. | | | |
| I discuss work related barriers with my client. | | | |
| I take care of the legal, social and health related interests of my employed client. | | | |

Interpretation:

There can be observed a high correlation between the assessments of the professionals and the users/Clients concerning assistance at work. The only „yellow“ item is about „the working contract with the user/client“.

There can be assumed a very small need of analysis/ monitoring and change of assistance within work-related assistance processes with PwD.

There is the possibility of certification (as it is described in the “Handbook” for Certification if the above mentioned items of “work contract” is modified within a quality change process. Note: This sample consisted of people with physical disabilities.




LEGENDE: 👍 OK ~ **Attention, there is probably some need for change!** 👎 **Urgent need of change!**



RESULTS LIVING

Staff: 38

Clients: 23

Questions 1 to 20

| AVERAGE VALUE |    |
|---|---|
| I create a friendly environment. | |
| I ensure that the chosen surrounding is designed to consider the disabled needs. | |
| I create a situation in which my clients intimacy is kept. | |
| I ensure that the service is accessible to my client. | |
| I take care of an appropriate appearance. | |
| By asking about my clients wishes and making suggestions I am also sensitive to wishes that he/she does not mention explicitly. | |
| I show empathy by providing feedback on how I understand my client. | |
| I react to my clients wishes and needs. | |
| I stick to our agreements. | |
| I inform my client about my qualification. | |
| I enter into a working contract with my client. | |
| I provide my service by means of my qualification. | |
| I discuss with my client about the quality of the service. | |
| I show my client that during the assistance he/she is unique to me. | |
| I ensure my clients physical well-being within his/her living situation. | |
| I discuss with my client how to satisfy his/her basic daily needs. | |
| I discuss with my client possible sources of danger related to living situations. | |
| I discuss with my client about basic health and hygiene standards within his/her living situation. | |
| I discuss with my client about his/her ideas and expectations of "living" | |
| I discuss with my client about his/her living preferences and needs. | |




LEGENDE:  OK ~ **Attention, there is probably some need for change!**  **Urgent need of change!**

RESULTS LIVING

Staff: 38

Clients: 23






Questions 21 – 35

| AVERAGE VALUE |    |
|--|---|
| I show my client , that I understand his/her needs, by telling him/her how I understand him/her. | |
| I inform my client about different possibilities of living. | |
| I ask my client about where he/she feels to need support. | |
| I provide feedback on how I assess my clients need for support. | |
| I assess the skills and resources of my client. | |
| I provide my client with different choices. | |
| I try to find a common solution if we do not agree. | |
| I establish/form contacts to other relevant people related to my clients living situation. | |
| I encourage my client to take part in public activities, by suggesting/presenting different possibilities. | |
| I ask me client how he feels about his/her living situation. | |
| I ask my client if he/she is able to make use of all his/her skills within his/her living situation. | |
| I discuss gender related living issues with my client . | |
| I discuss with my client about material needs related to his/her living situation. | |
| I discuss with my client about possible barriers related to his/her living situation. | |
| I inform my client about financial issues related to living. | |

Interpretation:

Different assessments („yellow area“) regarding 3 of 32 items. Note, that the sample of the users/clients is quiet small.

There can be assumed a small need of analysis/ monitoring and change of assistance within living assistance processes with PwD. (working contract with the user/Client, gender-related issues and issues of well being.




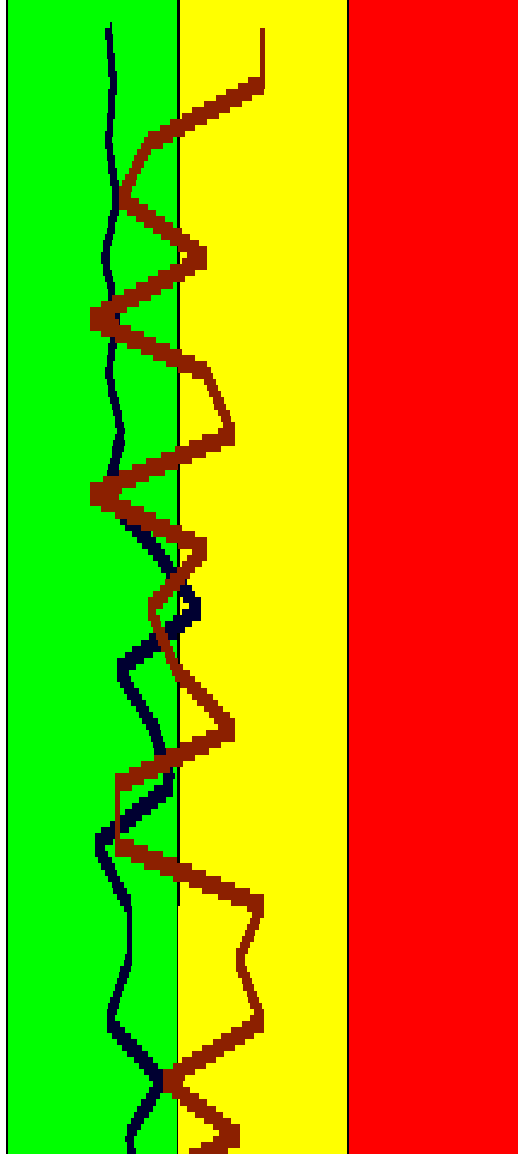
LEGENDE:   OK  ~ **Attention, there is probably some need for change!**   **Urgent need of change!**



RESULTS EDUCATION

Staff: 32

Clients: 6

Questions 1 to 20

| AVERAGE VALUE |    |
|---|---|
| I create a friendly environment. |  |
| I ensure that the chosen surrounding is designed to consider the disabled needs. | |
| I create a situation in which my clients intimacy is kept. | |
| I ensure that the service is accessible to my client. | |
| I take care of an appropriate appearance. | |
| By asking about my clients wishes and making suggestions I am also sensitive to wishes that he/she does not mention explicitly. | |
| I show empathy by providing feedback on how I understand my client. | |
| I react to my clients wishes and needs. | |
| I stick to our agreements. | |
| I inform my client about my qualification. | |
| I enter into a working contract with my client. | |
| I provide my service by means of my qualification. | |
| I discuss with my client about the quality of the service. | |
| I show my client that during the learning process he/she is a unique person for me. | |
| I ensure my clients physical well-being during a learning situation. | |
| I inform my client about the time structure of the learning process and about possibilities to participate so that he/she does not feel overloaded. | |
| I discuss my clients expectations and needs with him/her. | |
| I assess the skills and resources of my client. | |
| I provide feedback on how I assess my clients need for assistance. | |
| I offer my client individual support during the learning process. | |

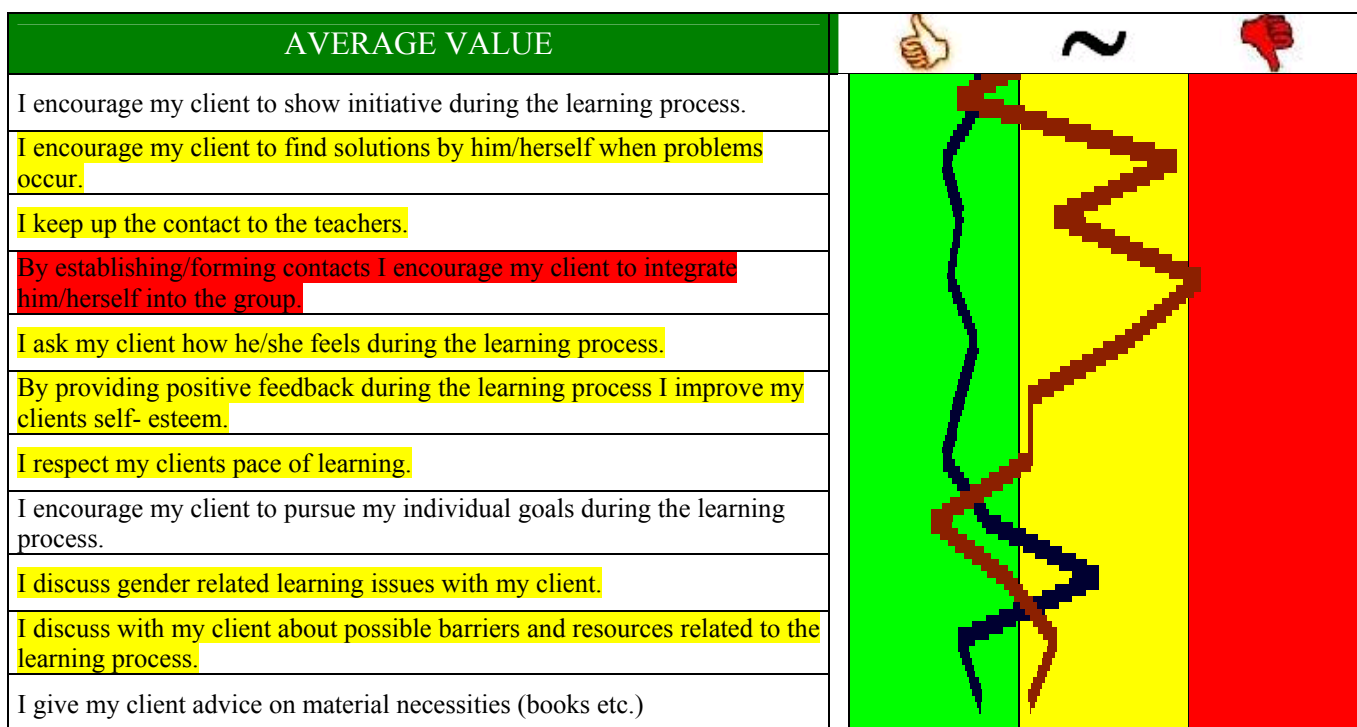
LEGENDE:  OK ~ **Attention, there is probably some need for change!**  **Urgent need of change!**

RESULTS EDUCATION

Staff: 32

Clients: 6

Questions 21 to 31





Interpretation:

There can be observed different assessments and/or assessments within the yellow area in 22 of 32 items. Note, that the sample of the users/clients is quiet small.

However, there can be assumed a high need of analysis/ monitoring and change of assistance within counselling processes with PwD.

Especially the aspect of social inclusion and contacts to non-disabled learners requires urgent attention.




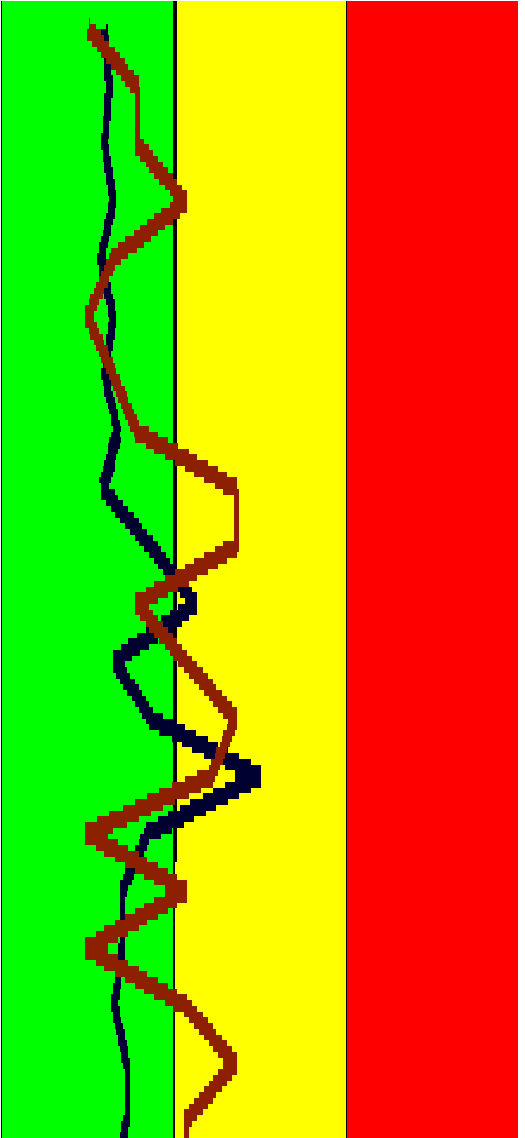
LEGENDE:  OK ~ **Attention, there is probably some need for change!**  **Urgent need of change!**



RESULTS LEISURE

Staff: 23

Clients: 7

Questions 1 to 20

| AVERAGE VALUE |    |
|---|---|
| I create a friendly environment. |  |
| I ensure that the chosen surrounding is designed to consider the disabled needs. | |
| I create a situation in which my clients intimacy is kept. | |
| I ensure that the service is accessible to my client. | |
| I take care of an appropriate appearance. | |
| By asking about my clients wishes and making suggestions I am also sensitive to wishes that he/she does not mention explicitly. | |
| I show empathy by providing feedback on how I understand my client. | |
| I react to my clients wishes and needs. | |
| I stick to our agreements. | |
| I inform my client about my qualification. | |
| I enter into a working contract with my client. | |
| I provide my service by means of my qualification. | |
| I discuss with my client about the quality of the service. | |
| I show my client that he/she is unique to me. | |
| I ensure my clients physical well being during leisure activities. | |
| I take care about safety-issues regarding my clients leisure activities. | |
| I take care that my client doesn't feel overloaded with his/her leisure activities. | |
| I use words and phrases that my client can understand well. | |
| I discuss with my client his/her needs regarding leisure time | |
| I assess my clients skills and resources | |




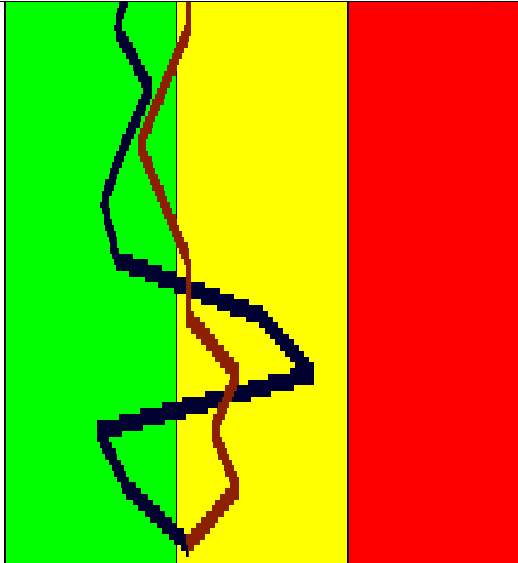
LEGENDE:  OK ~ **Attention, there is probably some need for change!**  **Urgent need of change!**

RESULTS LEISURE

Staff: 23

Clients: 7



Questions 21 to 30

| AVERAGE VALUE |    |
|---|---|
| I encourage my client to develop own ideas. |  |
| I discuss with my client various possibilities to spend leisure time. | |
| Focusing on my clients strengths, I help him/her to make use of his/her skills during leisure time. | |
| I ask about my clients individual needs regarding leisure activities. | |
| I ask my client how he/she feels during the leisure activities. | |
| I am available for my client primarily when he needs me | |
| I discuss with my client gender-related issues | |
| I know a variety of different possibilities to spend leisure time in order to better meet my clients individual needs and requirements. | |
| I inform my client about financial costs of different leisure activities. | |
| I help to acquire necessary material things. | |

Interpretation:

There can be observed different assessments and/or assessments within the yellow area in 18 of 32 items. Note, that the sample of the users/clients is quiet small.

However, there can be assumed a high need of analysis/ monitoring and change of assistance within counselling processes with PwD.

LEGENDE:  OK ~ **Attention, there is probably some need for change!**  **Urgent need of change!**

1) Preliminary comments

The data of the pilot run reflect a process of learning between the project team and the participants (professionals and users/clients). It means, that there was feedback and online-support for the participants. This feedback had an impact on adaptations of the instrument. Therefore the results of this online survey reflect much more a dialogue between the different actors. We do not aim to reflect „objective“ reality.

2) Sample

The sample of the users/clients – due to high effort of the professionals to explain the method – can be regarded as quite small (with exception of the module „Work“ – a special thanks to IBAN AUSTRIA and especially to Mrs. Ursula Stauder).

3) Results seen as a heuristic






The results of the online-survey do not reflect statistically significant data. We might understand the results as a heuristic, that professionals and users/clients assess the quality of assistance in different way.

A statistically-relevant analysis is planned if organisations wish to be certified.

4) Despite all limitations

Despite the above mentioned limitations we can observe, that those areas of assistance, in which we do not find structured professional training show higher need of quality assurance than other areas of assistance. Furthermore those areas with higher need of quality control represent services, which are quite „young“: Assistance within the context of further education, leisure time or counselling.

These findings also reflect the external validity of our project:

LEGENDE:   OK  ~ **Attention, there is probably some need for change!**   **Urgent need of change!**

We started our Leonardo da Vinci Pilot project EQM-PD, assuming that front line workers, it means those professional who directly assist people with disability, show deficits regarding structured “quality management”. Therefore they needed a specific curriculum.

This hypothesis could be verified especially for those areas of assistance, which can be regarded as quite „young“:

- Assistance at leisure time
- Assistance within the context of further education for PwD
- Assistance within counselling situation for PwD






These 3 areas of assistance can be regarded as „young“.

In contrast, in those areas, which are implemented for a long time (Assistance at work or during living situation) our online survey showed high standards and a high correlation between the assessments of the professionals and of the users/clients..

Furthermore we have to take into account, that especially the „young areas“ are in the process to be created and implemented in the new member states of the EU. Therefore we have the extraordinary opportunity to implement new services and to promote the idea of quality at the same time.

And we can observe an increased consciousness of the training institutions, e.g. looking at the Austrian situation: In Styria 2 training institutions start to offer training, which focuses especially on the above mentioned areas, which show the highest need of change.

The curriculum of EQM-PD will be integrated into these new training courses.

LEGENDE:   OK  ~ **Attention, there is probably some need for change!**   **Urgent need of change!**