

Enhancing Personal Outcomes: Organizational Strategies, Guidelines, and Examples

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Abstract Education and rehabilitation programs in the field of intellectual disabilities are developing specific strategies related to demonstrated personal outcomes, quality of life (QOL)-related services and supports, evidence-based practices, and quality improvement. The purpose of this article is to summarize key aspects of these strategies within a two-component framework: the concept of QOL and systems thinking. Based on our collective experiences and published literature, four specific strategies are presented and discussed: mental models, assessment, service delivery practices, and quality improvement (QI). Essential guidelines for the successful implementation of these strategies are then presented, along with an exemplary application of each strategy. Each example shows the significant role of the consumer, the organization, and the larger system in organizational change, QI, and the enhancement of personal outcomes.

Keywords: assessment, mental models, personal outcomes, quality improvement, quality of life, services delivery practices, systems thinking
