

Introduction to the Quality of Life Impact of Services Questionnaire

July 2016

Measuring QOL Impact

Hard Indicators Outcomes

- No. of total positive outcomes
 - Nos. unplaced
- Open employment placements
 - Nos. in different employment options
- No. of progressions to other positive activities
 - Nos. progressing to further education
- Educational/Learning outcomes
- Drop out rate
- Satisfaction ratings

Hard Indicators Process

- Time on waiting list
- Time spent on programme
- Nos. on external work placements
- No. of training -try outs (applicants vs. selected)
- No. of admissions,
- No. of files received
- No. of IAP actions acted upon
- Delay to produce the final assessment report,
- Delay to produce the final vocational training report
- No. of contacts of companies,
- No. of partnerships (convention),
- No. of follow-up contacts after the program
- No. of visits organized,
- No. of applicants with special needs
- Nos. needing support
- No. of complaints resolved

Intended Programme Outcomes

| |
|--|
| • Independence |
| • Inclusion/Participation |
| ○ Labour market |
| ○ Social |
| ○ Education and Training (progression) |
| • Well-being |
| • Self-Awareness/Self-knowledge |
| ○ Life plan |
| ○ Career plan |
| ○ Realistic expectations |
| ○ Positive self-image |
| • Skills for life (e.g. time management) |
| • Improved social/community status |
| • Quality of Life (QOL) |
| • Employability |
| • Increased Income |

Potential Common Survey Tools

| |
|---|
| <ul style="list-style-type: none"> • The Craig Handicap Assessment and Reporting Technique (CHART) |
| <ul style="list-style-type: none"> • The Craig Hospital Inventory of Environmental Factors (CHIEF) |
| <ul style="list-style-type: none"> • WHO Disability Assessment Schedule Version II (WHODAS II) |
| <ul style="list-style-type: none"> • WHO Quality of Life Scale (WHOQOL) |
| <ul style="list-style-type: none"> • SF 36 Health Outcomes Survey |
| <ul style="list-style-type: none"> • The Functional Assessment Measure (FAM) and the Functional Independence Measure (FIM) |
| <ul style="list-style-type: none"> • Impact on Participation and Autonomy Questionnaire (IPA) , |
| <ul style="list-style-type: none"> • Community Integration Measure (CIM) , |
| <ul style="list-style-type: none"> • Reintegration to Normal Living Index (RNL) , |
| <ul style="list-style-type: none"> • The Sense of Well-Being Scale (SWBI) |
| <ul style="list-style-type: none"> • The Canadian Occupational Performance Measures (COPM) |

Issues with QOL Survey Tools

- A requirement to carry out a pre-post administration;
- A lack of specificity to service delivery;
- A focus on specific types of disabilities;
- A medical rather than a biopsychosocial approach;
- The scope of items and content;
- Relevance to intended service and programme outcomes.

The Quality of Life Impact of Services Questionnaire (QOLIS)

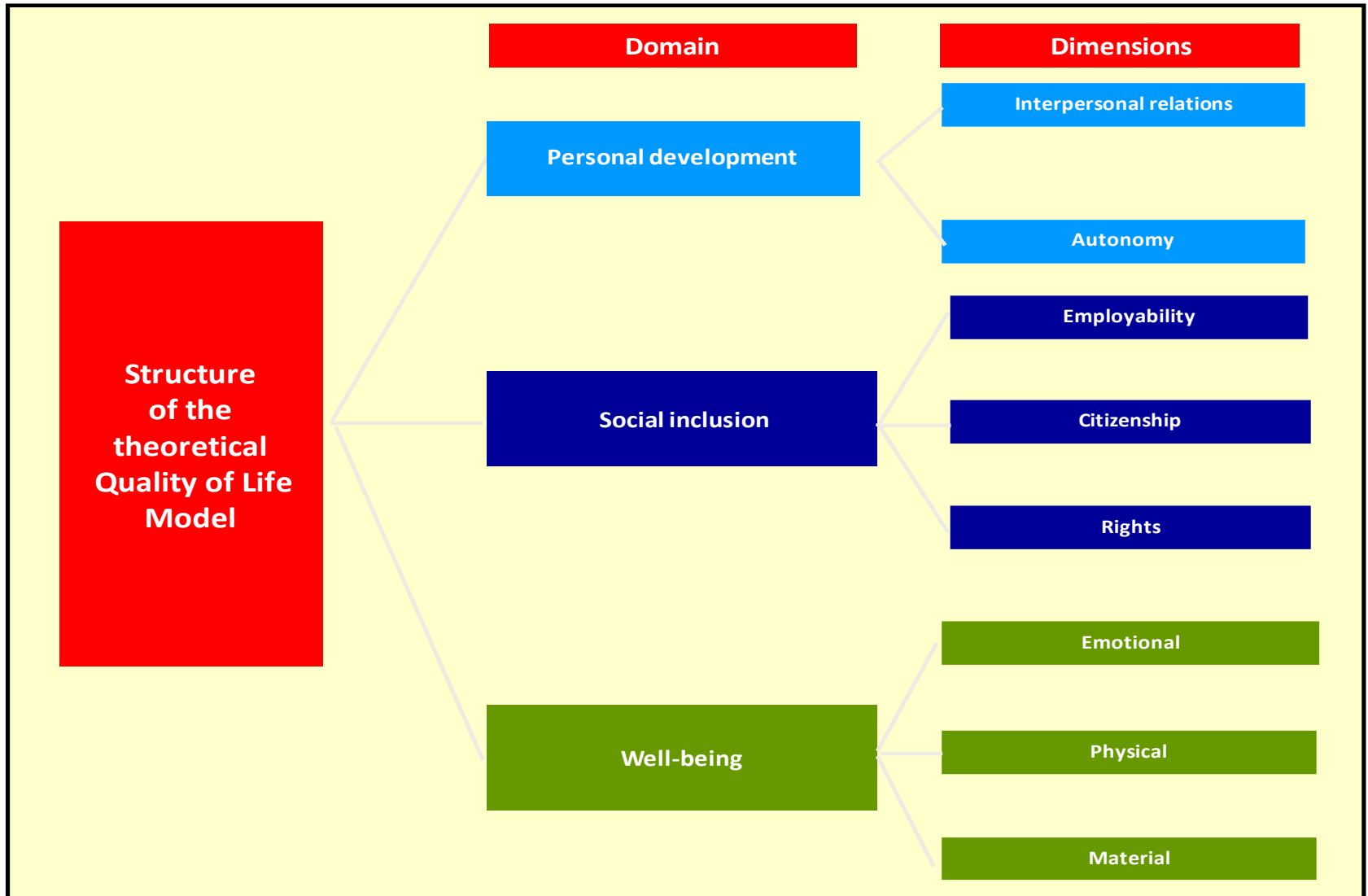
Features of the QOLIS

- The QOLIS allows respondents to link their ratings of QOL directly to the service in which they participated
- It can be used to gather ratings from respondents who are still actively participating in a service.
- QOLIS has been evaluated for reliability and found to be stable over time

Features of the QOLIS

- The QOLIS has measures to ensure consistency in the proportion of respondents who can answer an item regardless of their capacity;
- The format has been adjusted to control for sensitivity of items to response bias or acquiescence;

QOLIS Framework



Full Text QOLIS Sample Items

My participation in the activities performed in -----enabled me increase the number of people with whom I have regular contact.

| | | | | | | |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|
| 1 Totally disagree | 2 | 3 | 4 | 5 | 6 Totally agree | Not applicable / Don't know |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|

My participation in the activities performed in ----- contributed to me feeling more capable in taking decisions.

| | | | | | | |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|
| 1 Totally disagree | 2 | 3 | 4 | 5 | 6 Totally agree | Not applicable / Don't know |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|

Easy-Read QOLIS Sample Items

My service helps me to make more friends

| | | | | | | |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|
| 1 Totally disagree | 2 | 3 | 4 | 5 | 6 Totally agree | Not applicable / Don't know |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|

My service helps me decide things for myself

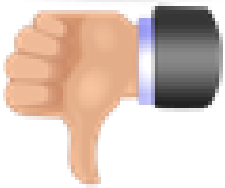


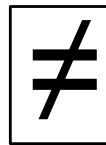
| | | | | | | |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|
| 1 Totally disagree | 2 | 3 | 4 | 5 | 6 Totally agree | Not applicable / Don't know |
|-------------------------------------|----------|----------|----------|----------|----------------------------------|------------------------------------|




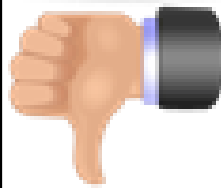

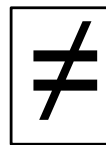
Simplified Rating Scale QOLIS

Sample Items

My service helps me to make more friends

| No I Disagree | Yes I Agree | Don't Know | Not True |
|---|---|---|---|
|  |  |  |  |

My service helps me decide things for myself

| Yes I Agree | No I Disagree | Don't Know | Not True |
|--|--|--|--|
|  |  |  |  |

QOLIS Examples

| | |
|---|---|
| My service helps me to make more friends | The service allows you to do things where you can meet new people |
| | Since joining the service you have made new friends |
| | The service gives you confidence to make friends with new people you meet. |
| My service helps me to decide things for myself | You can talk to someone in the service who will help you to make up your mind if you are not sure |
| | If you need to decide between two things, the service can help you to do this |
| | The service taught you how to make up your mind about things on your own |

QOLIS Training Items

Full Edition Training Items

- My participation in the activities performed in the centre:
 - Ex1 Always took place from 12 midnight to 6am
 - Ex2 Enabled me to learn
 - Ex3 Enabled me meet other people
 - Ex4 Enabled me to grow taller

Easy-Read and Simplified Rating Training Items

- Ex 1 My service helps me to fly in the sky
- Ex 2 My service helps me to learn
- Ex 3 My service helps me meet other people
- Ex 4 My service helps me to become taller

Demographic Data

| | |
|--|--------------------------|
| Age in months: | |
| Gender: | Male |
| | Female |
| Have you ever been employed? | Yes |
| | No |
| Highest study level: | Primary (primary school) |
| | Secondary |
| | Post-secondary |
| | Tertiary (after A level) |
| Status immediately prior to attending the service: | Student |
| | Job seeker |
| | Employed |

Demographic Data

| | |
|--|---|
| You live: | Alone |
| | At your parents or sisters/brothers |
| | In a couple |
| Dependent persons: | None |
| | Children |
| | Parents or sisters/brothers |
| What type of service do you attend? | Intern (Residential and Day Service) |
| | Extern (Day Service only) |
| Do you attend the service on a full time or part time basis? | Full-Time |
| | Part-Time (e.g. part of the week or 3 months on 3 months off) |

Disability Item

Please indicate by marking an X below any areas in which you have experienced barriers

| | | |
|----|-----------------------------|---|
| 1 | Physical activities | (For example: getting around inside or outside buildings, handling things; moving heavy things from one place to another) |
| 2 | Seeing | (Even with the use of corrective lenses) |
| 3 | Hearing | (Without a hearing aid) |
| 4 | Speaking | (So that people can understand you) |
| 5 | Mental wellbeing | (Feeling ok about yourself) |
| 6 | Remembering | (Recalling things that happened recently) |
| 7 | Learning or problem solving | (Dealing with new information or things you are unfamiliar with) |
| 8 | Relationships | (Getting on with other people) |
| 9 | Chronic Ill-health | (For example, heart or breathing problems) |
| 10 | Pain | (That interferes with your life on a daily basis). |

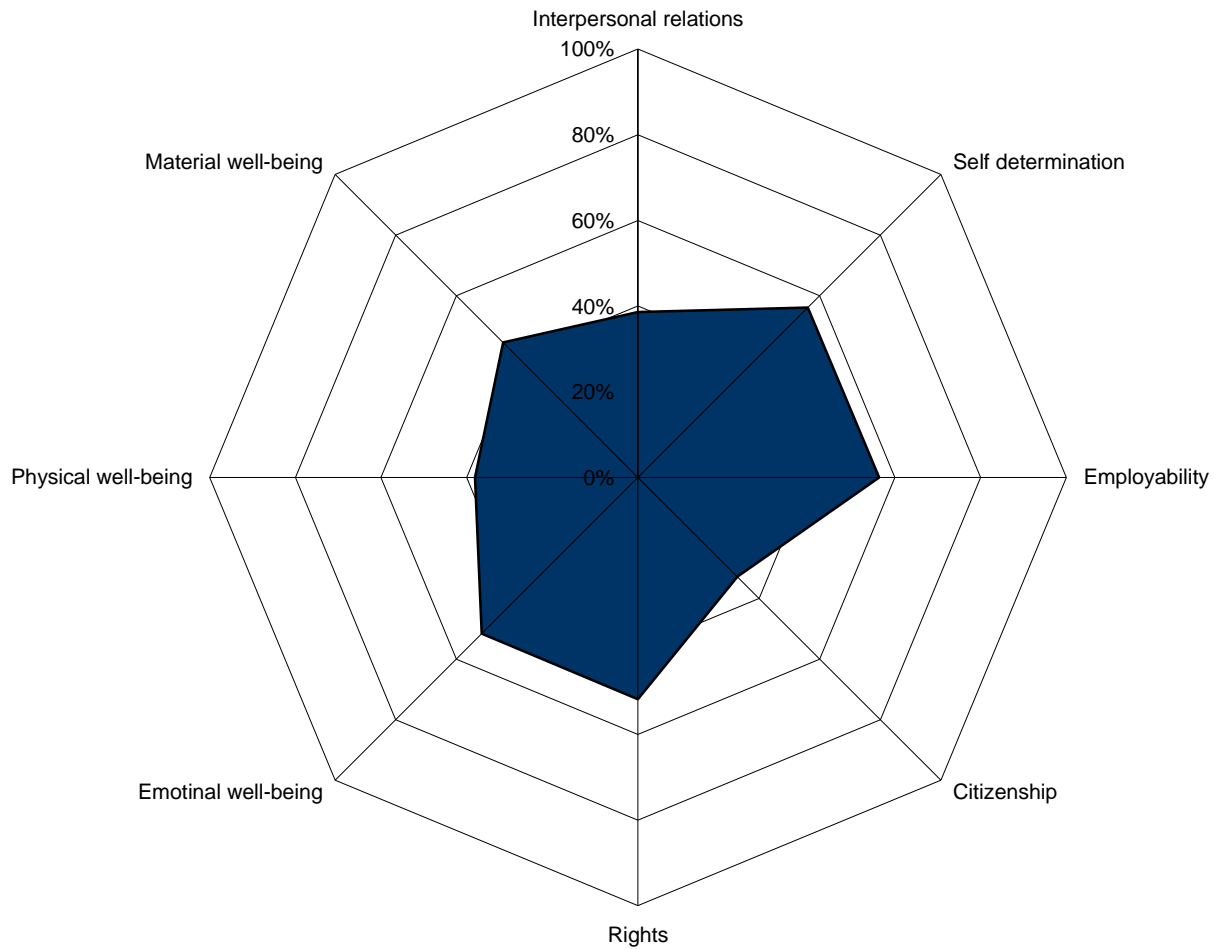
The QOLIS Scorebook

QOLIS Input Sheet

| Question /Service user | 1 | 2 | 3 | 4 | 5 | 6 |
|--|---|---|---|---|---|---|
| Administrative data: | | | | | | |
| Demographic data: | | | | | | |
| Type of disability | | | | | | |
| Questionnaire no. 1 | | | | | | |
| 1. Enabled me increase the number of people with whom I have regular contact | | | | | | |
| 2. Enabled me improve the relationship with those close to me | | | | | | |
| 3. Enabled me to better communicate with other people | | | | | | |
| 4. Enabled me to feel more satisfied with my family relationship | | | | | | |
| 5. Contributed to me being better able to solve conflicts with other people | | | | | | |
| 6. Enabled me to identify opportunities to participate in my community | | | | | | |

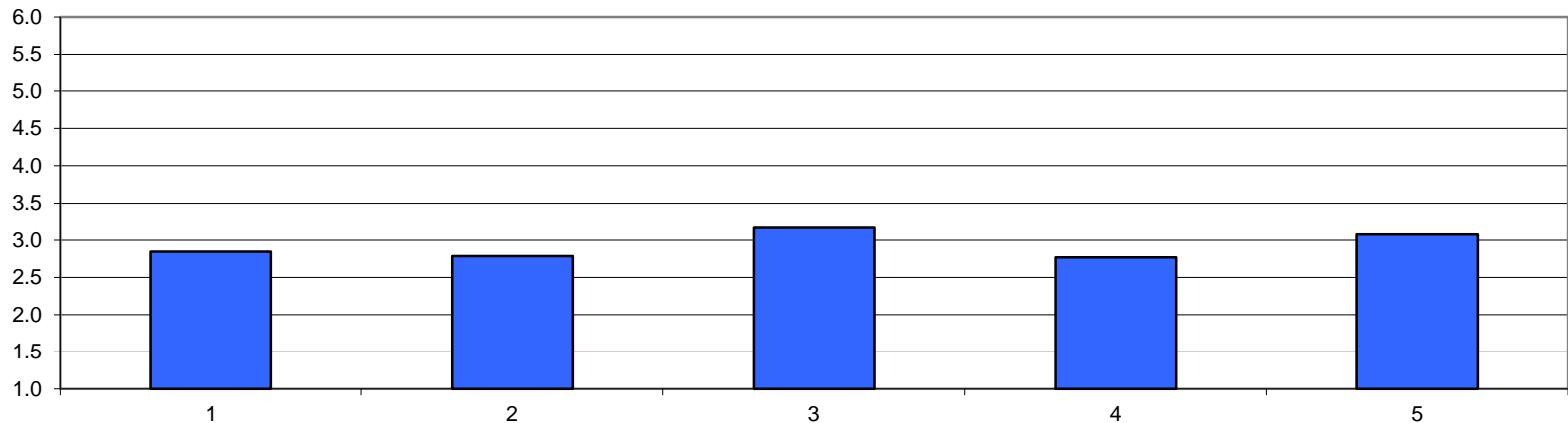
QOLIS Summary

Outcome evaluation average



Response Rates for Each Interpersonal Skill Item

Interpersonal relations



1. Enabled me increase the number of people with whom I have regular contact

2. Enabled me improve the relationship with those close to me

3. Enabled me to better communicate with other people

4. Enabled me to feel more satisfied with my family relationship

5. Contributed to me being better able to solve conflicts with other people

Outputs of the Process

QOLIS Benchmarking Table

| Centre Name | Centre | N | Mean | 95% Confidence Interval | | Diff | Sig. |
|----------------------------|--------|-----|-------|-------------------------|-------|-------|------|
| | | | | | | | |
| Interpersonal Relations | Centre | 21 | 68.38 | 55.82 | 80.94 | 6.86 | NS |
| | Total | 147 | 61.52 | 57.13 | 65.91 | | |
| Self Determination | F2 | 21 | 78.66 | 70.02 | 87.29 | 10.8 | NS |
| | Total | 147 | 67.86 | 63.66 | 72.06 | | |
| TOTAL Personal Development | F2 | 21 | 75.35 | 65.8 | 84.9 | 9.56 | NS |
| | Total | 147 | 65.79 | 61.86 | 69.73 | | |
| Employability | F2 | 21 | 73.51 | 63.72 | 83.3 | 6.7 | NS |
| | Total | 147 | 66.81 | 62.44 | 71.17 | 0 | |
| Citizenship | F2 | 21 | 68.19 | 58.72 | 77.66 | 9.75 | NS |
| | Total | 144 | 58.44 | 53.37 | 63.51 | | |
| Rights | F2 | 21 | 73.1 | 63.78 | 82.41 | 12.7 | NS |
| | Total | 145 | 60.4 | 55.18 | 65.63 | | |
| TOTAL Social Inclusion | F2 | 21 | 72.21 | 63.22 | 81.2 | 8.25 | NS |
| | Total | 146 | 63.96 | 59.8 | 68.12 | | |
| Emotional Wellbeing | F2 | 21 | 73.2 | 63.24 | 83.16 | 8.5 | NS |
| | Total | 147 | 64.7 | 60.34 | 69.07 | | |
| Physical Wellbeing | F2 | 26 | 49.97 | 37.62 | 62.31 | 2.39 | NS |
| | Total | 147 | 47.58 | 42.5 | 52.66 | | |
| Material Wellbeing | F2 | 20 | 67 | 54.11 | 79.89 | 15 | NS |
| | Total | 130 | 52 | 45.74 | 58.26 | | |
| TOTAL Wellbeing | F2 | 21 | 68.88 | 60.27 | 77.48 | 12.46 | NS |
| | Total | 146 | 56.42 | 52.1 | 60.74 | | |
| TOTAL QOL SCORE | F2 | 21 | 72.14 | 63.55 | 80.74 | 9.89 | NS |
| | Total | 146 | 62.25 | 58.39 | 66.12 | | |

QOLIS Benchmark Graph

| Program Title | 36 | 39 | 42 | 45 | 48 | 51 | 54 | 57 | 60 | 63 | 66 | 69 | 72 | 75 | 78 | 81 | 84 | 87 | 89 | 90 |
|----------------------------|-------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Interpersonal Relations | 55.82-80.94 | | | | | | | | | | | | | | | | | | | |
| | 57.13-65.91 | | | | | | | | | | | | | | | | | | | |
| Self Determination | 70.02-87.29 | | | | | | | | | | | | | | | | | | | |
| | 63.66-72.06 | | | | | | | | | | | | | | | | | | | |
| TOTAL Personal Development | 65.80-84.90 | | | | | | | | | | | | | | | | | | | |
| | 61.86-69.73 | | | | | | | | | | | | | | | | | | | |
| Employability | 63.72-83.30 | | | | | | | | | | | | | | | | | | | |
| | 62.44-71.17 | | | | | | | | | | | | | | | | | | | |
| Citizenship | 58.72-77.66 | | | | | | | | | | | | | | | | | | | |
| | 53.37-63.51 | | | | | | | | | | | | | | | | | | | |
| Rights | 63.78-82.41 | | | | | | | | | | | | | | | | | | | |
| | 55.18-65.63 | | | | | | | | | | | | | | | | | | | |
| TOTAL Social Inclusion | 63.22-81.20 | | | | | | | | | | | | | | | | | | | |
| | 59.80-68.12 | | | | | | | | | | | | | | | | | | | |
| Emotional Wellbeing | 63.24-83.16 | | | | | | | | | | | | | | | | | | | |
| | 60.34-69.07 | | | | | | | | | | | | | | | | | | | |
| Physical Wellbeing | 55.49-74.24 | | | | | | | | | | | | | | | | | | | |
| | 42.50-52.66 | | | | | | | | | | | | | | | | | | | |
| Material Wellbeing | 54.11-79.89 | | | | | | | | | | | | | | | | | | | |
| | 45.74-58.26 | | | | | | | | | | | | | | | | | | | |
| TOTAL Wellbeing | 60.27-77.48 | | | | | | | | | | | | | | | | | | | |
| | 52.10-60.74 | | | | | | | | | | | | | | | | | | | |
| TOTAL QOL SCORE | 63.55-80.74 | | | | | | | | | | | | | | | | | | | |
| | 58.39-66.12 | | | | | | | | | | | | | | | | | | | |

QOLIS Item Analysis

| Centre | | Benchmark Centres | | | | | | | | | |
|---|------------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|--|
| 1. Enabled me increase the number of people with whom I have regular contact. | 70% | 62% | 56% | 82% | 66% | 65% | 65% | 62% | 71% | 68% | |
| 2. Enabled me improve the relationship with those close to me. | 67% | 71% | 50% | 66% | 71% | 59% | 65% | 62% | 71% | 64% | |
| 3. Enabled me to better communicate with other people. | 70% | 58% | 45% | 80% | 63% | 64% | 67% | 60% | 70% | 64% | |
| 4. Enabled me to feel more satisfied with my family relationships. | 67% | 33% | 24% | 60% | 60% | 61% | 61% | 40% | 67% | 55% | |
| 5. Contributed to me being better able to solve conflicts with other people. | 70% | 75% | 36% | 74% | 47% | 57% | 66% | 44% | 74% | 61% | |