The Summit Celebration

What is Quality?

- Quality can be an elusive term. It is one that we struggle to explain and find ways to put into practice.
- Here is what simple research shows us:
- * quality (n) Bing Dictionary
 - $\boldsymbol{*}$ $\boldsymbol{standard:}$ the general standard or grade of something
 - * essential property: an essential identifying nature or character of somebody or something
- * International Organization for Standardization (ISO)
 - * defines quality as:
 - "the totality of features of a product/service that bears its ability to satisfy stated or implied needs."

Solving the Puzzle of Quality Project

- Summit Group Research Project
- Of the 163 attendees at the 4th Summit on Vocational Rehabilitation Program Evaluation, 26 individuals completed a puzzle piece:
- "We would like you to write on the paper provided to you two or three words or phrases that describe quality in state vocational rehabilitation agencies"

Responses to Puzzle of Quality

- When you see progress; 90% satisfaction.
- * Delighting the consumer and measuring the delight.
- * Quality involves informed teamwork to achieve success in rehabilitation.
- Quality is enabling self- sufficiency by helping people with disabilities to leave or lessen dependence on public benefits. Exceeds the average.
- Striving for excellence.
- Quality is staff members who work from the heart. The heart is passion for quality services.
- Being intentional about our purpose.
- * It's not just doing the job, it's doing the best job possible.
- * Action toward change.
- * Measure what is important, not just what is easy to count.
- * Innovation.
- * Accountability.

Response Categories Achieving Excellence n=9 37.5% Impact on Stakeholders n=8 33.3% Evaluating Change n=7 29.2% Total 100% # disregarded 2

As a Reminder of... Establishment Accomplishment Advancement * We would like every attendee to enjoy a Summit puzzle. Use it as inspiration to continue achieving excellence, making positive impact on stakeholders, and evaluating change that leads to innovative programs in VR. Keep quality in vocational rehabilitation practice * Please allow me a few minutes to recognize the founders of the Summit Group on Program Evaluation in Vocational Rehabilitation Vandergoot Shoemaker Millington Uchida Sabella

Yours to Keep

Presently, we are working on manuscript to publish these findings in the Journal of Rehabilitation Administration

- * Please pick up a Summit puzzle from the back table as you exit for the break
- * Thank you for YOUR accomplishments and advancements of quality