

ODP Quality Management (QM) Certification Virtual Classes: 2021 Interest Survey ODP Announcement 21-001

AUDIENCE:

Office of Developmental Programs (ODP), Staff, Counties/Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Providers, and Health Care Quality Units (HCQUs)

PURPOSE:

To gather information, for planning purposes, on system interest in completing ODP's Virtual QM Certification Classes in 2021.

Please tell us if you would be interested in attending a QM certification class in 2021, by clicking on the following link and completing the quick survey no later than January 15, 2021.

<https://forms.office.com/Pages/ResponsePage.aspx?id=zLEMSv7d2UKP-3gJzhqG7Hx47HoOY3ZOi1fEbhnZ67VUMEFPT1VNUlowWk05UERVTzRISDVUWUg1Vy4u>

DISCUSSION:

To build system capacity and ensure success in applying QM principles and practices, ODP offers a QM Certification curriculum aimed at enhancing the QM knowledge and skills of ODP staff and stakeholders across the service delivery system. ODP recognizes that providing opportunities to join together to become ODP QM Certified will provide our system with increased expertise and capacity to move forward in partnership and collaboration, as well as a renewed emphasis on person-centeredness and achievement of positive outcomes for those served by the ODP system.

Here are key things that you should know:

- This is an interest survey only; you are not registering for a class.

- Classes are now offered virtually, via Zoom® platform (see technology requirements below).
- Class size is limited to 21 and registration is on a first come, first serve basis. There is no wait list option, and registration closes 30 days prior to the start of a class.
- QM Modules 101-104 were created to better prepare learners for the classes and are prerequisites, with a passing post-test score of 84%.
- Classes are held over 2 consecutive days, from 9:30 am – 2:30 pm and you must attend the entire time and complete the post-test with a score of 84%, in order to attain ODP QM Certification status.

TECHNOLOGY REQUIREMENTS TO PARTICIPATE:

To participate, you will need to have access to a computer, with a web-camera, that meets the Zoom® system requirements. [Click here](#) to review those requirements.

TRAINING DESIGN AND PREREQUISITES:

Class design considers the needs of beginners, as well as those with QM experience. To better prepare learners, prerequisite QM Modules 101 – 104 were updated in December 2017. Pre and post-tests, with a passing score of at least 84%, are used to assess readiness, help prepare students for the class experience, and evaluate training. Applicants can attempt these tests twice but must wait 24 hours between attempts.

Prior to participating in this training, learners are also asked to review the information in the QM Certification Introduction, for a quick overview of the ODP's Quality Management Strategy and virtual training objectives. Each participant is required to submit an evaluation at the end of the training which is used to improve the organization and delivery of the course.

HANDS-ON TRAINING TIME AND REAL DATA EXPERIENCE:

The two-day virtual training is spent using breakouts, hands-on activities, and large group discussions to prepare participants to immediately implement QM upon returning to the office. These activities will take a deep dive into data that represents a real-life priority for our system. Data examples used in the training activities come from

the Enterprise Incident Management (EIM) system. In some cases, the data has been modified to fit the needs of this training.

REGISTRATION INSTRUCTIONS:

Once the training classes have been scheduled by ODP, the *2021 Quality Management Certification Program - Virtual Training* course will be available on MyODP. At that time, you will be required to log into MyODP, navigate to the course, and register for the class of your choosing. Dates for the Spring of 2021 (March-June) are currently being considered, so be on the lookout for those.

Questions about the Quality Management Strategy, the ODP QM Certification program, or other questions related to quality management can be sent to the ODP QM Mailbox RA-PWODPQMCERTI@pa.gov.