

Office of Developmental Programs (ODP) Quality Management (QM) Virtual Certification Classes: Registration Now Open for July - December 2021

ODP Announcement 21-029

AUDIENCE:

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

PURPOSE:

To provide information on the registration process for ODP's Virtual QM Certification classes to be held July-December 2021.

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. Class design considers the needs of beginners, as well as those with QM experience.

Here are key things that you should know:

- ✓ Classes are now offered virtually, via the Zoom® platform (see technology requirements below).
- ✓ Class size is limited to 21 and registration is on a first come, first served basis. Registration will close 15 days prior to the start of a class and there is not a waitlist option.

- ✓ Classes are held over 2 consecutive days, from 9:30 AM – 2:30 PM, and participants must attend the entire time.
- ✓ Prerequisite modules were created to prepare learners for the class and completion is required prior to taking part in the class.
 - ★ ODP is currently updating and streamlining the prerequisite modules and these will be made available on MyODP no later than July 1, 2021.
 - ★ Completion of the retired modules will no longer be considered sufficient to participate in upcoming classes.
- ✓ A post-test, with a passing score of at least 84%, is required in order to attain ODP QM Certification status. Applicants are limited to 2 attempts but, must wait 24 hours between attempts.
- ✓ Each participant is required to submit a training evaluation at the end of the class, which is used towards improvement efforts.

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.

HANDS-ON TRAINING TIME AND REAL DATA EXPERIENCE:

The two-day virtual class is spent using breakouts, hands-on activities, and 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:

You must register for a training class by logging into MyODP and navigating to the 2021 Quality Management Certification Program - Virtual Training course (Training > Quality Management > Quality Management Certification Program > 2021 Quality Management Certification Program - Virtual Training) or by using this link:

<https://www.myodp.org/course/index.php?categoryid=363>

Once logged into the course, you must:

- Commit to completing all prerequisite modules prior to attending the class, and
- Complete and submit the Demographics Information Form.

Once these steps have been completed, a “Training Registration” link will be available for you to select from a menu of scheduled classes. Upon successful completion of the registration, you will receive an automated email confirmation. Additional information and instructions will be provided separately, closer to the start date of your session.

UPCOMING TRAINING CLASSES (both days are 9:30 AM-2:30 PM):

July 27-28, 2021

August 11-12, 2021

September 29-30, 2021

October 13-14, 2021

November 2-3, 2021

December 8-9, 2021

CANCELLATION OF REGISTRATION:

If, for any reason, you cannot participate in the training for which you registered, you will need to change or cancel your registration by returning to the registration page in MyODP and selecting the "Cancel booking" button next to your registered session. If there is space available in another session, you will then be able to register for that session. If you need to cancel your registration less than 7 days before the scheduled training, please send an email to RA-PWODPQMCERTI@pa.gov.

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.