

## QM Spotlight

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# Using Person-Centered Performance Data

**Successful QM planning must be data driven.** During the QA&I provider oversight process and as taught in ODP's QM Certification class, when reviewing QM plans, ODP looks for provider improvement projects that focus on positive results for the people we serve using person-centered data.

### PERSON-CENTERED DATA IS...

- Focused on the person, what they can do, what their needs are, and what they want.
- Related to person-centered goals, outcomes (“people outcomes”), performance measures, data, and information.

### PERSON-CENTERED DATA IS NOT...

- Data used to monitor a compliance task, e.g., tracking staff training or checking a box to indicate compliance with a requirement.

In other words, **using person-centered performance data directly improves the lives of individuals being served!**

To learn more about the importance of data usage in decision-making and how data is critical in selecting improvement opportunities, check out this module on MyODP: **Data (Collection, Analysis, Visualization) and Quality Improvement Teams**



### Examples of outcomes that are NOT person-centered:

- # of SCs who discuss employment during the ISP meeting
- # of staff trained on the Life Course
- # of individuals who have a communication device

### Examples of person-centered outcomes:

- # of individuals with competitive integrated employment (CIE)
- # of individuals who are using the Life Course to develop plans
- # of individuals with working communication devices that are used daily

ODP's QM Certification is an important tool used to build and sustain a culture of quality. **Successful QM is always a team effort and is everyone's responsibility!**

Visit [MyODP](#) to learn how you can become QM certified and connect your team with a culture of quality!

Suggestion for a future QM Spotlight? Click [here](#) and send us your suggestion!