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Why Does QA&I Self-Assessment Matter?

What Is QA&I Self-Assessment?

The chance to review your work with the same expectations and tools used during Quality Assessment and Improvement (QA&I) Full Reviews. It helps you to answer the question:

"Are we doing what we need to do—every day, for every person?"

How to Do Self-Assessment Well:

- 1. Answer honestly** — Accuracy is the goal, not perfection.
- 2. Use real evidence** — If you can't prove it, don't count it.
- 3. Involve the right staff** — Include quality, compliance, program, direct support, and leadership staff.
- 4. Act on findings** — Create an improvement plan for any problems you find.

What You Gain from Doing Self-Assessment Well:

- ✓ **Understanding of your real performance** — Accurately informs your decision-making process.
- ✓ **Catch issues before QA&I reviewers do** — Find and fix problems on your terms.
- ✓ **Protect your agency** — Reduce risk and avoid corrective actions.
- ✓ **Improve services and outcomes** — Ensure people receive safe, respectful care that improves lives.

☒ Self- Assess → ☒ Find → ☒ Fix → ☒ Better Outcomes!

Areas in need of improvement identified through honest self-assessment should inform quality assurance and improvement activities. ODP expects entities to use their self-assessment results to engage in meaningful improvement activities and to request technical assistance (TA), if needed. Self-assessment results are also used to inform ODP TA. This is why it's important that your self-assessment is completed accurately. When it's not, it misinforms these other activities and robs individual entities and the system of opportunities to identify problems and make improvements. For example, in the QA&I FY 23-24 report, Administrative Entities (AEs) scored themselves at 98% on the self-assessment question, "The AE uses data to assess progress towards achieving identified person-centered QM Plan goals and its Action Plan target objectives," whereas QA&I full review results were 69%. If the self-assessment was done accurately, then poor results could have been used as a tool to inform creation or modification of the QM Plan. Ultimately, identifying areas to improve on via self-assessment, and then taking action to improve those areas, not only helps to keep you compliant, but it also helps support systemic continuous quality improvement (CQI) and our mission to support Pennsylvanians with developmental disabilities (and/or Autism) to achieve greater independence, choice and opportunity in their lives.

Bottom Line → Self-Assessment is your organization's early warning system. Use it well, and QA&I becomes predictable, manageable, and an opportunity—not a surprise!