

Quality Management (QM) Recertification for ODP QM Certificate Holders ODP Announcement 21-018

AUDIENCE:

ODP QM Certificate Holders who achieved certification or recertification during calendar year 2019 are due for recertification by December 31, 2021

PURPOSE:

To remind ODP QM Certificate Holders of QM Recertification requirements for those who were initially certified *or* recertified in 2019. Recertification is required every two years.

DISCUSSION:

As part of ODP's QM Strategy, a QM Certification program was created in 2016 to build and sustain QM capacity throughout the service delivery system by enhancing the knowledge and skills of staff who function as leaders in quality management. Since that time, ODP has continuously improved the content and format based on feedback from attendees and offered multiple classes each year. More than 650 individuals have become certified since the program was first launched.

Maintaining your certification, through recertifying every two years is highly recommended. Recertification advances QM skills, knowledge, and expertise by providing additional tools and a more in-depth review of information not covered in previous materials.

RECERTIFICATION:

WHO: All staff who became certified *or recertified* during calendar year 2019 are required to become recertified in calendar year 2021 in order to retain their certification.

TIMELINE: Staff wishing to retain their ODP QM certification must recertify by **December 31, 2021**. Recertification modules and the accompanying test will be made available on MyODP beginning **xxxxx**. Recertification applicants have 2 attempts to achieve a passing score of at least 84%. There is a minimum of a 24-hour waiting period before the second attempt, if necessary, is made available, thus it is highly recommended that you not wait until December 31st to take the test, as applicants will then be limited to one attempt to pass.

WHERE: Recertification applicants can access the recertification modules and accompanying materials beginning **xxxxx** at this **link:**
<https://www.myodp.org/course/view.php?id=1770>

Be sure to log in to MyODP in order to gain full functionality of the website to complete the recertification process.

WHAT: To recertify, staff will need to complete a review of three modules:

- ODP QM Strategy Updates—Summarizes changes to ODP’s QM Strategy.
- Using a Data Dictionary—An expanded discussion of tools used in QM is provided.
- Data Visualization—Covers how to present data in a way that “tells a story” when summarizing and comparing data. This is *not* a course in how to use Excel.

QUESTIONS?

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.