

Office of Developmental Programs (ODP) Quality Management (QM) Virtual Certification Classes: Registration Now Open for January - June 2022

ODP Announcement 21-070

AUDIENCE:

Office of Developmental Programs (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 January – June 2022.

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:

- Classes are offered virtually, via the Zoom® platform (see technology requirements below)
- Class size is limited to 28 and registration is on a first-come, first-served basis. There is no waitlist option and registration will close 15 days prior to the start of a class
- Revised QM Modules were released in June 2021 to better prepare learners for the classes and are prerequisites. Completion of the previous modules is no longer considered sufficient to participate in upcoming classes. Be sure to complete these revised modules prior to attending the class you register for
- Classes are held over 2 consecutive days, from 9:30 AM – 2:30 PM. Participants must attend the entire time and complete the post-test with a score of at least 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:

Class design considers the needs of beginners, as well as those with QM experience. A post-test is used to evaluate individual comprehension of the training. Applicants can attempt this test twice but must wait 24 hours between attempts. Each participant is also required to submit a course evaluation at the end of the class 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:

You must register for a training class by logging into MyODP and navigating to the 2022 Quality Management Certification Program - Virtual Training course (Training > Quality Management > Quality Management Certification Program > 2022 Quality Management Certification Program - Virtual Training) or by using this link:

<https://www.myodp.org/course/view.php?id=1868>

Once logged into the course, you must complete the following steps, in order:

- Complete, or commit to completing, all prerequisite course materials and the training confirmation
- 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.

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.

TRAINING CLASSES (Both days are 9:30 AM – 2:30 PM):

January 19-20, 2022

February 16-17, 2022

March 16-17, 2022

April 20-21, 2022

May 18-19, 2022

June 22-23, 2022

Classes for July – December 2022 will be announced at a later date. 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.