

# Office of Developmental Programs (ODP) Quality Management (QM) Virtual Certification Classes: Registration Now Open for Spring 2021

## ODP Announcement 21-010

### 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 Spring 2021 Virtual QM Certification Classes.

### 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 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 serve basis. There is no waitlist option and registration will close 15 days prior to the start of a class.
- QM Modules 101-104 were created to better prepare learners for the classes and are prerequisites.

- 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 AND PREREQUISITES:**

Class design considers the needs of beginners, as well as those with QM experience. Pre- and post-tests, with a passing score of at least 84%, are used to assess readiness, help prepare students for the class experience, and evaluate training. Applicants can attempt these tests twice but must wait 24 hours between attempts.

Prior to participating in this training, learners receive and must review a QM Certification Introduction, which provides a quick overview of ODP's Quality Management Strategy and virtual training objectives. In addition, each participant is required to submit an evaluation at the end of the training 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 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/view.php?id=1755>.

Once logged into the course, you must first complete all three of the following steps in order:

- Attest to the completion of all prerequisite course requirements.
- Successfully pass the pretest based on the QM 101-104 Modules, achieving a score of 84% or higher.
- 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, including access to the QM Certification Introduction, will be provided separately, closer to the start date of your session.

**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](mailto:RA-PWODPQMCERTI@pa.gov).

**SPRING TRAINING CLASSES:**

March 24-25, 2021

April 28-29, 2021

May 26-27, 2021

June 23-24, 2021

Classes on both days are 9:30 AM-2:30 PM.

Classes beyond June, and for the remainder of 2021, will be announced at a future 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](mailto:RA-PWODPQMCERTI@pa.gov).