Office of Developmental Programs (ODP) Quality Management (QM) Virtual Certification Classes: Registration Now Open for February and March 2023
ODP Announcement 22-119

AUDIENCE:

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 February and March 2023 Virtual QM Certification Classes.

DISCUSSION:

To build system capacity and ensure success in applying QM principles and practices, ODP offers a QM certification curriculum and handbook aimed at enhancing the QM knowledge and skills of **ODP** stakeholders across the service delivery system. ODP recognizes that gathering together for QM certification provides opportunity for increased expertise and capacity to move forward in partnership and collaboration. It also gives a renewed emphasis on person-centeredness and achievement of positive outcomes for those served by the ODP system.

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.

Key things to know about the virtual class:

- Class size is limited to 28 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.

- **Prerequisite modules** are required to prepare learners for the class and **must be completed prior to attending class**. Completion of modules is tracked and failure to complete all modules will prevent you from joining the virtual class.

- 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% to obtain ODP QM certification status.

Technology Requirements to Participate:

Classes are offered virtually via the Zoom© platform. 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. Note that time will not be spent in class directly reviewing the prerequisite modules, but rather practicing QM skills with an assigned team. Participants are encouraged to reach out to the ODP QM mailbox listed at the end of this announcement with any questions related to the modules, prior to attending class. 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 brief course evaluation at the end of the class which is used to improve the organization and delivery of the course.

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.

Hands-on Training Using Plan-Do-Check-Act (PDCA) Quality Improvement (QI) Cycle:

The 2-day virtual training, as described in **ODP's QM Certification Syllabus**, 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 int data that represents a real-life priority for our system using the PDCA QI cycle. 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 2023 Quality Management Certification Program - Virtual Training course (Training > Quality Management > Quality Management Certification Program > 2023 Quality Management Certification Program - Virtual Training) or by using this link **https://www.myodp.org/course/view.php?id=2058.**

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

- Submit the Training Confirmation to confirm that all prerequisite course materials are completed or will be completed no later than 5 business days before the class you register for.

- Complete and submit the Demographic Information Form.

Once these steps have been completed, registration links for the classes that are available will be displayed. Upon successful completion of the registration, you will receive an automated email confirmation.

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.

Cancelation 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 15 days before the scheduled training, please send an email to:

RA-PWODPQMCERTI@pa.gov.

Training Classes Open for Registration Beginning December 1, 2022:

February 1-2, 2023

March 15-16, 2023

Training Classes Open for Registration Beginning March 1, 2023:

April 19-20, 2023

May 24-25, 2023

June 21-22, 2023

Training Classes Open for Registration Beginning August 1, 2023:

September 20-21, 2023

October 18-19, 2023

November 15-16, 2023

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.

Questions about the QM Strategy, the ODP QM Certification Program, or other questions related to QM can be sent to the ODP QM Mailbox:

RA-PWODPQMCERTI@pa.gov.

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.