

Quality Management (QM) Recertification for Office of Developmental Programs' (ODP) QM Certificate Holders

ODP Announcement 23-006

AUDIENCE:

ODP QM Certificate Holders who achieved certification/recertification during calendar year 2021

PURPOSE:

Those who achieved QM certification/recertification during calendar year 2021 must recertify by December 31, 2023.

DISCUSSION:

ODP's QM Certification program was created in 2016, as part of ODP's QM Strategy 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.

As of December 2022, 1,155 individuals have become certified. Maintaining certification, through recertifying every two years, is highly recommended to keep QM skills honed and refreshed. Those who complete recertification in 2023 will remain certified through December 31, 2025, and may continue to indicate "ODP QM Certified" as an achievement in email signatures, etc.

RECERTIFICATION:

- ✓ WHO: All individuals certified/recertified during calendar year 2021 are required to recertify to retain their QM certification.

- ✓ **WHAT:** To recertify, 3 training modules and a post-test are required to become reacquainted with the following concepts and best practices:
 - Module 101: QM concepts, Centers for Medicare and Medicaid Services (CMS) quality assurances, ODP QM requirements, ODP QM Strategy, and QM best practices.
 - Module 102: Data usage in decision-making, data analysis/visualization, selecting improvement opportunities, and working with quality improvement (QI) teams.
 - Module 103: Using QM priorities in QM plans, developing performance measures/goals/objectives, putting QM plans into action, monitoring QM plans, and reporting progress in achieving objectives.

Recertification applicants have 2 attempts to achieve a passing score on the post-test of $\geq 84\%$. There is a minimum waiting period of 24-hours between attempts, thus it is highly recommended that applicants do not wait until December 31st to take the test, as if they do, they will be limited to just one attempt to pass.

- ✓ **WHEN:** Those wishing to retain their QM certification must recertify by **December 31, 2023**.
- ✓ **WHERE:** Recertification training modules, materials, and the post-test can be accessed beginning January 10, 2023, at this link:
<https://www.myodp.org/course/view.php?id=2104>
- ✓ Be sure to log in to MyODP first, to gain full functionality of the website to complete the recertification process. In addition, a QM Certification Handbook is now available as a companion resource to the modules and can be used as a day-to-day reference for those who are QM certified.

QUESTIONS:

Questions about the ODP Quality Management Strategy, QM Certification program, or other questions related to quality management can be sent to the ODP QM Mailbox at RA-PWODPQMCERTI@pa.gov.