Office of Developmental Programs
Division of Quality Management (QM)
QM Spotlight

This issue of ODP's QM Spotlight
shines a light on how ODP is shifting QM Plan (QMP)
monitoring from "compliance focused" to
"person-centered outcomes focused."

Check this out in MyODP:
ODP QM Cert Handbook

**Over 1,050 professionals
ODP QM Certified!**

Continuous Quality Improvement (CQI)	QA&I Cycle 2 QM Questions (AEs, SCOs, Providers)	Best Practice Guidelines (Engage Leadership/Stakeholders)

ODP continuously looks for opportunities to improve its QM strategy for the system.

We shifted QA&I Cycle 2 Quality Management Plan (QMP) questions to focus on the use of person-centered outcomes data to develop QMPs and measure progress. This approach ensures that an entity's limited quality improvement resources can stay focused on improving the Everyday Lives of the people we serve.

The entity uses person-centered performance data in developing the QMP and its Action Plan.

The entity uses data to assess progress towards achieving identified person-centered QMP goals and its Action Plan target objectives.

Person-centered performance data can include but are not limited to:
- QA&I self-assessments, full reviews, or individual interviews
- Employment
- Communication needs
- Management of A/N/E incidents

Reviewer determines progress by:
- Requesting to see evidence that data is collected and organized routinely (e.g., monthly)
- Asking to see analysis (how often and where recorded and how it is shared with leadership, individuals and families)
- Asking how entity uses data/ analysis to track performance over time; including changes to Action Plan when warranted

QA&I Interim Year 2 Statewide Question Results	AE (Q5 & Q6)	ID/A SCO (Q7 & Q8)	ID/A Provider (Q9)	AAW SCO (Q7 & Q8)	AAW Provider (Q9)
Reviewed and used performance data in developing the QMP.	100%	82.1%	86.7%	78.6%	82.4%
Measures progress towards achieving identified QMP goals and objectives.	94.7%	75.0%	N/A	78.6%	N/A