



# Office of Developmental Programs (ODP) Quality Management (QM) Certification Classes: Registration for Newly Added 2024 Virtual Classes

## ODP Announcement 24-079

### AUDIENCE:

ODP Staff, Counties/Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Providers, and Health Care Quality Units (HCQUs)

### PURPOSE:

To provide information on 4 additional 2024 QM Certification class dates and how to register.

### 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 QM knowledge and skills of ODP staff and stakeholders across the service delivery system. ODP recognizes that providing opportunities to gather 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 about the virtual class:**

- Class size is **limited to 32** and **registration is on a first come, first served basis**. There is no waitlist option and registration will close when the class is full, or 15 days prior to the start of a class, whichever comes first.
- **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 class.
- This class is **NOT required for prospective providers** to proceed with the application process for enrollment and registration is not available until an agency is approved. However, prospective provider applicants **MUST** complete the three QM Prerequisite Modules (101, 102, 103) as part of the approval process.
- **Classes are held over 2 consecutive days**, from 9:30 AM – 2:30 PM. Participants must attend, with camera on, the entire time and complete the post-test with a score of at least 84% to obtain ODP QM certification status.

| <b>REGISTRATION OPEN<br/>DATE</b> | <b>NEW 2024 CLASS DATES</b>                                     |
|-----------------------------------|---|
| August 20, 2024                   | September 11-12<br>October 9-10<br>November 6-7<br>December 4-5 |

## **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, which includes the class materials and the prerequisite modules. 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 for future classes.

## **HANDS-ON TRAINING WITH 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 take a deep dive into data that represents a real-life priority for our system using the PDCA QI cycle.

## **REGISTRATION INSTRUCTIONS:**

You must register for a training class by logging into MyODP and navigating to the 2024 Quality Management Certification Program - Virtual Training course (Topics > Quality

Management > Quality Management Certification Program > 2024 Quality Management Certification Program - Virtual Training) or by using this link:

<https://www.myodp.org/course/view.php?id=2269>.

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.

#### **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 15 days before the scheduled training, please send an email to: [RA-PWODPQMCERTI@pa.gov](mailto:RA-PWODPQMCERTI@pa.gov).

Questions about ODP's QM Strategy, QM Certification program, or any other topics related to ODP QM can be sent to the ODP QM Mailbox: [RA-PWODPQMCERTI@pa.gov](mailto:RA-PWODPQMCERTI@pa.gov).