pennsylvania
DEPARTMENT OF HUMAN SERVICES
ODP Communication

Registration Now Open for Spring 2019
ODP Quality Management (QM) Certification Classes
ODP Announcement 19-004

AUDIENCE:

Office of Developmental Programs (ODP) Staff, Counties/Administrative Entities (AEs), Supports Coordination Organizations (SCO), Providers, and Health Care Quality Units (HCQUs)

PURPOSE:

To provide information on the application process for ODP's Spring 2019 QM Certification Classes

BACKGROUND:

The ODP QM Certification Program enhances the QM knowledge and skills of ODP staff and stakeholders throughout the service delivery system. With the publication of *Everyday Lives: Values in Action 2016*, the Centers for Medicare and Medicaid Services' (CMS) Final Rule, Consolidated, and Person/Family Directed Support (P/FDS) waiver renewals, the launch of ODP's Quality Assessment and Improvement (QA&I) Process in July 2017, and the Community Living Waiver in January 2018, ODP renewed emphasis on person-centeredness and outcome achievement. **ODP recognizes that providing opportunities to join together to become ODP QM Certified will improve our system's expertise and capacity to move forward in partnership and collaboration.**

During 2015, ODP QM Staff developed a QM certification curriculum and process, which was piloted with ODP staff. Since that time, **ODP has used feedback and evaluations** from the ODP QM Certification program to **improve and tailor the curriculum** to the needs of ODP and its certification participants.

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DISCUSSION:

With the implementation of the QA&I Process in July 2017, each AE is expected to have one staff person who is ODP QM Certified on its Provider Review Team. To meet this demand, ODP is offering four classes in the Spring of 2019. These classes are located throughout the Commonwealth to make them more accessible.

Class design and pre-requisites

Class design considers the needs of beginners, as well as those with QM experience. To better prepare learners, pre-requisite QM Modules 101 – 104 were updated in December 2017. Pre and post-tests are used to assess readiness, help prepare students for the face-to-face experience and evaluate training. The pretest is based on the newly updated prerequisite QM modules 101-104 as well as the IM/RM prerequisites. Each participant is required to submit an evaluation at the end of the face-to-face training which is used to improve the organization and delivery of the course.

Hands on class time and real data experience

The two–day face-to-face class is spent in **hands-on activities**, preparing participants to immediately implement quality management upon returning to the office. Data used in class exercises reflects challenges ODP currently encounters and is based on real data retrieved from Enterprise Incident Management (EIM), National Core Indicators (NCI), Individual Monitoring for Quality (IM4Q) or other sources. To date, classes have used Competitive Integrated Employment (CIE) data related to Pennsylvania's Employment First law or have addressed improving health outcomes by utilizing medication error data. These class exercises are determined prior to each class series to keep activities current with ODP's priorities. QI teams are assigned at the beginning of each class, balancing membership in consideration of QM experience level and entity category.

Class size is limited

To meet training needs of participants effectively and balance distribution of ODP staff and stakeholders, **each class is capped at 28 participants**, across four categories: 6 Administrative Entities/Counties, 3 Supports Coordination Organizations, 16 Providers, and 3 ODP/Health Care Quality Unit Staff. A cap of 2 participants from any one organization is applied to each class.

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APPLICATION REQUIREMENTS: *Please read the following closely.* ALL applicants for the face-to-face class MUST COMPLETE all these steps before they are accepted into a face-to-face class. Applicants who DO NOT complete all the steps below cannot be considered for a face-to-face class.

Go to MyODP to log in or create an account to take advantage of MyODP's full functionality.

Complete the QM Application process located in the 2019 Quality Management Certification Program – Application course.

For issues accessing the ODP QM Certification information in MyODP or any other trouble with functionality, access MyODP support at MyODP Website Technical Support.

APPLICATION PROCESS THROUGH MyODP (MUST BE COMPLETED IN FULL BY DEADLINE)

☐ **Review ALL the prerequisite modules**.

- The list of prerequisite modules is available at: List of prerequisites.
- Please note that the Quality Management Modules 101 – 104 **must be completed to meet this requirement.**
- Print the Modules in the NOTES version.

☐ **Complete an attestation** that each of the pre-requisites has been completed.

☐ **Score at least 84% on the mandatory pre-test.**

- The pre-test will not be available until after completion of the attestation.
- The pre-test is comprehensive to all modules and is OPEN BOOK.
- Applicants can attempt the test twice, but must wait 24 hours between attempts.

☐ **Complete the Application BY THE DEADLINE for the class you selected.**

- The Application will not be available until after you have scored at least 84% on the pretest.
- Be sure to indicate the class you want to attend from the list below.

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Completion of all steps does not guarantee admission in the selected class.

Successful applicants will receive an email confirming admission to the class they chose after the application deadline, but before the beginning of the class. The email will include additional information and class materials.

If, for any reason, confirmed applicants cannot participate in the class for which they registered, they must cancel the registration by emailing: RA-PWODPQMCerti@pa.gov prior to the class start date.

- Those who cancel, but still intend to pursue QM Certification should state this in the cancellation email, so that they may opt to participate in another open session.
- Those wishing to reschedule to another session must follow the registration process prior to the registration deadline for the intended session. Enrollment in a particular class is not guaranteed.

ODP's Spring 2019 QM Certification Class Sessions:

Southeast PA – Chester County
Chester County Government Services Center, 601 Westtown Road, West Chester, PA 19382
March 13 and 14
Deadline to complete the Application Process: February 15, 2019

Central PA – Cambria County
Ebensburg State Center, 4501 Admiral Peary Highway, Ebensburg, PA 15931
April 3 and 4
Deadline to complete the Application Process: March 8, 2019

Western PA – Allegheny County
Monroeville Training Lab, Penn Center East, 400 Penn Center Blvd Bldg. 4, Suite 741, Pittsburgh, PA 15235
May 1 and 2
Deadline to complete the Application Process: April 5, 2019

Central PA – Cumberland County
Child Welfare Resource Center, 403 Winding Hill Road, Mechanicsburg, PA 17055
May 22 and 23
Deadline to complete the application process: April 26, 2019

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Fall 2019 classes will be announced mid-summer.

Staff should regularly visit the Quality Management section of the MyODP website to stay informed. As ODP's Quality Strategy is updated, waivers are renewed, and regulations are implemented, information will be posted to MyODP.

- The Quality Management Division of the Bureau of Policy and Quality Management will post additional resources over time.

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 at: RA-PWODPQMCerti@pa.gov.

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