



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF HUMAN SERVICES

JUN 20 2017



Everyday Lives

Dear Colleague:

Everyday Lives: Values in Action was adopted by ODP's Information Sharing and Advisory Committee (ISAC) and distributed in September 2016. *Everyday Lives* values and recommendations guide our priorities and initiatives as we strive to support individuals and families to achieve greater independence, choice, and opportunity in their lives.

As we prepare to launch our new and streamlined Quality Assessment and Improvement (QA&I) process, we are releasing the revised ***Quality Management Strategy Bulletin*** - ODP's guidance on our system-wide approach to improving quality based on the values outlined in *Everyday Lives*.

The Bulletin describes:

- ODP's framework and model for pursuing quality improvement, the *Plan-Do-Check-Act Cycle (PDCA)*,
- Quality management roles and responsibilities of all system partners,
- Data sources to be used including, Independent Monitoring for Quality (IM4Q) and National Core Indicators (NCI), claims and authorization data, and other relevant data sources,
- ODP's commitment to publishing the results of performance measurement activities
- ODP's plan for developing quality improvement expertise system-wide through ODP's QM Certification Training Program.

We are excited to distribute *ODP's Quality Management Strategy Bulletin*. Please share it with your staff, providers, colleagues, and other stakeholders. Questions regarding the bulletin should be directed to the appropriate Regional Program Manager.

Sincerely,

Nancy Thaler
Secretary