



Announcement

ODP's Quality Management (QM) Certification Program *Leadership Resources Available:* *QM Module 104, Part 1: QI Teams*

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The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: All interested parties.

PURPOSE: To build quality management capacity by enhancing the knowledge and skills of staff who function as leaders in quality management throughout the service delivery system.

BACKGROUND: As part of ODP's Quality Management Strategy, a QM Certification Program has been created to satisfy four objectives:

- Ensure program compliance with regulations
- Safeguard the health and safety of individuals receiving services
- Implement positive practices
- Offer the highest quality services that promote choice and control in individuals' everyday lives

QM Module 104, Part One of the QM Certification Program is now available to all audiences so that stakeholders can have a shared understanding of the topic, tools, and resources. More information on the QM Certification Program and process will be provided by ODP in future announcements.

QM Module 104 QI Teams is the fourth webcast in the Quality Management Certification Program series.

There are two parts to the course:

- Part 1 describes what a QI Team is, its importance in achieving and sustaining improvement; as well as the specific activities of a QI Team and the roles and responsibilities of its members.
- Part 2 illustrates a virtual QI Team. Availability of part two of QM Module 104 will be provided in a future announcement.

ALSO AVAILABLE:

QM Module 101, Introduction to Quality Management: a two-part webcast focused on the overview of the Quality Management (QM) Certification Program.

QM Module 102, Using Information and Tools for Quality Management: a two-part webcast describing how ODP uses information and tools to further support its quality management agenda.

QM Module 103, Quality Management Planning: a two-part webcast describing how quality management priorities are set, writing quality management plans with goals and objectives. This training also includes how to write, implement, monitor and evaluate quality management plans.

Future QM Certification Program modules are in development. Posting and availability information will be announced through future ODP Communications.

Online Course Access <i>ODP's Quality Management Certification Program, Modules 101 and 102</i>	
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Supports Coordinator Organization (SCO) Administrators	Supports Coordinator Organization Information Center (SCOIC) ; Log in* > <i>ODP Business Practice Information > ODP Quality Management Resources > Topic 2 – ODP's Quality Management (QM) Certification Program</i>
Individuals, Families, and Other Interested Parties	ODP Consulting System Website ; No log in is necessary > <i>Topic Information > Quality Management > ODP's Quality Management (QM) Certification Program</i>

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