Education Service

[Quality Management System Reconsiderations]

Lesson Plan

[July 2021]

Version [1.0]

Lesson Overview

| Topic | Description |
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| Time Estimate: | 1.5 hours with assessment |
| Purpose of the Lesson: | The purpose of this lesson is to show the Regional Processing Office (RPO), including all positions, the reconsideration process within the Quality Management System (QMS). This training will be considered as part of the National Training Curriculum to address the new process for submitting reconsiderations and establishing the rules and timelines within QMS. |
| Prerequisite Training Requirements: | No prerequisite training is required. |
| Target Audience: | The target audience is the entire RPO (except members of Upstream, the Education Call Center), that have monthly quality reviews conducted, including their floor coach.  Job positions include VCE, SVCE, EQTS, Lead Seniors, Floor Coaches, and Quality Coaches. This training is directed to both entry level and senior level employees.  This training is one-time mandatory and will be broken down for specific position types in future years. |
| Lesson References: | [QR EVALUTION GUIDE & REFERENCE LIST - Thumbnails](https://vaww.infoshare.va.gov/sites/educationservice/Operations%20(222)/Quality_Assurance/QR%20EVALUTION%20GUIDE%20%20REFERENCE%20LIST/Forms/Thumbnails.aspx) |
| Lesson Objectives: | Lesson objective will be:   * Understanding the process of reconsideration as displayed in QMS * The role of each user from EQTS, to claims processor to Quality Coach and Floor Coach * The functions and nuances of QMS, especially for first-time users. |
| What You Need: | Powerpoint presentation, access to QMS, the reconsideration fact sheet and TMS access. An answer key is also available. |
| Post Training Requirements: | Upon completion of the TMS portion of the lesson, participants are required to complete an online lesson assessment and survey in Talent Management System (TMS).  To demonstrate successful completion of the lesson participants must pass the assessment with a score of at least 80%.  Participants must also complete the online survey to earn credit for completion of the lesson. |