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The leaders, members in supervisory levels and the entire staff of the Hospital are expected to involve in quality implementation in the Hospital. Hospital leaders are required to provide resources needed for the continuous quality improvement initiatives, including human, financial, and time resources.

The Hospital is expected to have the structure for performing high-quality care and improve its performance. This should include policy and procedures, plans, materials, and equipment.

There should be a continuous quality improvement and initiatives. It is expected that the Hospital works on developing expectations or standards of quality for inputs, processes, or outcomes. The hospital must have a multidisciplinary quality improvement committee that has members from the leadership group (the hospital director, medical director, nursing director, quality management director). Hospital leaders participate in quality improvement activities including improvement teams and implement the recommendations resulting from the continuous quality improvement program.

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**QM.2 Hospital leaders support staff training on their roles and responsibilities related to the continuous quality improvement program.**

QM.2.1 Staff are trained on quality improvement by qualified professionals.

QM.2.2 Training on quality improvement includes the utilization of quality improvement methodologies and tools (e.g., PDCA, lean six sigma, cause-and-effect analysis, process map, Pareto chart, brain storming).

QM.2.3 Staff are trained (formally or through orientation and mentoring) on continuous quality improvement in accordance with their roles and responsibilities in the quality improvement program.

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**Standard Intent:**

The leaders and other members of the hospital staff need to have proper education on quality concepts. The awareness of quality in the Hospital is expected to be translated ultimately into a successful quality involvements and improvement.

The leaders are the ones who drive the quality initiatives and activities, therefore, they should be familiar with the basic concepts and tools used in continuous quality and the basic data analysis

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**QM.3 The hospital has a quality management department that is directed by a qualified individual.**

QM.3.1 The hospital has a quality management director responsible for directing all aspects of the quality management department.