

## STANDARDS

- QM.1 Hospital leaders support a hospital-wide continuous quality improvement program.**
- QM.1.1 Hospital leaders provide resources required for the continuous quality improvement program, including human, financial, and time resources.
  - QM.1.2 Hospital leaders actively participate in quality improvement activities including improvement teams.
  - QM.1.3 Hospital leaders implement the recommendations resulting from the continuous quality improvement program.
  - QM.1.4 Hospital leaders support staff to make and participate in quality improvement initiatives and to attend quality improvement educational activities.
- 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.
- 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.
  - QM.3.2 The quality management director is qualified by education, training, and experience in healthcare quality.
  - QM.3.3 The quality management department provides ongoing consultation to all departments (e.g., on the development and use of indicators to evaluate and improve performance).
  - QM.3.4 The quality management director reports to the hospital leadership.
- QM.4 The hospital develops a quality improvement program that provides a structured framework for monitoring and improving performance as well as supporting innovation.**
- QM.4.1 The quality improvement program covers processes of care involving high risk, high volume, problem-prone, and high cost areas.
  - QM.4.2 The quality improvement program is in line with the hospital strategic plan.
  - QM.4.3 The quality improvement program is integrated with the risk management and patient safety activities.
  - QM.4.4 The quality improvement program is based on a documented quality improvement plan that is revised at least annually, with defined scope, goals, and objectives.