

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.