

Quality Management (QM)



Risk Management (RM) Incident Management (IM)

QM, RM, and IM are not just separate operational tasks that are required for quality assurance (QA) compliance purposes. They go hand-in-hand and are all critical functions for keeping people safe and helping them to live their best Everyday life.

ODP's **QM** certification program defines QM as active oversight of all quality assurance (QA) and quality improvement (QI) activities required to achieve and maintain a desired level of excellence. Very basically, QA is about compliance, while QI is about improving outcomes. **QA+QI=QM**

ODP defines risk and RM as:

Risk - the presence of a factor that increases the likelihood of an adverse/undesirable outcome (e.g., loss of life, injury, financial loss, etc.) to an individual and/or an entity. Each risk factor carries the possibility of an undesirable consequence as well as the likelihood that it will occur.

RM - concerns decisions made about the risk factor, aims at preventing harm, and involves identifying/evaluating/prioritizing identified risks, and then applying resources to avoid, minimize, control, and monitor the probability or impact of the adverse outcome. Risk management activities can be proactive and reactive.

ODP defines **IM** as the response to an event, intended to ensure the adequate, appropriate, and effective protection and promotion of the health, safety, and rights of the individual. IM is about looking at a specific individual event and is very important, especially for identifying targeted technical assistance opportunities, but it should not stop there. If it does, then we are not effectively doing our jobs to their full potential or adhering to the ODP vision to "continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered." The individuals and families we serve need us to also look at the data we have systemically, so that we know where to act/intervene to improve health, wellness, safety, and quality systemically.



Step back and take a look at the big picture...

Think about what happens when you (or your part of the system you have oversight of) only engage in IM activities. If you stop there, then you miss out on the bigger picture and only experience a small piece of that picture. That experience will not fully inform you about what is really happening in the system that you work in and oversee. You may be a brilliant "scientist" in a lab coat, but you'll be blindfolded and miss the "elephant in the room."

Another way to look at the QM/RM/IM connection is to think about it as moving away from only being reactive to also being proactive. In the long run, you can reduce the number and severity of adverse incidents that happen to people.