

QM Policy - What It Is and Why You Need One

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All organizations should have a policy that includes their procedure for how they approach QM, within the organization. A good QM policy will:

- ❖ Consistently structure and drive quality work,
- ❖ Clearly communicate to staff and regulators, and
- ❖ Ensure that everyone is on the same page.

ODP's [QM Certification Handbook 2026](#) advises that organizations should develop and implement a comprehensive policy outlining their approach to QM, which includes both quality assurance (QA) and quality improvement (QI). But what does that look like?

A good QM policy should identify and describe the following minimum components:

- ✓ Who – is the ODP QM certified person responsible for the organization's QM/QI plan
- ✓ What – data is being used and from what data sources
- ✓ When – will data monitoring, data review, and data analysis occur and at what frequency
- ✓ How – are opportunities for QI selected
- ✓ How – is data (including person-centered outcomes data) used to develop the QM/QI plan and how is it used to measure progress
- ✓ How – are performance measures established

A good QM policy also describes oversight structures, including who makes sure the policy is followed. This refers to structures such as Quality Teams or Councils that are responsible for the oversight of QM decision-making, planning, and monitoring.

An organization's QM policy should be a written resource that lays a solid foundation and provides a road map for organizational QM. Without a good QM policy, staff may not understand your organization's approach to QM and might inconsistently and ineffectively apply different approaches that are not aligned with organizational priorities. This can cost valuable resources, as well as cause harm to improvement activities and set you up to be unsuccessful.

A clear and complete policy on how your organization approaches QM is foundational to your improvement success because it communicates and supports a consistent approach towards improving whatever it is you are trying to improve!



Success!