The Quality Management (QM), Risk Management (RM) Incident Management (IM) Connection
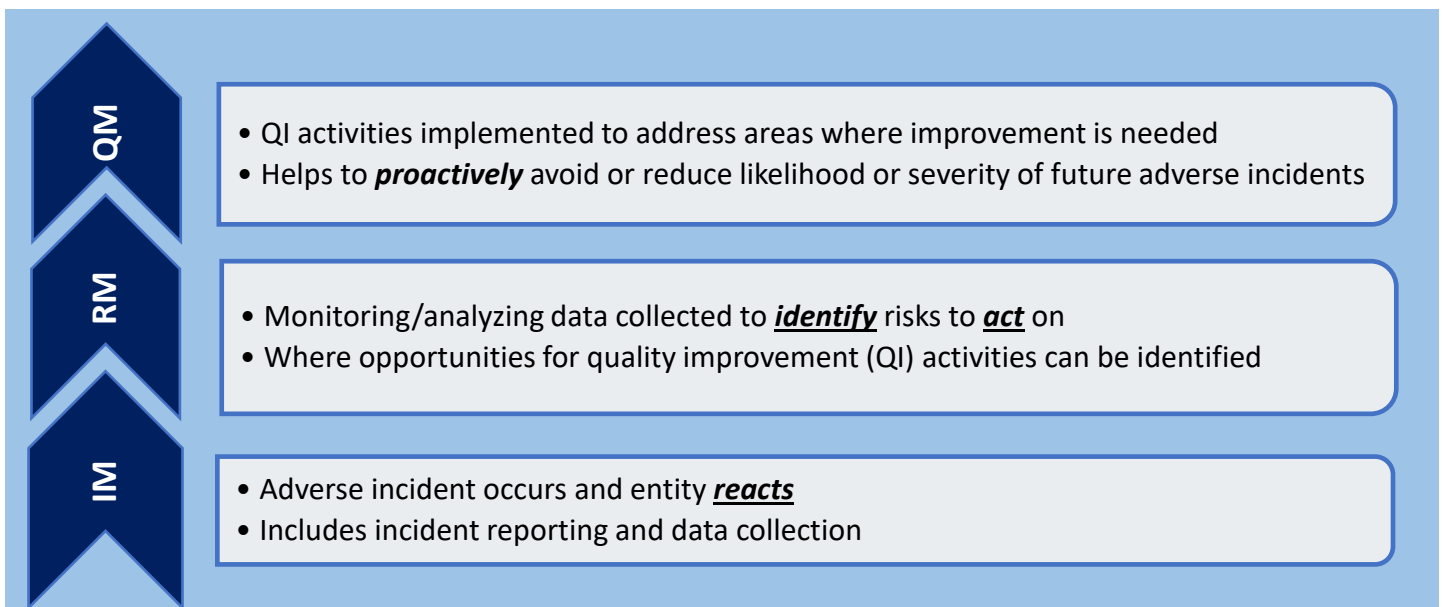
Check this out in MyODP:
ODP QM Cert Handbook

**Over 1,300 professionals
ODP QM Certified!**

Doing IM Only?

….If so, you miss out on the big picture!

It's not just about collecting numbers!
It's about _USING_ them to identify opportunities _to TAKE ACTION!_ ⭐

QM
- QI activities implemented to address areas where improvement is needed
- Helps to **proactively** avoid or reduce likelihood or severity of future adverse incidents

RM
- Monitoring/analyzing data collected to **identify** risks to **act** on
- Where opportunities for quality improvement (QI) activities can be identified

IM
- Adverse incident occurs and entity **reacts**
- Includes incident reporting and data collection

Click here to learn more about moving from being reactive only, to also being proactive.