

**VA**



U.S. Department  
of Veterans Affairs

## **VA Quality and Patient Safety (QPS)**

Access at: <https://www.va.gov/QUALITYANDPATIENTSAFETY/qm/index.asp>

Quality Management (QM) division programs support the ongoing assessment and improvement of healthcare outcomes and healthcare delivery processes. Our program offices help ensure we are hiring the right providers, identifying evidence-based practices, screening for deviations from standards of care, and keeping our facilities in a continuous state of readiness and compliance with industry standards.

### **QM includes the following programs:**

#### **Center for Improvement Coordination**

engages with networks, facilities, and program partners to support effective use of analytics, quality improvement and learning to strengthen care delivery for Veterans.

#### **Clinical Risk Management (CRM)**

oversees VHA's Clinical Risk Management Program, consisting of Risk Managers employed at every VA medical facility across the country. CRM's areas of responsibility in VA medical facilities include oversight of peer review for quality management, tort claim filings, and disclosure of adverse events (institutional disclosure). Additionally, CRM provides policy guidance on issues related to preventing malpractice and reducing harm to the patient or organization.

#### **Evidence-Based Practice**

works to improve the overall health of Veterans and those who use DoD health care facilities by increasing the adoption of evidence-based practices throughout the VA and DoD health care systems.

#### **External Accreditation**

ensures sustained compliance with accepted industry standards for healthcare operations and quality through the management and oversight of VHA national contracts for Rehabilitation Program Accreditation, Healthcare Accreditation, and Healthcare Accreditation Continuous Readiness.

#### **High Reliability Systems and Consultation**

designs and implements clinical and business governance processes and products through consultation, program management, governance and targeted funding support.

### **Medical and Legal Affairs**

coordinates the review and reporting of clinical malpractice in VA medical facilities in response to the Health Care Quality Improvement Act of 1986.

### **Medical Staff Affairs**

has policy oversight for credentialing and privileging of health care providers, reporting to state licensing boards, reporting to the National Practitioner Data Bank. The office is also responsible for the maintenance of the national electronic credentialing system

### **Systems Redesign and Improvement**

supports VHA's journey to become a High Reliability Organization by promoting a culture of continuous process improvement and providing the tools, principles and education to improve health care delivery. This is achieved through national improvement initiatives and offerings, such as team-based Improvement Collaboratives, Improvement Advisor and Inpatient Flow Academies, Lean Training Programs, and Patient Flow Support and Consultation.