



- Patient/customer focus
- Data-driven, complementary databases
- Includes clinical *and* administrative areas
- Process improvement orientation
- Staff involvement at all levels
- Loss(es) viewed as process failure
- Leadership from the top
- Ongoing education of staff
- QI viewed as step to managing risk
- Problem identification
- Culturally embedded

**Figure 11.4.** Relationship and integration of RM and QI.

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