

LD.25.3.3 Provides guidance as well as continued assessment of the individual in charge of the department during his absence.

LD.25.3.4 The frequency and duration of the visits must be documented in the contract.

Standard Intent:

The departments' heads are the key individuals to put hospital plans in action. Effective leadership of departments is therefore of critical importance. Appropriate qualifications matching the scope of the department's services are essential and one of the quality foundations.

LD.26 The department head develops an organizational chart for the department.

LD.26.1 Each department has an organizational chart that clearly displays all sections/divisions within the department, titles (or names), lines of authority, accountability, and reporting relationships.

LD.26.2 The organizational chart is signed by the department head and approved by the hospital management.

LD.26.3 The organizational chart is communicated to the staff working in the department.

Standard Intent:

The order in which the authority and power in the department is exercised and delegated is important for executing the related activities and achieving the goals and objectives successfully. So, the organizational chart graphically illustrates the concept known as chain of commands and shows the flow of authority, responsibility and communication.

The department head makes sure that staff understand the flow of responsibilities and authority lines and that there is a current name/s titles available in the organizational chart to support good communication between professionals.

LD.27 The department head addresses all issues related to the customers of the department.

LD.27.1 The department head identifies all internal and external customers of the department (patients, families, visitors, staff, suppliers, and contractors).

LD.27.2 Whenever required, there is written agreement or verbal understanding between the department and other clinical departments and/or external customers, explaining the expectations of each party.

LD.27.3 The department head has a mechanism for identifying and handling customers' needs and feedbacks (e.g., responding to complaints, satisfaction surveys).

Standard Intent:

Department head cannot manage a quality service unless he understands the nature of what he is providing, fully realizes what his customers want from him and how they