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- LD.20.3 Policies are dated and are current.
 - LD.20.4 Policies are revised according to a defined revision due date (every 2-3 years, or when required).
 - LD.20.5 Policies are communicated to staff and are always accessible.
 - LD.20.6 A process is in place to ensure that new or updated policies are appropriately communicated to relevant staff.
 - LD.20.7 A process is in place to ensure that policies are always implemented.
 - LD.20.8 A process is in place to ensure that only the last updated versions of policies and other documents (e.g., organizational plans) are available for use in the hospital.
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Standard Intent:

The hospital has to agree on a system to provide definitions of working documents used in delivery and support of care and to set guidelines for developing the hospital policies and procedures' approval, distribution, review, revision, termination and to provide the formats or frameworks used in administrative and patient care policies and procedures.

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- LD.21 Hospital leaders ensure the overseeing of contracts for clinical and administrative services.**
- LD.21.1 Policies and procedures are in place to ensure the quality and safety of all contracted services.
 - LD.21.2 Policies and procedures indicate how to track and monitor all contracted services for quality and safety (within the hospital premises and off-site).
 - LD.21.3 Hospital leaders ensure that the contracts clearly state the services to be provided by the contracted entity.
 - LD.21.4 Hospital leaders and other heads of departments participate in the selection, monitoring, and management of contracted services.
 - LD.21.5 Hospital leaders ensure that contracted services and providers both meet applicable laws and regulations.
 - LD.21.6 Hospital leaders ensure the services provided are consistent with the hospital's quality and safety standards.
 - LD.21.7 The quality of services provided is always considered by hospital leaders before contract renewal.
 - LD.21.8 The process for contracts oversight is documented.
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Standard Intent:

Outsourcing involves contracting out of a business process or service to another party for different reasons including the willingness to focus on the core business, cost saving, or reducing operational burden. Technology advancement has made outsourcing more common as professional expertise are made available and accessible to be contracted