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perceive him from the start. Once he has identified who his customers are, he needs to assess what they need from his service and what are their feedback about the services provided.

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**LD.28 The department head develops and maintains the mission of the department and its scope of services.**

- LD.28.1 The department head develops a written mission for the department that is consistent with the hospital's mission.
  - LD.28.2 The department head provides a written scope of services provided by the department that is consistent with the hospital's scope of services.
  - LD.28.3 The department head ensures coordination and integration of services within the department and with other departments.
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**Standard Intent:**

A Mission Statement defines the department's purpose and primary objectives. Its prime function is to define the key measure or measures of the department's success and its prime audience is the leadership team and stockholders. Mission statements are the starting points of the department's planning and goal setting process. They focus attention and assure that internal and external stakeholders understand what the department is attempting to accomplish.

The departments' heads also determine the scope and intensity of the various services to be provided by the departments directly or indirectly. Scope of services helps the head to make sure that policies and procedures and staff competencies are consistent with their scope of service and aspects of care.

Departments that lack the ability to coordinate and integrate plans and services act like a body without a head. Though employees have the ability and skill sets necessary to carry out directives, their work needs guidance. Coordination and integration starts at the executive level and carries down to the workers at the front line of all departments.

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**LD.29 The department head ensures the work of the department is guided by a clear set of departmental policies and procedures.**

- LD.29.1 The department head develops and maintains a manual for all relevant departmental policies and procedures.
  - LD.29.2 The department head collaborates with other department heads to develop multidisciplinary policies and procedures.
  - LD.29.3 The department head ensures and oversees the communication of policies and procedures to relevant staff and their implementation.
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**Standard Intent:**

The department head is directly responsible for planning, organizing, executing, and controlling of services in the department. Organizing department services includes developing departmental policies and procedures and communicating them to staff.