

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.

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).

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.

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.

LD.30 The department head ensures sufficient resources and staffing are available for the delivery of safe and quality service.

- LD.30.1 The department head defines and requests the resources required by the department for a safe and quality service (e.g., space, equipment, supplies, staffing, and other resources).
- LD.30.2 The department head provides a written departmental staffing plan that defines the number, type, and qualifications required for each position to fulfill the department's responsibilities.