



LD.6.2 The contents of the manual are communicated with and made accessible to the hospital staff.

LD.6.3 Contents of this manual reflect the general organization of the hospital work and include, but are not limited to, the following:

- LD.6.3.1 A brief general description of the hospital.
 - LD.6.3.2 Vision, mission and values.
 - LD.6.3.3 Organizational chart.
 - LD.6.3.4 Scope and organization of services.
 - LD.6.3.5 Standing meetings and committees.
 - LD.6.3.6 Staff code of conduct and ethics.
 - LD.6.3.7 Conflict of interest.
 - LD.6.3.8 Admission/Discharge/Referral.
 - LD.6.3.9 Visiting times.
 - LD.6.3.10 Smoking policy.
 - LD.6.3.11 Parking.
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Standard Intent:

Hospital operations and staff practices should be regulated and organized by sets of policies and procedures and work protocols within the boundaries of laws and professional regulations to maintain and sustain systematic acceptable practices. These organizational policies and/or procedures which considered administrative in content; and may direct a different levels of management; and reflects the philosophy and objectives of the hospital that affects all departments are called administrative policies and procedures.

These administrative policies and procedures are compiled in a manual. This manual must be accessible to all hospital staff physically (hard copy or electronic) and in a language they can read and understand.

LD.7 The hospital work, planning, and goals setting are guided by a clear vision and mission.

LD.7.1 The hospital has a clearly stated vision and mission statements.

LD.7.2 The vision and mission are communicated to the hospital staff.

LD.7.3 The vision and mission are displayed to patients, visitors, and the wider community.

LD.7.4 The mission reflects the scope of services provided by the hospital and the health needs of the population served.

LD.7.5 The mission and vision are regularly reviewed and modified as appropriate.

Standard Intent:

Organizational mission and vision statements serve as foundational guides in the establishment of organization objectives. An organization's mission statement is essentially its statement of purpose. It serves as a guide for all of the organization's decision-making.

Leaders should emphasize the mission statement to employees, which clarifies the purpose and primary objectives of the organization. Employees engagement with the change and decision making processes can be enhanced through the mission and vision statement of the organization. Articulating and repeating the positives of the move toward change in the organization will help employees stay motivated and engaged in the process.

The vision statement offers more of a direction and may include a perspective of organization values. It helps to provide inspiration to employees. Employees who feel invested in the organizational change are more likely to stay motivated and have higher levels of productivity.

A successful change will involve communicating and repeating mission and vision statements, which helps prevent people from becoming discouraged in the event of small failures along the way. The mission and vision statements are meant for employees and leaders of the organization, and also helps inspire consumers and other important stakeholders to get involved in the organization processes.

LD.8 The hospital work, planning, and goals setting are guided by a set of values and professional code of conduct.

LD.8.1 Hospital leaders collaboratively develop the hospital's set of values and the code of conduct.

LD.8.2 The professional code of conduct describes the hospital's expectations of the staff regarding their behavior and communication with each other and with their patients and other external customers.

LD.8.3 The professional code of conduct includes a process to handle inappropriate behaviors of the hospital staff.

LD.8.4 The professional code of conduct includes a process to resolve conflicts among staff and between staff and external customers.

Standard Intent:

Ethics involve people from different walks of life, different countries and different cultures all agreeing on some basic principles of how to conduct themselves. Since work transactions in healthcare organizations involve interactions with patients, community members, coworkers, and contractors who come from different backgrounds interacting with each other on a regular basis, organizational values and professional ethics provide