



LD.14 Hospital leaders work collaboratively to ensure the provision of a safe and quality care.

- LD.14.1 Hospital leaders encourage the use of research, evidence, and best practice information to develop and improve patient care services.
 - LD.14.2 Hospital leaders work collaboratively to develop and execute plans, policies, and procedures related to the patient care.
 - LD.14.3 Hospital leaders work collaboratively to solve challenges, conflicts, and problems affecting the patient care.
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Standard Intent:

Participation is a corner stone of the concept of quality management, and team work is an essential aspect of participation. Therefore, collaboration among hospital leaders and staff through hospital-wide committees and task forces to plan, decide, and monitor clinical and non-clinical services is essential for improving services. Those committees are expected to support using research and best practices to solve challenges and improve patient care services.

LD.15 Hospital leaders work collaboratively to develop the hospital strategic plan.

- LD.15.1 Hospital leaders work together to develop a strategic plan that is guided by the mission, vision, and values.
- LD.15.2 The strategic plan is based on comprehensive evaluation of the internal and external environmental factors (e.g., SWOT analysis, PEST analysis).
- LD.15.3 The strategic plan addresses all clinical and non-clinical services and programs.
- LD.15.4 The strategic plan spans over a period of 3 - 5 years and is reviewed on a regular basis.
- LD.15.5 The strategic plan includes the broad goals and objectives required to fulfill the hospital's mission.
- LD.15.6 Goals and objectives are translated into operational plans with defined projects, clearly delineated responsibilities, and time frames.
- LD.15.7 Resources required for executing the operational plans are properly allocated.
- LD.15.8 Operational plans are implemented and closely monitored for progress toward achieving the goals and objectives.
 - LD.15.8.1 Key performance indicators are developed for each operational plan.
 - LD.15.8.2 Key performance indicators are reviewed regularly and corrective actions are taken when required.
- LD.15.9 Heads of departments develop annual departmental plans in line with the hospital's strategic plan.
- LD.15.10 The strategic plan is communicated to relevant staff.
- LD.15.11 The strategic plan is approved by the governing body.



Standard Intent:

Achieving organization's mission requires generating short and long-term objectives. Strategic planning is the process of developing organizational objectives, strategies and tactics to achieve the mission of the organization. Strategic plans often mean a change in organizational structure or a move toward change. Change can be a difficult process and requires time, therefore, it is important for leaders to get employees on board with the change and decision making processes.

Hospital leaders are to ensure all planning activities (departmental plans) of the organization are in line with the strategic plan. Operational plans should reflect hospital performance in achieving its strategic goals and accomplishing its mission.

LD.16 Hospital leaders work collaboratively to plan for staffing needs, recruitment, and selection.

- LD.16.1 Hospital leaders work together to develop a hospital-wide staffing plan.
 - LD.16.2 The staffing plan defines the total number and categories of staff required by all departments and their qualifications.
 - LD.16.3 The staffing plan ensures the services provided by staff meet the health care needs of the patients.
 - LD.16.4 The staffing plan is consistent with the hospital strategic plan.
 - LD.16.5 The staffing plan is reviewed at least annually.
 - LD.16.6 Hospital leaders ensure a uniform and fair process for recruitment and hiring of new staff members.
 - LD.16.7 Heads of departments participate in the selection of new staff.
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Standard Intent:

Leadership group function includes a variety of activities, and key among them is deciding what staffing needs they have and whether to use independent contractors or hire employees to fill these needs, recruiting and training the best employees, ensuring they are high performers, and ensuring the personnel and management practices conform to various regulations.

Investment of people requires an equally significant approach to manage it. Having a strategic plan for the hospital staffing needs and decisions allows you to organize and account for demands in personnel while keeping organizational goals and vision in the forefront.

LD.17 The hospital has a process for delegation of function and authority.

- LD.17.1 There is a policy and procedure that guides the process for delegation of function and authority between two qualified peers.