

Standards, Intent, and Measurable Elements

Staff Planning

Standard SQE.01.00

Leaders of hospital departments and services define the desired qualifications of all staff.

Intent of SQE.01.00

A health care organization must maintain an appropriate variety of skilled, qualified people to fulfill its mission and to meet patient needs. Leaders of hospital departments and services define the desired education, skills, knowledge, and other requirements necessary for individual positions or for groups of similar positions (for example, intensive care nurses). To project staffing needs, department/service leaders consider a variety of factors such as the following:

- The hospital's mission and scope of services
- Patient populations
- Patient volumes
- Complex care needs
- Available resources

Multiple chronic conditions require complex patient care, treatment, and services in hospitals, increasing the demand for resources. The increase in demand for resources, which are often limited in supply, even at the outset, is one of the well-known causes of the burdened health care systems. Hospital leaders consider many factors to determine staffing levels and skills to meet the needs of patients. These factors include identifying the following:

- Prevalence of complex chronic conditions and needs
- Scope of services
- Availability of equipment and technologies
- Percentage of the hospital's volume of patients that comprise the complex care population

The hospital and/or service leaders consistently update their staffing needs based on the elements described in ME 1. The patterned staffing needs are considered when determining whether the job responsibilities and staff qualifications are accurately reflected in job descriptions and in the recruitment and retention of staff. In addition, the hospital complies with laws and regulations that identify required education levels, skills, or other requirements of individual staff members or that define staffing numbers or a mix of staff for the hospital.

Measurable Elements of SQE.01.00

1. ① Department and/or service leaders consider the following elements to project department staffing needs:
 - Hospital's mission
 - Mix of patient populations served by the hospital and the complexity of patient care needs
 - Scope of services provided by the hospital
 - Volume of patients
 - Medical equipment and technology used in patient care
 (See also GLD.06.00, ME 2)
2. ② The hospital defines staff qualifications specific to their job responsibilities.
3. The recruitment and retention of all staff comply with applicable laws and regulations.