

**Standard Intent:**

To provide better health services and improve health outcomes, some basic information is needed about patients' needs and their community features; such as address, age, gender, race and ethnicity, endemic diseases, health problems, etc. Improved collection of this information will allow hospitals to develop an understanding of the patients and communities they serve and to identify and address any differences in health outcomes they may face.

Hospitals must bear effort to list and involve all local community leaders in the area in identifying community healthcare needs and putting hospital strategies. Community leaders may include but not limited to members of the regional council, members of municipalities, patient's rights advocates, civil defense, health related commissions and councils, other society organizations and representatives.

Hospital planning sessions should consider inputs from local community leaders for the current and future health care needs of the population in addition to health education and health promotion for patients and the wider community.

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**LD.12 Hospital leaders work collaboratively to develop an effective planning process.**

LD.12.1 The planning process includes soliciting inputs from patients and staff (e.g. feedback from patient satisfaction surveys and patient's/staff complaints).

LD.12.2 The planning process is consistent with the hospital's mission and strategic directions.

LD.12.3 The planning process considers cultural and religious needs of the local community.

LD.12.5 The planning process ensures coordination and integration of services throughout the hospital.

LD.12.6 The planning process ensures efficient use of different resources through regular evaluation by hospital leaders against plans and budgets.

LD.12.7 The planning process considers the upgrade or replacement of buildings, equipment, and other resources.

LD.12.4 The planning considers environmental and financial factors and is consistent with the hospital's mission and strategic direction.

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**Standard Intent:**

A properly designed and facilitated planning process will efficiently guide the work team from organizational goals to specific objectives and actions for every member, that leads to better performance in all areas and a stronger team culture.

Planning has to be precise and effective for the success of the organization and its departments and units. Every organization unit has its own problems and these are taken

into account in working out the details of the plans. However, there are certain basic points to be considered in every type of planning to be effective.

Any planning effort that will take place in the hospital at any level must be guided by the hospital mission and supporting its strategic directions, goals and objectives.

Additionally, inputs from internal and external customers (e.g., through satisfaction surveys) should be considered together with cultural and religious needs of the local community.

Because planning will be done in almost all units of the hospital and cutting across all levels of management, leadership should ensure the coordination and integration of all services, to decrease redundancies, and to prevent duplication of efforts. Moreover, they have to monitor the efficient use of different resources and upgrading of the hospital structure elements.

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#### **LD.13 Hospital leaders work collaboratively to develop an effective budgeting process.**

LD.13.1 The hospital has a finance director who is qualified by education and experience.

LD.13.2 Hospital leaders work together to address both the capital and the operating budgets.

LD.13.3 The budgeting process addresses the manpower in addition to other financial assets.

LD.13.4 The budgeting process allocates resources to all patient care units based on the scope and complexity of care, aiming to ensure a safe, efficient process.

LD.13.5 The hospital's budget is approved by the governing body.

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#### **Standard Intent:**

The purpose of budgeting is to plan for future success through effective resource allocation. Budgeting helps to coordinate the activities of all the different department of the hospital into a master single plan, and to communicate the policies and targets to every department's head in the organization responsible for carrying out a part of that plan. Also it helps to establish a system of control by having a plan against which actual results can be progressively compared.

Budgeting is a good tool of communication and coordination between departments and leadership. It is used to measure performance against performance indicators and available resources.

Good budgetary process requires a qualified finance director with degree in finance, accounting, or business management. The hospital budget should reflect capital and operating budgeting for manpower, projects, and consumables for different departments and activities.