

from anywhere in the world. The purpose of outsourcing should not jeopardize the quality of contracted services or patient and staff safety. Hospital leaders should ensure the selection of best contractors and continue monitoring the services they provide to ensure that they are consistent with the hospital quality and safety standards. Currently, outsourcing takes many forms. Organizations hire service providers to handle distinct business processes or whole operations. The most common forms of outsourcing in hospitals are information technology, housekeeping, catering, security, waste disposal, some laboratory tests, and bio-med and general maintenance.

LD.22 Hospital leaders ensure coordination of care during off duty hours.

- LD.22.1 The hospital has a qualified duty manager with a clear job description to coordinate the care during off duty hours.
- LD.22.2 The duty manager has the resources required to function (e.g., efficient office space, information on vacant and occupied beds, authority to allocate beds between different specialties, authority to accept referrals from other hospitals).

Standard Intent:

To ensure proper operation of the facility during off duty hours and weekends, a duty manager should be assigned with a clear job description. The duty manager should be qualified by education and experience. The hospital should provide adequate resources for the duty manager to ensure ability to perform a good job.

LD.23 Hospital Leaders ensure there is a system for the safe management of medical supplies and devices.

- LD.23.1 Hospital leaders and relevant heads of departments identify all medical supplies and devices that are essential for the provision of a safe quality care.
- LD.23.2 Suppliers of medical supplies and devices are qualified and carefully selected and evaluated.
- LD.23.3 Medical supplies and devices are stored safely and in accordance with manufacturer's recommendations.
- LD.23.4 Medical supplies and devices are protected against theft, damage, contamination, or deterioration.
- LD.23.5 Hospital leaders conduct regular inspections to ensure the safety of medical supplies and devices (e.g., storage conditions, integrity, contamination, expiration).
- LD.23.6 Hospital leaders respond to any adverse effects resulting from the use of medical supplies and devices through prompt investigation and the use of recurrence prevention measures.
- LD.23.7 Hospital leaders ensure the reporting of adverse effects resulting from the use of medical supplies and devices to the relevant regulatory authorities.