

- 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.

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.

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.
- LD.17.2 The process of delegation is consistent with other relevant hospital policies.

LD.18 Hospital leaders ensure an effective and efficient internal and external communication.

- LD.18.1 The hospital implements a policy that outlines the process, including roles and responsibilities, for communication between the different departments, both vertical and horizontal.
- LD.18.2 Departmental staff meetings are held on a regular basis and minutes are documented.
- LD.18.3 Hospital-wide policies are properly communicated to all relevant staff.
- LD.18.4 The hospital utilizes one or more of professional communication tools (e.g., intra-net, bulletin boards, periodic reports, newsletters, and website).
- LD.18.5 The hospital implements a policy that outlines the process, roles and responsibilities for handling all incoming requests from other hospitals and external organizations.
- LD.18.6 The response to the incoming requests is timely and informative.