

HR.13.3 The program is coordinated with the hospital's quality, safety, risk management, and infection control programs.

HR.13.4 The program includes, but is not limited to, the following:

- HR.13.4.1 Pre-employment medical evaluation of new employees.
- HR.13.4.2 Response to the health problems of the employees through direct treatment (e.g., a staff clinic) or referral.
- HR.13.4.3 Periodic medical evaluation of staff members.
- HR.13.4.4 Screening for exposure and/or immunity to infectious diseases.
- HR.13.4.5 Staff preventive immunizations.
- HR.13.4.6 Management of exposure to blood borne pathogens and other work-related conditions.
- HR.13.4.7 Measures to reduce occupational exposures and hazards, including the use of protective equipment and clothing, stress management, and ergonomics.
- HR.13.4.8 Staff education on the risks within the hospital environment as well as on their specific job-related hazards (e.g., lifting techniques, safe use of medical devices, and detecting, assessing, and reporting risks).
- HR.13.4.9 Documentation and management of staff incidents (e.g., injuries or illnesses, taking corrective actions, and setting measures in place to prevent recurrences).
- HR.13.4.10 There is appropriate record keeping and management (e.g., employee health records that are filed separately).

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**Standard Intent:**

- Shall be assessed by Infection Control domain

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**HR.14 The hospital has a process for handling staff complaints and dissatisfaction.**

HR.14.1 The hospital has a policy for handling staff complaints and dissatisfaction.

HR.14.2 Staff members are aware of the procedure to be followed to bring forward a complaint or a dissatisfaction issue.

HR.14.3 The hospital takes actions for addressing the complaints and dissatisfaction in a fair, objective, and timely manner.

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**Standard Intent:**

Supervisors and employees should mutually strive to develop and maintain good working relationships.