



LD.14 Hospital leaders work collaboratively to ensure the provision of a safe and quality care.

- LD.14.1 Hospital leaders encourage the use of research, evidence, and best practice information to develop and improve patient care services.
 - LD.14.2 Hospital leaders work collaboratively to develop and execute plans, policies, and procedures related to the patient care.
 - LD.14.3 Hospital leaders work collaboratively to solve challenges, conflicts, and problems affecting the patient care.
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Standard Intent:

Participation is a corner stone of the concept of quality management, and team work is an essential aspect of participation. Therefore, collaboration among hospital leaders and staff through hospital-wide committees and task forces to plan, decide, and monitor clinical and non-clinical services is essential for improving services. Those committees are expected to support using research and best practices to solve challenges and improve patient care services.

LD.15 Hospital leaders work collaboratively to develop the hospital strategic plan.

- LD.15.1 Hospital leaders work together to develop a strategic plan that is guided by the mission, vision, and values.
- LD.15.2 The strategic plan is based on comprehensive evaluation of the internal and external environmental factors (e.g., SWOT analysis, PEST analysis).
- LD.15.3 The strategic plan addresses all clinical and non-clinical services and programs.
- LD.15.4 The strategic plan spans over a period of 3 - 5 years and is reviewed on a regular basis.
- 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.