

HR.13 The hospital has a program that addresses staff health and safety.

- HR.13.1 The hospital has a staff health and safety program that is consistent with laws and regulations and covers all staff members.
- HR.13.2 The program is based on assessment and where necessary, reduction of occupational health and safety risks.
- 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).

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.

HR.15 The hospital develops and implements strategies for retaining qualified staff.

- HR.15.1 The hospital has a process for recognition and reward of distinguished staff.
- HR.15.2 The hospital provides opportunities for professional development and promotion.
- HR.15.3 The hospital carries out human resources policies in a fair and consistent way without discrimination.
- HR.15.4 The hospital carries out exit interviews for resigning staff and uses the resulting information to make decisions about improving human resources processes.

HR.16 The hospital conducts staff satisfaction surveys on an ongoing basis.

- HR.16.1 A staff satisfaction survey is conducted at least once per year.
- HR.16.2 Data are aggregated and analyzed.
- HR.16.3 Actions are taken to address areas for improvement.