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**Standard Intent:**

Staff must receive appropriate education and training to remain effective and the leadership must support this and provide the necessary resources, this is a patient safety issue. Staff training and education needs to be monitored for its effectiveness as evidenced in the employee performance, this responsibility will rest mainly with department heads. Hospital must make sure there is adequate space, human and material resources for effective educational efforts.

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**HR.12 Staff members providing direct patient care are trained on cardiopulmonary resuscitation.**

- HR.12.1 All staff members who provide direct patient care (medical staff, nursing staff, and other healthcare professionals) maintain a valid certification in basic cardiac life support (BCLS) and certification is renewed every two years.
- HR.12.2 The hospital identifies and provides training for other staff categories in areas related to advanced cardiac life support (ACLS), neonatal resuscitation program (NRP), pediatric advanced life support (PALS), and advanced trauma life support (ATLS). Examples include, but are not limited to:
- HR.12.2.1 Physicians and nurses working in critical care areas must maintain additional certification in ACLS, PALS and NRP as appropriate to the patients' age groups.
  - HR.12.2.2 Internal medicine physicians must maintain additional certification in ACLS.
  - HR.12.2.3 Emergency department physicians must maintain additional certification in ACLS, PALS and ATLS.
  - HR.12.2.4 Pediatricians must maintain additional certification in PALS and NRP.

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**Standard Intent:**

CPR done within five minutes of a person's collapse combined with professional care can increase survival rates by as much as 50 percent. That is why it is very critical to have all healthcare professional well trained and certified in cardiopulmonary resuscitation specific to their area of specialty to save anyone who experience arrest in the hospital scene.

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**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).
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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.