

**LD.26 The department head develops an organizational chart for the department.**

- LD.26.1 Each department has an organizational chart that clearly displays all sections/divisions within the department, titles (or names), lines of authority, accountability, and reporting relationships.
- LD.26.2 The organizational chart is signed by the department head and approved by the hospital management.
- LD.26.3 The organizational chart is communicated to the staff working in the department.

**LD.27 The department head addresses all issues related to the customers of the department.**

- LD.27.1 The department head identifies all internal and external customers of the department (patients, families, visitors, staff, suppliers, and contractors).
- LD.27.2 Whenever required, there is written agreement or verbal understanding between the department and other clinical departments and/or external customers, explaining the expectations of each party.
- LD.27.3 The department head has a mechanism for identifying and handling customers' needs and feedbacks (e.g., responding to complaints, satisfaction surveys).

**LD.28 The department head develops and maintains the mission of the department and its scope of services.**

- LD.28.1 The department head develops a written mission for the department that is consistent with the hospital's mission.
- LD.28.2 The department head provides a written scope of services provided by the department that is consistent with the hospital's scope of services.
- LD.28.3 The department head ensures coordination and integration of services within the department and with other departments.

**LD.29 The department head ensures the work of the department is guided by a clear set of departmental policies and procedures.**

- LD.29.1 The department head develops and maintains a manual for all relevant departmental policies and procedures.
- LD.29.2 The department head collaborates with other department heads to develop multidisciplinary policies and procedures.
- LD.29.3 The department head ensures and oversees the communication of policies and procedures to relevant staff and their implementation.

**LD.30 The department head ensures sufficient resources and staffing are available for the delivery of safe and quality service.**

- LD.30.1 The department head defines and requests the resources required by the department for a safe and quality service (e.g., space, equipment, supplies, staffing, and other resources).
- LD.30.2 The department head provides a written departmental staffing plan that defines the number, type, and qualifications required for each position to fulfill the department's responsibilities.