

- HR.9.5 The performance evaluation is signed by both the employee and the supervisor and is documented in the personnel file.

HR.10 The hospital identifies the staff training and educational needs.

- HR.10.1 The hospital has a process in place for identification of the training and educational needs of the different categories of hospital staff.
- HR.10.2 The training and educational needs are identified based on objective criteria that include, but are not limited to, the following:
- HR.10.2.1 The hospital mission, vision and scope of services.
 - HR.10.2.2 Individual staff member's education and training history.
 - HR.10.2.3 Information from quality assessment and improvement activities.
 - HR.10.2.4 Needs generated by advancements made in the medical and healthcare management fields.
 - HR.10.2.5 Findings from department performance appraisals of individuals.
 - HR.10.2.6 Findings from peer review activities.
 - HR.10.2.7 Findings from the hospital's technology and safety management programs.
 - HR.10.2.8 Findings from infection control activities.

HR.11 The hospital supports continuing education for all staff members.

- HR.11.1 There is a policy describing the structure and the process used in the continuing education of all categories of staff.
- HR.11.2 The hospital grants financial support and time off for staff to attend educational activities.
- HR.11.3 The hospital has an educational program with an ongoing schedule of educational activities and training based on the hospital needs.
- HR.11.4 The department head recommends and evaluates the educational and training activities required to maintain staff competencies to provide care. This process is linked to performance improvement and documented in the personnel file.

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.