

- LD.11.3 Hospital leaders plan with the community leaders to provide services related to health education and health promotion for patients and the wider community.

LD.12 Hospital leaders work collaboratively to develop an effective planning process.

- LD.12.1 The planning process includes soliciting inputs from patients and staff (e.g. feedback from patient satisfaction surveys and patients/staff complaints).
- LD.12.2 The planning process is consistent with the hospital's mission and strategic directions.
- LD.12.3 The planning process considers cultural and religious needs of the local community.
- LD.12.4 The planning considers environmental and financial factors and is consistent with the hospital's mission and strategic direction.
- LD.12.5 The planning process ensures coordination and integration of services throughout the hospital.
- LD.12.6 The planning process ensures efficient use of different resources through regular evaluation by hospital leaders against plans and budgets.
- LD.12.7 The planning process considers the upgrade or replacement of buildings, equipment, and other resources.

LD.13 Hospital leaders work collaboratively to develop an effective budgeting process.

- LD.13.1 The hospital has a finance director who is qualified by education and experience.
- LD.13.2 Hospital leaders work together to address both the capital and the operating budgets.
- LD.13.3 The budgeting process addresses the manpower in addition to other financial assets.
- LD.13.4 The budgeting process allocates resources to all patient care units based on the scope and complexity of care, aiming to ensure a safe, efficient process.
- LD.13.5 The hospital's budget is approved by the governing body.

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.

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.