



LD.25.3.3 Provides guidance as well as continued assessment of the individual in charge of the department during his absence.

LD.25.3.4 The frequency and duration of the visits must be documented in the contract.

Standard Intent:

The departments' heads are the key individuals to put hospital plans in action. Effective leadership of departments is therefore of critical importance. Appropriate qualifications matching the scope of the department's services are essential and one of the quality foundations.

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.

Standard Intent:

The order in which the authority and power in the department is exercised and delegated is important for executing the related activities and achieving the goals and objectives successfully. So, the organizational chart graphically illustrates the concept known as chain of commands and shows the flow of authority, responsibility and communication.

The department head makes sure that staff understand the flow of responsibilities and authority lines and that there is a current name/s titles available in the organizational chart to support good communication between professionals.

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).

Standard Intent:

Department head cannot manage a quality service unless he understands the nature of what he is providing, fully realizes what his customers want from him and how they



perceive him from the start. Once he has identified who his customers are, he needs to assess what they need from his service and what are their feedback about the services provided.

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.
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Standard Intent:

A Mission Statement defines the department's purpose and primary objectives. Its prime function is to define the key measure or measures of the department's success and its prime audience is the leadership team and stockholders. Mission statements are the starting points of the department's planning and goal setting process. They focus attention and assure that internal and external stakeholders understand what the department is attempting to accomplish.

The departments' heads also determine the scope and intensity of the various services to be provided by the departments directly or indirectly. Scope of services helps the head to make sure that policies and procedures and staff competencies are consistent with their scope of service and aspects of care.

Departments that lack the ability to coordinate and integrate plans and services act like a body without a head. Though employees have the ability and skill sets necessary to carry out directives, their work needs guidance. Coordination and integration starts at the executive level and carries down to the workers at the front line of all 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.
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Standard Intent:

The department head is directly responsible for planning, organizing, executing, and controlling of services in the department. Organizing department services includes developing departmental policies and procedures and communicating them to staff.