

### **LD.19 Initiation of a new process or changing of an existing one is systematic and consistent throughout the hospital.**

- LD.19.1 All customers of a new or modified process are identified.
- LD.19.2 Customers' needs and feedback are addressed when designing a new process (e.g., new procedure, new practice guideline) or changing an existing one.
- LD.19.3 Hospital leaders ensure that the initiation of a new process or the changing of an existing one is always based on evidence, research, and best practice.
- LD.19.4 Hospital leaders assess new or modified processes for risk and safety issues.
- LD.19.5 Whenever applicable, new or modified processes undergo pilot testing before their routine use.
- LD.19.6 Hospital leaders regularly evaluate new or modified processes through process and outcome indicators to ensure an optimal performance.
- LD.19.7 Hospital leaders ensure the provision of staff training on new or modified processes.

### **LD.20 The hospital has a policy for controlling the development and maintenance of policies and procedures for key functions and processes.**

- LD.20.1 There is a unique identification for each policy with title, number, and dates of issue and revision.
- LD.20.2 Policies are developed, approved, revised, and terminated by authorized individuals.
- LD.20.3 Policies are dated and are current.
- LD.20.4 Policies are revised according to a defined revision due date (every 2-3 years, or when required).
- LD.20.5 Policies are communicated to staff and are always accessible.
- LD.20.6 A process is in place to ensure that new or updated policies are appropriately communicated to relevant staff.
- LD.20.7 A process is in place to ensure that policies are always implemented.
- LD.20.8 A process is in place to ensure that only the last updated versions of policies and other documents (e.g., organizational plans) are available for use in the hospital.

### **LD.21 Hospital leaders ensure the overseeing of contracts for clinical and administrative services.**

- LD.21.1 Policies and procedures are in place to ensure the quality and safety of all contracted services.
- LD.21.2 Policies and procedures indicate how to track and monitor all contracted services for quality and safety (within the hospital premises and off-site).
- LD.21.3 Hospital leaders ensure that the contracts clearly state the services to be provided by the contracted entity.
- LD.21.4 Hospital leaders and other heads of departments participate in the selection, monitoring, and management of contracted services.
- LD.21.5 Hospital leaders ensure that contracted services and providers both meet applicable laws and regulations.
- LD.21.6 Hospital leaders ensure the services provided are consistent with the hospital's quality and safety standards.
- LD.21.7 The quality of services provided is always considered by hospital leaders before contract renewal.
- LD.21.8 The process for contracts oversight is documented.