

prevention and control, advances in medical practice, culture of safety, or new medical equipment. Each staff member's training and educational achievements are documented in their personnel record.

The hospital collects data from several sources to understand ongoing education needs, including the following examples:

- Results of quality and safety measurement activities
- Monitoring data from the facility management program
- Introduction of new medical equipment
- Skill and knowledge areas identified through job performance review
- New clinical procedures
- Strategic plans to provide new services

The hospital has a process to collect and integrate data from various sources to plan staff training and education programs. The hospital determines which staff are required to obtain continuing education to maintain their credentials and how the education of these staff will be monitored and documented. Hospital leaders support ongoing staff education by providing equipment, time, and other necessary resources for education and training programs. Current scientific information, such as evidence-based guidelines and practices, is used to support the education and training programs. The education and training can take place in a centralized location, various smaller learning and skill development locations throughout the facility, or through online training portals. Educational opportunities can be offered using various methods and at various times and settings, to minimize the disruption to staff scheduling and any potential affects this may have on patient care.

Measurable Elements of SQE.01.07

1. Staff participate in ongoing education and training to maintain or increase their competency, and as needed. (*See also* AOP.05.02, ME 2)
2. Hospital staff are provided ongoing education and training.
3. The hospital uses various sources of data and information, including the results of quality and safety measurement activities, to identify staff education needs. (*See also* GLD.07.01, ME 3)
4. Staff education programs are developed and provided based on these data and information.
5. The education is relevant to each staff member's ability to meet patient needs and/or continuing education requirements.
6. The hospital provides adequate time and resources for all staff to participate in relevant education and training opportunities.
7. Completion of training and education is documented for all staff in their personnel record.

Standard SQE.01.08

Staff are competent in resuscitative techniques appropriate to their role in the hospital.

Intent of SQE.01.08

All staff who provide patient care, treatment, and services, including medical staff, and nonclinical staff whom the hospital identifies, are trained in basic resuscitative techniques. The hospital identifies the level of training (basic or advanced life support), appropriate to their roles in the hospital, for all clinical staff who provide patient care. For example, the hospital may determine that all clinical staff who provide care in specific departments, such as the emergency department or intensive care unit, or all staff who administer or monitor procedural sedation, are required to be trained in advanced life support. The appropriate level of training is repeated based on the requirements and/or time frames identified by a recognized resuscitation training program, or every two years if a recognized training program is not used. Recognized training programs such as the American Red Cross and the American Heart Association are programs that offer medical emergency preparedness globally. As an alternative to offering a recognized training program, the hospital can choose to develop its own training program as long as the program is based on the requirements and/or time frames

established by a recognized training program. Medical emergency preparedness training options include first aid, basic life support (BLS) also known as cardiopulmonary resuscitation (CPR), and advanced cardiovascular life support (ACLS).

It is important that clinical staff are trained to promptly recognize life-threatening emergencies and to respond to them by competently performing CPR and other basic cardiovascular life-support skills according to their roles. The hospital may also determine that nonclinical staff who do not provide patient care, treatment, or services, such as transporters or registration clerks, may require training in basic life support, as appropriate to their role. There must be evidence to show if each staff member who attended and completed the training course in resuscitation achieved the desired competency level appropriate for their role.

Measurable Elements of SQE.01.08

1. Clinical staff who provide patient care, treatment, and services, including medical staff, are trained in at least basic life support (BLS).
2. The hospital identifies the level of training (basic or advanced life support), appropriate to their roles in the hospital, for all clinical staff who provide patient care. (*See also* ASC.02.00, ME 2)
3. ⓐ Evidence that the clinical staff member completed and passed the level of training appropriate to their role is documented in the personnel record.
4. The level of training appropriate to their role for clinical staff is repeated based on the requirements and/or time frames established by a recognized training program, or every two years if a recognized training program is not used.
5. The hospital identifies nonclinical staff to be trained in basic life support (BLS).
6. ⓐ Evidence that the nonclinical staff member completed and passed the level of training appropriate to their role is documented in the personnel record.
7. The level of training appropriate to their role for nonclinical staff is repeated based on the requirements and/or time frames established by a recognized training program, or every two years if a recognized training program is not used.

Staff Health and Safety

Standard SQE.02.00

The hospital provides a staff health and safety program that addresses staff physical and mental health and safe working conditions.

Intent of SQE.02.00

A hospital's staff health and safety program is important to maintain staff physical and mental health, satisfaction, productivity, and safe conditions for work. Many factors in the workplace support the health and well-being of staff, including the following:

- Staff orientation and training
- A safe workplace
- Maintenance of medical equipment
- Prevention and control of health care-associated infections

The program includes elements such as education, training, evaluation, interventions, and treatments. The design of the program includes staff input and draws upon the hospital's clinical resources as well as those in the community. Follow-up and/or periodic evaluations for potential impact of work-related injuries are key factors in maintaining staff health and safety. Staff must understand the process for handling work-related injuries, including how to report, be treated for, and receive counseling and follow-up as indicated.