



Comprehensive scope of services that includes all the standard's elements should be known to the staff and other customers. Based on this determination the hospital will accept, refer, or reject the cases to treat or to provide general or specialized care.

LD.5 A structure is in place for the hospital leaders to communicate and collaborate in order to fulfill the hospital's mission and plans.

- LD.5.1 Hospital leaders form an executive management body (e.g., an executive management committee), led by the hospital director and includes the medical director, the nursing director, the quality director, selected heads of the departments, and other senior staff members as required.
 - LD.5.2 Hospital leaders are qualified in healthcare management by education, training, or experience.
 - LD.5.3 Hospital leaders have specific responsibilities as outlined in a current job description.
 - LD.5.4 Functions and meetings of the hospital leaders are outlined in specific terms of reference.
 - LD.5.5 Hospital leaders meet regularly (at least ten times per year) to evaluate the progress of the overall strategic plan, the quality and safety of care provided to patients, and all other clinical and non-clinical issues related to the hospital work.
 - LD.5.6 Discussions, decisions and actions taken by the hospital leaders are documented in a formal meeting minutes.
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Standard Intent:

Executive Management Committee (EMC) is the highest level of organizational management (under the hospital governance) who has the responsibilities of managing an organization. The EMC role is to ensure the effective steering, coordination and control of organization business. Members of the EMC shall include the hospital's leaders of different services as well as main departments' heads and senior staff members as determined by the hospital director.

To ensure proper and scientific management of the day to day services provided, the hospital leadership group members must have a background in healthcare management as evidenced by education, training, or experience and their responsibilities must be clear in a written approved job description.

Executive management committee should have charters that describe its responsibilities, membership, meeting frequency, and the information it regularly reviews.

The Executive Management Committee ensures that everything the organization does supports its vision, purpose and aims.

LD.6 The hospital administrative work and day to day operations are consistent and organized.

- LD.6.1 The hospital work is guided by a manual that contains all important hospital-wide guiding administrative policies and principles.



LD.6.2 The contents of the manual are communicated with and made accessible to the hospital staff.

LD.6.3 Contents of this manual reflect the general organization of the hospital work and include, but are not limited to, the following:

- LD.6.3.1 A brief general description of the hospital.
 - LD.6.3.2 Vision, mission and values.
 - LD.6.3.3 Organizational chart.
 - LD.6.3.4 Scope and organization of services.
 - LD.6.3.5 Standing meetings and committees.
 - LD.6.3.6 Staff code of conduct and ethics.
 - LD.6.3.7 Conflict of interest.
 - LD.6.3.8 Admission/Discharge/Referral.
 - LD.6.3.9 Visiting times.
 - LD.6.3.10 Smoking policy.
 - LD.6.3.11 Parking.
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Standard Intent:

Hospital operations and staff practices should be regulated and organized by sets of policies and procedures and work protocols within the boundaries of laws and professional regulations to maintain and sustain systematic acceptable practices. These organizational policies and/or procedures which considered administrative in content; and may direct a different levels of management; and reflects the philosophy and objectives of the hospital that affects all departments are called administrative policies and procedures.

These administrative policies and procedures are compiled in a manual. This manual must be accessible to all hospital staff physically (hard copy or electronic) and in a language they can read and understand.

LD.7 The hospital work, planning, and goals setting are guided by a clear vision and mission.

LD.7.1 The hospital has a clearly stated vision and mission statements.

LD.7.2 The vision and mission are communicated to the hospital staff.

LD.7.3 The vision and mission are displayed to patients, visitors, and the wider community.

LD.7.4 The mission reflects the scope of services provided by the hospital and the health needs of the population served.

LD.7.5 The mission and vision are regularly reviewed and modified as appropriate.
