

- LD.30.3 The department head defines the qualifications- education, training, experience, license, and any other relevant certification- required by all categories of staff in the department.
- LD.30.4 The department head ensures the provision of orientation, training, and continuing education for the staff working in the department.
- LD.30.5 The department head monitors the performance of the staff.

LD.31 The department head ensures performance measurement and improvement of the outcomes of the department.

- LD.31.1 Performance measurement and improvement are consistent with the hospital wide quality improvement, patient safety, and risk management plans.
- LD.31.2 Performance measurement and improvement are based on the important processes and priorities of the department.
- LD.31.3 The department head selects and monitors the appropriate performance indicators (e.g., two indicators at a time).
- LD.31.4 Performance measurement and improvement involve regular data collection and analysis and appropriate improvement actions/projects.
- LD.31.5 The department interacts with other departments/committees to promote the quality improvement efforts when needed.
- LD.31.6 Results of performance measurement and improvement are reported periodically to the hospital leadership (e.g., the executive management committee or the quality improvement committee) and shared with staff, departments, and committees as applicable.
- LD.31.7 Staff members participate in quality improvement and patient safety activities and receive training on quality assessment and improvement.