

LD.22 Hospital leaders ensure coordination of care during off duty hours.

- LD.22.1 The hospital has a qualified duty manager with a clear job description to coordinate the care during off duty hours.
- LD.22.2 The duty manager has the resources required to function (e.g., efficient office space, information on vacant and occupied beds, authority to allocate beds between different specialties, authority to accept referrals from other hospitals).

LD.23 Hospital Leaders ensure there is a system for the safe management of medical supplies and devices.

- LD.23.1 Hospital leaders and relevant heads of departments identify all medical supplies and devices that are essential for the provision of a safe quality care.
- LD.23.2 Suppliers of medical supplies and devices are qualified and carefully selected and evaluated.
- LD.23.3 Medical supplies and devices are stored safely and in accordance with manufacturer's recommendations.
- LD.23.4 Medical supplies and devices are protected against theft, damage, contamination, or deterioration.
- LD.23.5 Hospital leaders conduct regular inspections to ensure the safety of medical supplies and devices (e.g., storage conditions, integrity, contamination, expiration).
- LD.23.6 Hospital leaders respond to any adverse effects resulting from the use of medical supplies and devices through prompt investigation and the use of recurrence prevention measures.
- LD.23.7 Hospital leaders ensure the reporting of adverse effects resulting from the use of medical supplies and devices to the relevant regulatory authorities.
- LD.23.8 The hospital has a process for safe segregation and disposal of expired, damaged, or contaminated medical supplies and devices.
- LD.23.9 The hospital has a process to retrieve dispensed supplies and devices when recalled or discontinued by the manufacturer or relevant regulatory authorities for safety reasons.

LD.24 Hospital leaders work collaboratively to optimize the flow of patients.

- LD.24.1 Hospital leaders address all variations contributing to waits, delays, and cancellations that impact smooth and timely flow of patients through hospital departments.
- LD.24.2 Hospital leaders implement strategies to maximize the efficiency of the flow of patients.

LD.25 Each clinical and administrative department is directed by a qualified individual.

- LD.25.1 Each department has an assigned department head.
- LD.25.2 Qualifications, experience, and training of the appointed department head match the services provided by the department.
- LD.25.3 When the department head is appointed on a part-time basis (e.g., a small hospital or a hospital that is part of a corporate chain), the department head:
 - LD.25.3.1 Ensures that work flow and patient safety are not compromised during his absence.
 - LD.25.3.2 Ensures that the department functions are well managed through regular scheduled visits.
 - 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.