

Well-written policies and procedures allow employees to clearly understand their roles and responsibilities within predefined limits. Basically, policies and procedures allow management to guide operations without constant management intervention. Each department needs to have policies and procedures to help them guide the actions of all individuals involved in the service. When policies and procedures are well thought out and, most importantly, implemented they provide common understanding and agreement on how things should be done at the service. Procedures provide clear instructions and guidelines on what should/must be done in a particular set of circumstances or with regard to a particular issue.

Policies and procedures help new staff familiarize themselves with the service's practices and gives them information about what to expect from the service. Policies should be 'living' documents that must be regularly reviewed to ensure that they meet all the needs of those working in the service, and take into account the possible changes that have happened in the service and within the wider community.

LD.30 The department head ensures sufficient resources and staffing are available for the delivery of safe and quality service.

LD.30.1 The department head defines and requests the resources required by the department for a safe and quality service (e.g., space, equipment, supplies, staffing, and other resources).

LD.30.2 The department head provides a written departmental staffing plan that defines the number, type, and qualifications required for each position to fulfill the department's responsibilities.

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.

Standard Intent:

The department head is directly responsible for planning, organizing, executing, and controlling of services in the department. Department heads are responsible for ensuring the availability of the required manpower and other resources to execute department plans and enforce the implementation of hospital-wide and departmental policies. His responsibility about the manpower resources starts with determining number of staff required and their qualifications, selection, orientation, training, and monitoring of their performance.

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