

Standard Intent:

Organizational mission and vision statements serve as foundational guides in the establishment of organization objectives. An organization's mission statement is essentially its statement of purpose. It serves as a guide for all of the organization's decision-making.

Leaders should emphasize the mission statement to employees, which clarifies the purpose and primary objectives of the organization. Employees engagement with the change and decision making processes can be enhanced through the mission and vision statement of the organization. Articulating and repeating the positives of the move toward change in the organization will help employees stay motivated and engaged in the process.

The vision statement offers more of a direction and may include a perspective of organization values. It helps to provide inspiration to employees. Employees who feel invested in the organizational change are more likely to stay motivated and have higher levels of productivity.

A successful change will involve communicating and repeating mission and vision statements, which helps prevent people from becoming discouraged in the event of small failures along the way. The mission and vision statements are meant for employees and leaders of the organization, and also helps inspire consumers and other important stakeholders to get involved in the organization processes.

LD.8 The hospital work, planning, and goals setting are guided by a set of values and professional code of conduct.

LD.8.1 Hospital leaders collaboratively develop the hospital's set of values and the code of conduct.

LD.8.2 The professional code of conduct describes the hospital's expectations of the staff regarding their behavior and communication with each other and with their patients and other external customers.

LD.8.3 The professional code of conduct includes a process to handle inappropriate behaviors of the hospital staff.

LD.8.4 The professional code of conduct includes a process to resolve conflicts among staff and between staff and external customers.

Standard Intent:

Ethics involve people from different walks of life, different countries and different cultures all agreeing on some basic principles of how to conduct themselves. Since work transactions in healthcare organizations involve interactions with patients, community members, coworkers, and contractors who come from different backgrounds interacting with each other on a regular basis, organizational values and professional ethics provide

a common ground everyone can agree upon. Hospital leaders should establish the fundamental values and the ethical principles in which the organization operates. Ethical conduct makes the best use of resources, helps maintain quality and productivity, boosts morale and promotes teamwork, assists the organization to comply with laws and regulations, and ensures good and proper relationships with customers and vendors. If employees feel they are expected to act ethically and are treated ethically by their employer, they are less likely to engage in unethical behavior. Engaging in some unethical activities may lead to trouble with the law that may seriously affect the organization's ability to operate. Engaging in ethical behavior promotes a positive public image for the organization and increases public trust that helps organizational growth and enhances future opportunities. Interestingly, certain values tend to predominate in certain industries, which perhaps reflect the culture of the industry.

LD.9 Hospital leaders work collaboratively to establish medical and non-medical hospital-wide committees that support integration of services and communication amongst staff.

LD.9.1 There is a policy and procedure that addresses the formation of hospital-wide committees, conduct and communication amongst the committee members, committee's recommendations approval process, and annual review of accomplishments.

LD.9.2 Medical committees provide oversight on specific areas of responsibilities that include:

- LD.9.2.1 Pharmacy and therapeutics.
- LD.9.2.2 Morbidity and mortality.
- LD.9.2.3 Infection control.
- LD.9.2.4 Cardio pulmonary resuscitation.
- LD.9.2.5 Credentialing and privileging.
- LD.9.2.6 Operating room.
- LD.9.2.7 Tissue review.
- LD.9.2.8 Blood utilization review.
- LD.9.2.9 Quality and patient safety.
- LD.9.2.10 Medical records review.
- LD.9.2.11 Patient rights.
- LD.9.2.12 Utilization review.

LD.9.3 Each committee has terms of reference that define:

- LD.9.3.1 Committee functions.
- LD.9.3.2 Chairperson and members with their titles.
- LD.9.3.3 Quorum.