

## STANDARDS

- HR.1 The hospital has human resources department/unit.**
- HR.1.1 The human resources department is well staffed and equipped to match the size and needs of the hospital.
  - HR.1.2 The head of the human resources department is qualified in managing human resources by education, training, or experience.
  - HR.1.3 Policies and procedures manual guides the work of human resources department.
    - HR.1.3.1 The manual includes items related to recruitment, hiring, resignation, termination, grievance and complaints, leaves, new employee orientation, on job training, and performance appraisal.
    - HR.1.3.2 The manual is made accessible and communicated to all staff members.
    - HR.1.3.3 Policies and procedures contained in the manual are implemented.
- HR.2 Heads of departments, in collaboration with the human resources department, develop, implement, and monitor departmental staffing plans.**
- HR.2.1 Each department has a written staffing plan, developed in collaboration with the human resources department, to fulfill its part of the hospital's mission.
  - HR.2.2 The departmental staffing plan defines the number, type, and qualifications of staff required for each department and their job responsibilities.
  - HR.2.3 The staffing plans are reviewed and updated at least annually and as needed.
  - HR.2.4 The staffing plans are monitored to identify deficiencies and take improvement actions accordingly.
- HR.3 All categories of staff have clearly written job descriptions.**
- HR.3.1 There is a policy that describes a standardized format for job description.
  - HR.3.2 The job description is used when selecting employees for hire, performance evaluation, internal promotion, and transfer.
  - HR.3.3 All job descriptions are revised at least every three years and as needed.
  - HR.3.4 The job description defines the required knowledge, skills, and attitude to perform the job responsibilities.
  - HR.3.5 The job description clearly defines the roles and responsibilities.
  - HR.3.6 The job description specifies the reporting relationships.
  - HR.3.7 The job description is discussed with and signed by the staff member on hiring and is kept in the personnel file.
- HR.4 The hospital maintains personnel files for all employees.**
- HR.4.1 The hospital has a policy guiding the initiation, management, content update, and retention time and disposal of personnel files.
  - HR.4.2 Personnel files are complete and updated.
  - HR.4.3 Personnel files are kept confidential and only those who are authorized can access them.
  - HR.4.4 Personnel files contain the following minimum items:
    - HR.4.4.1 Qualifications; including current licensure, certification, or registration, if applicable.
    - HR.4.4.2 Current job description.
    - HR.4.4.3 References.