

- 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.

---

**Standard Intent:**

Hospital services must ensure patient safety and proper utilization of the available resources by imposing safe management of medical supplies and devices. The safe management of supplies and devices begins with the proper selection of qualified suppliers and protection of supplies from damage and theft and deterioration. It also includes responding and reporting of adverse effect resulting from use of devices, as well as protecting staff and patient when those devices are damaged or contaminated.

---

**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.

---

**Standard Intent:**

Optimizing patient flow means moving patients smoothly through acute care settings. This is part of proper utilization of resources which include optimizing the flow of patients in different hospital department (such as operation rooms, emergency department, and clinics) and between the hospital and other acute care settings. This includes minimizing patient and staff waiting time and cancelling of scheduled services. Hospital leaders' efforts in this regard must include evaluating patient flow, testing changes for improvement, and measuring results.

---

**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.