

**Standard Intent:**

To provide better health services and improve health outcomes, some basic information is needed about patients' needs and their community features; such as address, age, gender, race and ethnicity, endemic diseases, health problems, etc. Improved collection of this information will allow hospitals to develop an understanding of the patients and communities they serve and to identify and address any differences in health outcomes they may face.

Hospitals must bear effort to list and involve all local community leaders in the area in identifying community healthcare needs and putting hospital strategies. Community leaders may include but not limited to members of the regional council, members of municipalities, patient's rights advocates, civil defense, health related commissions and councils, other society organizations and representatives.

Hospital planning sessions should consider inputs from local community leaders for the current and future health care needs of the population in addition to health education and health promotion for patients and the wider community.

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**LD.12 Hospital leaders work collaboratively to develop an effective planning process.**

LD.12.1 The planning process includes soliciting inputs from patients and staff (e.g. feedback from patient satisfaction surveys and patient's/staff complaints).

LD.12.2 The planning process is consistent with the hospital's mission and strategic directions.

LD.12.3 The planning process considers cultural and religious needs of the local community.

LD.12.5 The planning process ensures coordination and integration of services throughout the hospital.

LD.12.6 The planning process ensures efficient use of different resources through regular evaluation by hospital leaders against plans and budgets.

LD.12.7 The planning process considers the upgrade or replacement of buildings, equipment, and other resources.

LD.12.4 The planning considers environmental and financial factors and is consistent with the hospital's mission and strategic direction.

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**Standard Intent:**

A properly designed and facilitated planning process will efficiently guide the work team from organizational goals to specific objectives and actions for every member, that leads to better performance in all areas and a stronger team culture.

Planning has to be precise and effective for the success of the organization and its departments and units. Every organization unit has its own problems and these are taken