

Standards and Intent Statements for Directing Departments

Standard

LD.2 Each hospital department has effective leadership.

Intent of LD.2

Department-level leadership is as important as the hospital's senior leadership. Department leaders embrace common qualities of effective leadership shared by all hospital leaders. Specifically, department leaders help create an environment or culture that enables a hospital to fulfill its mission and meet or exceed its goals.

Department leaders clearly convey the hospital's mission to all staff. They support staff and encourage in them a sense of ownership of their work processes. They also hold staff accountable for their performance. Department leaders motivate staff to improve their performance continuously, thereby improving the hospital's performance.

Ultimately, department directors are responsible for the operation of their department, and for the measurement, assessment, and continuous improvement of the department's performance. The best evidence of effective leadership is a department that operates effectively and efficiently.

Patient care services are organized, directed, and staffed in keeping with the scope of services offered.

Standards

LD.2.1 Directors integrate their department's services with the hospital's primary functions.

LD.2.2 Directors coordinate and integrate services within their department and with other departments.

LD.2.3 Directors develop and implement policies and procedures that guide and support the provision of services.

LD.2.4 Directors recommend a sufficient number of qualified and competent persons to provide care.

LD.2.5 Directors determine the qualifications and competence of department personnel who provide patient care services and who are not licensed independent practitioners.*

LD.2.6 *Directors continuously assess and improve their department's performance.*

LD.2.7 Directors maintain appropriate quality control programs.

* **licensed independent practitioner** Any individual permitted by law and by the organization to provide care and services without direction or supervision, within the scope of the individual's license and consistent with individually granted clinical privileges.