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1 MANAGEMENT AND LEADERSHIP

Standards

1.1 Governance of the hospital

1.1.1 Governance responsibilities and accountabilities are described in legislation, policies and procedures or similar documents that show how these duties are to be carried out.

1.1.1 Criteria

1.1.1.1 The hospital’s governance structure is described in written documents and is known to the personnel of the hospital.

1.1.1.2 There is an organisational chart or document that describes the lines of authority and accountability between the governance structure and the hospital as well as within the hospital.

1.1.1.3 Those responsible for governance approve and make public the hospital’s mission statement.

1.1.1.4 Those responsible for governance ensure approval of strategic policies and strategic plans to operate the hospital.

1.1.1.5 Those responsible for governance approve the budget and allocate resources required to meet the hospital’s mission.

1.1.1.6 Those responsible for governance appoint the hospital’s senior manager(s).

1.1.1.7 Those responsible for governance collaborate with the hospital’s managers.

1.1.1.8 Those responsible for governance receive and act upon reports of the quality programme, at least quarterly.

1.1.1.9 Those responsible for governance receive and act upon reports on risk management, at least quarterly.

1.1.1.10 Those responsible for governance evaluate the performance of the hospital’s senior manager at least annually.

1.1.1.11 Communication and co-operation between the hospital’s governance structure, management and the catchment population is established.

1.1.1.12 The effectiveness and performance of the governance structure is evaluated at least annually.

_____________________________________________
2 HUMAN RESOURCE MANAGEMENT

2.1 Human resource management support
2.2 Personnel planning
2.3 Personnel management
2.4 Personnel orientation, induction and education
2.5 Verification of personnel credentials
2.6 Quality improvement
2.7 Risk management

3 ADMINISTRATIVE SUPPORT

3.1 Financial management
3.2 Supply chain management
3.3 Health record management
3.4 Information Technology equipment management
3.5 Use of Motor Vehicles
3.6 Risk management

4 ACCESS TO CARE AND PATIENT RIGHTS

4.1 Access to care
4.2 Informing and educating patients to encourage patient participation in care
4.3 Privacy and confidentiality
4.4 Safety and security
4.5 Complaint management
4.6 Implementation of patient rights
5  RISK MANAGEMENT

5.1  Risk management
5.2  Patient safety
5.3  Occupational Health and Safety
5.4  Safety and security
5.5  Waste management

6  RESUSCITATION SYSTEM

6.1  Resuscitation committee
6.2  Equipment and medications
6.3  Education and training
6.4  Quality improvement

7  INFORMATION MANAGEMENT AND QUALITY IMPROVEMENT

7.1  Planning and implementation of information management systems
7.2  Data processing and analysis
7.3  Quality leadership and design
7.4  Clinical and managerial quality monitoring
7.5  Achieving and sustaining quality

8  PREVENTION AND CONTROL OF INFECTION

8.1  Infection control management
8.2  Infection control processes
8.3  Obtaining of laboratory cultures
8.4  Infection control education for personnel
8.5  Infection control quality management
9 GENERAL MEDICAL/SURGICAL/PAEDIATRIC AND OBSTETRIC CARE

9.1 Facilities and equipment
9.2 Service management
9.3 Assessment of patients
9.4 Patient care
9.5 Medication management
9.6 Food and nutrition therapy
9.7 Continuity of care
9.8 Quality improvement
9.9 Patient rights
9.10 Prevention and control of infection
9.11 Risk management

10 MEDICAL CARE

10.1 Facilities and equipment
10.2 Service management
10.3 Assessment of patients
10.4 Patient care
10.5 Medication management
10.6 Food and nutrition therapy
10.7 Continuity of care
10.8 Quality improvement
10.9 Patient rights
10.10 Prevention and control of infection
10.11 Risk management
11 SURGICAL CARE

11.1 Facilities and equipment
11.2 Service management
11.3 Assessment of patients
11.4 Patient care
11.5 Medication management
11.6 Food and nutrition therapy
11.7 Continuity of care
11.8 Quality improvement
11.9 Patient rights
11.10 Prevention and control of infection
11.11 Risk management

12 PAEDIATRIC CARE

12.1 Facilities and equipment
12.2 Service management
12.3 Assessment of patients
12.4 Patient care
12.5 Medication management
12.6 Food and nutrition therapy
12.7 Continuity of care
12.8 Quality improvement
12.9 Patient rights
12.10 Prevention and control of infection
12.11 Risk management
13 OBSTETRIC AND MATERNITY CARE

13.1 Facilities and equipment
13.2 Service management
13.3 Assessment of patients
13.4 Patient care
13.5 Medication management
13.6 Food and nutrition therapy
13.7 Continuity of care
13.8 Quality improvement
13.9 Patient rights
13.10 Prevention and control of infection
13.11 Risk management

14 OPERATING THEATRE AND ANAESTHETIC SERVICES

14.1 Facilities and equipment, supplies and medication
14.2 Service management
14.3 Peri-operative care
14.4 Quality improvement
14.5 Patient rights
14.6 Prevention and control of infection
14.7 Risk management
15 CRITICAL CARE

15.1 Facilities and equipment
15.2 Service management
15.3 Assessment of patients
15.4 Patient care
15.5 Medication management
15.6 Food and nutrition therapy
15.7 Continuity of care
15.8 Quality improvement
15.9 Patient rights
15.10 Prevention and control of infection
15.11 Risk management

16 MENTAL HEALTH SERVICE

16.1 Facilities and equipment
16.2 Service management
16.3 Assessment of patients
16.4 Patient care
16.5 Medication management
16.6 Food and nutrition therapy
16.7 Continuity of care
16.8 Special psychiatric services
16.9 Quality improvement
16.10 Patient rights
16.11 Prevention and control of infection
16.12 Risk management
17 MEDICAL ONCOLOGY

17.1 Facilities and equipment
17.2 Service management
17.3 Assessment of patients
17.4 Patient care
17.5 Medication and chemotherapy management
17.6 Food and nutrition therapy
17.7 Continuity of care
17.8 Quality improvement
17.9 Patient rights
17.10 Prevention and control of infection
17.11 Risk management

18 EMERGENCY CARE

18.1 Facilities and equipment
18.2 Patient registers
18.3 Service management
18.4 Visitor control
18.5 Assessment of patients
18.6 Diagnostic services
18.7 Patient care
18.8 Medication management
18.9 Patient and family education
18.10 Continuity of care
18.11 Ambulance services
18.12 Quality improvement
18.13 Patient rights
18.14 Prevention and control of infection
18.15 Risk management
# 19 OUTPATIENT CARE

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21.1 Organisation and coordination
21.2 Facilities and equipment
21.3 Management of the Occupational Health Service
21.4 Provision of Occupational Health services
21.5 Health promotion
21.6 Communicable diseases
21.7 Information management
21.8 Quality management and improvement
21.9 Employee rights
21.10 Prevention and control of infection
21.11 Risk management

22 LABORATORY SERVICE

22.1 Management of the service
22.2 Facilities and equipment
22.3 Reagents, chemicals and kits
22.4 Management of specimens and results
22.5 Quality management
22.6 Patient rights
22.7 Prevention and control of infection
22.8 Risk management

23 RADIOLOGY AND DIAGNOSTIC IMAGING SERVICE
23.1 Management of the service
23.2 Patient and personnel safety
23.3 Reporting and recording
23.4 Medication management
23.5 Quality improvement
23.6 Patient rights
23.7 Prevention and control of infection
23.8 Risk management

24 NUCLEAR MEDICINE SERVICE

24.1 Referral services
24.2 Management of the service
24.3 Radiation safety
24.4 Administration of tests
24.5 Quality improvement
24.6 Patient rights
24.7 Prevention and control of infection
24.8 Risk management

25 PHARMACEUTICAL SERVICE

25.1 Management of the service
25.2 Access to appropriate medication
25.3 Policies and procedures
25.4 Dispensing
25.5 Control and storage of medication
25.6 Quality improvement
25.7 Patient rights
25.8 Prevention and control of infection
25.9 Risk management

26 THERAPEUTIC SUPPORT SERVICES
26.1 Management of the therapeutic support services
26.2 Multi/Interdisciplinary approach
26.3 Facilities and equipment
26.4 Patient care
26.5 Patient and family education
26.6 Quality improvement
26.7 Patient rights
26.8 Prevention and control of infection
26.9 Risk management

27 CENTRAL STEREILE SUPPLIES DEPARTMENT

27.1 Management of the service
27.2 Facilities and equipment
27.3 Quality improvement
27.4 Prevention and control of infection
27.5 Risk management

28 FOOD AND THERAPEUTIC NUTRITIONAL SERVICES

28.1 Management of the service
28.2 Facilities and equipment
28.3 Policies and procedures
28.4 Menu planning
28.5 Maintenance of food hygiene
28.6 Patient care
28.7 Patient and family education
28.8 Quality improvement
28.9 Patient rights
28.10 Prevention and control of infection
28.11 Risk management
29 LINEN MANAGEMENT

29.1 Management
29.2 Facilities and equipment
29.3 Policies and procedures
29.4 Quality improvement
29.5 Patient rights
29.6 Prevention and control of infection
29.7 Risk management

30 HOUSEKEEPING SERVICE

30.1 Management of the service
30.2 Facilities and equipment
30.3 Policies and procedures
30.4 Waste disposal
30.5 Quality improvement
30.6 Patient rights
30.7 Prevention and control of infection
30.8 Risk management

31 MAINTENANCE SERVICE

31.1 Management of the service
31.2 Hospital facilities and equipment
31.3 Emergency preparedness
31.4 Quality improvement
31.5 Prevention and control of infection
31.6 Risk management
32 MEDICAL EQUIPMENT MANAGEMENT SERVICE

32.1 Medical equipment support
32.2 Medical equipment management
32.3 Personnel training
32.4 Equipment safety
32.5 Quality improvement
32.6 Prevention and control of infection
32.7 Risk management

33 MEDICAL PHYSICS SERVICE

33.1 Management of the service
33.2 Administration of radiation tests and treatments
33.3 Radiation safety
33.4 Quality improvement
33.5 Patient rights
33.6 Prevention and control of infection
33.7 Risk management

34 RADIATION ONCOLOGY

34.1 Management of the service
34.2 Administration of radiation tests and treatments
34.3 Radiation safety
34.4 Quality improvement
34.5 Patient rights
34.6 Prevention and control of infection
34.7 Risk management