

Diagnostic Accreditation Program

ACCREDITATION STANDARDS

Staff Administration,
Management and
Development

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Introduction

The management of human resources encompasses the policies, procedures and systems that influence the behavior and performance of staff. Since the quality of care and services provided by the facility are greatly affected by the quality of the staff, there must be an effective strategy to ensure that qualified and competent staff are recruited and retained, and that staff are motivated and engaged in the work that they perform.

Staff administration, management and development

No.	Description	Risk	Reference	Change
STAFF1.0	STAFF ADMINISTRATION, MANAGEMENT AND DEVELOPMENT			New
STAFF1.1	The human resources plan is defined.			New
STAFF1.1.1	B The governing body, medical director and applicable leaders participate in the development of the human resources plan.			New
STAFF1.1.2	M The human resources plan identifies the requirements for adequate staffing levels, which meets the current and futures needs of the service. <i>Guidance: The medical director makes recommendation on the number of qualified competent medical staff necessary to ensure quality and safety of diagnostic service provision.</i>	L		New
STAFF1.1.3	M The human resources plan identifies the requirements for staff credentials and qualifications, which meets the current and futures needs of the service.	L		New
STAFF1.1.4	M The human resources plan identifies the requirements for staff training.	L		New
STAFF1.1.5	M The human resources plan identifies when criminal records checks are performed.	M		New
STAFF1.1.6	B The human resources plan identifies any vaccinations or immunization requirements for staff, in accordance with facility policy and applicable legislation and public health orders.			New
STAFF1.1.7	B The human resources plan is monitored and revised as required.			New
STAFF1.2	Human resources and employment practices align with the mission and values of the service.			New
STAFF1.2.1	B Human resource and employment practices foster diversity, equity and inclusion. <i>Guidance: Human resource practices reflect applicable provincial employment codes and standards such as the BC Human Rights Code which protects people from discrimination in hiring or on the job if the discrimination is based on one or more of the protected personal characteristics.</i>			New
STAFF1.2.2	B Human resource and employment practices promote health and safety.			New
STAFF1.2.3	B Human resource and employment practices promote staff well-being.			New
STAFF1.3	Job descriptions are defined and communicated.			New

No.	Description	Risk	Reference	Change
STAFF1.3.1	M There are job descriptions for all staff that reflect current practice and evolving responsibilities.	L		New
STAFF1.3.2	B Job descriptions are reviewed and revised as required.			New
STAFF1.4	There is a process to recruit and retain qualified staff.			New
STAFF1.4.1	M Staff are selected based on qualifications and experience (e.g. certification, academic preparation, knowledge, skills, and reference checks).	M		New
STAFF1.4.2	B There are strategies in place to retain staff (e.g. contributions by staff are recognized).			New
STAFF1.4.3	B There are mechanisms in place to assess and enhance staff engagement, motivation and morale (e.g. involvement in appropriate decision-making, staff surveys).			New
STAFF1.4.4	B There are processes for staff to bring forward concerns/complaints, and for the diagnostic service leadership to respond in a fair, objective and timely manner.			New
STAFF1.4.5	B Schedule/workload reviews are performed to assess and maintain acceptable allocated examination times for routine and complex examinations.			New
STAFF1.5	Human resources records are retained for all staff.			New
STAFF1.5.1	M Staff records include evidence of qualification and credentials (e.g. certification or registration documents).	M		New
STAFF1.5.2	M Staff records include criminal record checks, as required.	M		New
STAFF1.5.3	M Staff records include competency assessments.	M		New
STAFF1.5.4	B Staff records include orientation, continuing education and training records.			New
STAFF1.6	Human resource records are maintained in a confidential manner.			New
STAFF1.6.1	M Only authorized individuals have access to records.	H		New
STAFF1.6.2	M Consent is obtained prior to the release of information contained in human resource record. <i>Guidance: Consent from the employee is required for the release of human resource records outside of the organization. Internal access to records (e.g. interdepartmental release) is limited to authorized individuals within the organization.</i>	H		New

No.	Description	Risk	Reference	Change
STAFF1.6.3	B There is a process for the maintenance and disposal of human resource records, in accordance with applicable legislation.			New
STAFF1.7	Orientation is provided to all staff.			New
STAFF1.7.1	M Staff orientation includes the responsibilities, policies and procedures specific to their role.	M		New
STAFF1.7.2	M Staff orientation includes equipment use (e.g. primary and ancillary).	M		New
STAFF1.7.3	M Staff orientation includes equipment quality assurance.	M		New
STAFF1.7.4	M Staff orientation includes safety (i.e. occupational and patient).	M		New
STAFF1.7.5	M Staff orientation includes patient identification.	M		New
STAFF1.7.6	M Staff orientation includes confidentiality.	M		New
STAFF1.7.7	B Staff orientation includes data security.			New
STAFF1.7.8	M Staff orientation includes consent and patient rights.	M		New
STAFF1.7.9	M Staff orientation includes information management.	M		New
STAFF1.7.10	M Staff orientation includes infection prevention and control.	M		New
STAFF1.7.11	M Staff orientation includes WHMIS and other local, provincial and federal requirements.	M		New
STAFF1.7.12	M Staff orientation includes ergonomics and prevention of work-related muscular disorders.	M		New
STAFF1.7.13	M Staff orientation includes management and reporting of adverse events and critical incidents.	M		New
STAFF1.7.14	M Staff orientation includes management and reporting of violence, aggressive behavior and harassment.	M		New
STAFF1.7.15	M Staff orientation includes emergency response/codes.	M		New
STAFF1.7.16	M Staff orientation includes fire response.	M		New
STAFF1.7.17	M Staff orientation includes disaster response.	M		New
STAFF1.7.18	B Staff orientation includes sharps handling and disposal, as applicable to job role.			New
STAFF1.7.19	B Staff orientation includes the mission and values.			New

No.	Description	Risk	Reference	Change
STAFF1.7.20	B Staff orientation includes the ethics.			New
STAFF1.7.21	B Staff orientation includes impartiality and conflict of interest.			New
STAFF1.7.22	B Staff orientation includes the risk management framework.			New
STAFF1.7.23	B Staff orientation includes the quality improvement program.			New
STAFF1.7.24	B Staff orientation includes cultural and spiritual identities.			New
STAFF1.7.25	B Staff orientation includes gender expression and sexual orientation.			New
STAFF1.7.26	B Staff orientation includes the complaints management process.			New
STAFF1.7.27	B Staff orientation includes Indigenous cultural safety, cultural humility and anti-racism.			New
STAFF1.7.28	B Staff orientation includes patient-centered care.			New
STAFF1.7.29	M Orientation is provided to existing staff in response changes in roles, technology, competency demands, and regulations or after an extended absence.	M		New
STAFF1.8	Ongoing education and training is provided to all staff.			New
STAFF1.8.1	B The frequency of ongoing education and training is defined.			New
STAFF1.8.2	M Ongoing education and training includes equipment use (e.g. primary and ancillary).	M		New
STAFF1.8.3	M Ongoing education and training includes equipment quality assurance.	M		New
STAFF1.8.4	M Ongoing education and training includes safety.	M		New
STAFF1.8.5	M Ongoing education and training includes patient identification.	M		New
STAFF1.8.6	M Ongoing education and training includes confidentiality.	M		New
STAFF1.8.7	B Ongoing education and training includes data security.			New
STAFF1.8.8	M Ongoing education and training includes information management.	M		New
STAFF1.8.9	M Ongoing education and training includes infection prevention and control.	M		New
STAFF1.8.10	M Ongoing education and training includes management and reporting of adverse events and critical incidents.	M		New
STAFF1.8.11	B Ongoing education and training includes risk management.			New
STAFF1.8.12	B Ongoing education and training includes quality improvement.			New

No.	Description	Risk	Reference	Change
STAFF1.9	The competency of staff is assessed. <i>Guidance: Competency assessments evaluate the knowledge, skills and abilities of staff to ensure that they are proficient in performing their duties.</i>			New
STAFF1.9.1	M The competency assessment requirements for staff are defined.	M		New
STAFF1.9.2	M The frequency of routine competency assessments is defined.	M		New
STAFF1.9.3	B Individuals qualified to conduct competency assessments are identified.			New
STAFF1.9.4	B The competencies for each assessment are defined (e.g. skills, procedures).			New
STAFF1.9.5	B There is a record for each competency assessment.			New
STAFF1.9.6	M Competency assessment of new staff is performed prior to the completion of a probationary or orientation period.	M		New
STAFF1.9.7	M Competency assessment of existing staff is performed when new technology or new procedures are introduced.	M		New
STAFF1.9.8	M Action is taken when a staff member's assessed competence does not meet expectations or when the staff member is not performing satisfactorily.	M		New
STAFF1.10	Staff receive performance appraisals.			New
STAFF1.10.1	B Development plans are generated, monitored and revised, as necessary.			New
STAFF1.11	Staff receive professional development and continuing education resources.			New
STAFF1.11.1	B Staff are provided with professional development and continuing education resources.			New