

## SE02 - Human Resource Management

### 2.1 - Personnel planning

**2.1.1** - There is a plan for the recruitment of healthcare facility staff.

**2.1.1.1** - There is a staffing plan based on accepted national or international norms.

**2.1.1.2** - There is a document that defines the recruitment and hiring process.

**2.1.1.3** - Utilization data is used to project staffing mix and number.

**2.1.1.4** - Staff absenteeism, sickness rates and turnover rates are recorded and analyzed to understand the appropriateness of the staffing plan.

**2.1.2** - There is a (performance) review process for all staff in the healthcare facility.

**2.1.2.1** - There is a process to ensure that skills and performance of healthcare facility staff is at the expected level.

**2.1.2.2** - All staff members are evaluated at least once a year.

**2.1.2.3** - The department or clinical unit service to which the individual is assigned conducts the evaluation.

**2.1.2.4** - The evaluation for each staff member is recorded and entered into the staff member's personnel file.

### 2.2 - Personnel files and credentials

**2.2.1** - Each staff member's responsibilities are defined in a current job description.

**2.2.1.1** - Each staff member has a written job description which defines their responsibilities.

**2.2.1.2** - Each staff member signs their job description/performance agreement to show that they accept it.

**2.2.1.3** - Job descriptions are kept in individual staff files.

**2.2.1.4** - Job descriptions/performance agreements are kept current and reviewed according to organizational policy.

**2.2.2** - Personnel files are maintained for all staff.

**2.2.2.1** - The information and documents noted in the Standard Intent are documented for each staff member.

**2.2.2.2** - A designated staff member is responsible for the storage and retrieval of personnel records.

**2.2.2.3** - Only authorized staff has access to the personnel files.

**2.2.2.4** - Personnel files are kept current and reviewed annually.

**2.2.3** - There is an effective process for gathering, verifying and evaluating the credentials (registration, education, training and experience) of healthcare professionals working in the facility.

**2.2.3.1** - There is a process for evaluating and verifying the credentials (license, education, training and experience) of nurses and other health professionals (non physicians) working in the healthcare facility.

**2.2.3.2** - The registration, education, training and experience of nurses and other health professionals (non physicians) are documented.

**2.2.3.3** - There is a process for evaluating and verifying the credentials (license, education, training and experience) of physicians.

**2.2.3.4** - The registration, education, training and experience of physicians are documented and used to assign clinical responsibilities.

## **2.3 - Staff orientation and education**

**2.3.1** - All staff members are orientated and inducted to the healthcare facility and to their specific job responsibilities at the time of appointment.

**2.3.1.1** - New clinical staff members are oriented to the healthcare facility and to their job responsibilities and any specific assignments.

**2.3.1.2** - New non-clinical staff members are oriented to the healthcare facility and to their job responsibilities and any specific assignments.

**2.3.1.3** - Contract workers, trainees and volunteers are orientated to the healthcare facility, their job responsibilities and their specific assignments.

**2.3.1.4** - There are written programs for orientating and inducting staff to the healthcare facility.

**2.3.2** - Each staff member receives on-going in-service education and training to maintain or advance his/her skills and knowledge, based on identified needs.

**2.3.2.1** - All staff are provided with on-going in-service education/training.

**2.3.2.2** - There is a schedule for in-service education.

**2.3.2.3** - The healthcare facility uses various sources of data and information to identify the in-service training/education needs of the staff.

**2.3.2.4** - The healthcare facility management actively facilitates and supports Continuous Medical Education (CME) activities for all clinical staff.