

# ISO 22956:2021 (E)

## Healthcare organization management — Requirements for patient-centred staffing

---

### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Determining the scope of the healthcare organization
4.1	General
4.2	Interested parties
4.3	Documented information throughout the organization
5	Leadership
5.1	General
5.2	Patient-focus
5.3	Traceability
6	Risks, opportunities, expectations and perceptions
6.1	Addressing risks and opportunities
6.2	Risk assessment
6.3	Gaps between expectations and perceptions — patients and staff
7	Resources
7.1	Environment for the operation of processes
7.2	Competence and key skills
7.3	Organizational qualities and values
7.4	Communication
8	Analysis and evaluation

Page count: 9