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