**WAC 246-320-136 Leadership.** This section describes leadership's role in assuring care is provided consistently throughout the hospital and according to patient and community needs.

The hospital leaders must:

(1) Appoint or assign a nurse at the executive level to:
   a. Direct the nursing services; and
   b. Approve patient care policies, nursing practices and procedures;

(2) Establish hospital-wide patient care services appropriate for the patients served and available resources which includes:
   a. Approving department specific scope of services;
   b. Integrating and coordinating patient care services;
   c. Standardizing the uniform performance of patient care processes;
   d. Establishing a hospital-approved procedure for double checking certain drugs, biologicals, and agents by appropriately licensed personnel; and
   e. Ensuring immediate access and appropriate dosages for emergency drugs;

(3) Adopt and implement policies and procedures which define standards of care for each specialty service;

(4) Provide practitioner oversight for each specialty service with experience in those specialized services. Specialized services include, but are not limited to:
   a. Surgery;
   b. Anesthesia;
   c. Obstetrics;
   d. Neonatal;
   e. Pediatrics;
   f. Critical or intensive care;
   g. Alcohol or substance abuse;
   h. Psychiatric;
   i. Emergency; and
   j. Dialysis;

(5) Provide all patients access to safe and appropriate care;

(6) Adopt and implement policies and procedures addressing patient care and nursing practices;

(7) Require that individuals conducting business in the hospital comply with hospital policies and procedures;

(8) Establish and implement processes for:
   a. Gathering, assessing and acting on information regarding patient and family satisfaction with the services provided;
   b. Posting the complaint hotline notice according to RCW 70.41.330; and
   c. Providing patients written billing statements according to RCW 70.41.400;

(9) Plan, promote, and conduct organization-wide performance-improvement activities according to WAC 246-320-171;

(10) Adopt and implement policies and procedures concerning abandoned newborn babies and hospitals as a safe haven according to RCW 13.34.360;

(11) Adopt and implement policies and procedures to require that suspected abuse, assault, sexual assault or other possible crime is reported within forty-eight hours to local police or the appropriate law enforcement agency according to RCW 26.44.030.
[Statutory Authority: Chapter 70.41 RCW and RCW 43.70.040. WSR 09-07-050, § 246-320-136, filed 3/11/09, effective 4/11/09.]