

---

---

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

**iTeh Standards**  
**(<https://standards.iteh.ai>)**  
**Document Preview**

[ISO 22956:2021](https://standards.iteh.ai/catalog/standards/iso/04e114-9114-4dda-8b0c-01372184c796/iso-22956-2021)

<https://standards.iteh.ai/catalog/standards/iso/04e114-9114-4dda-8b0c-01372184c796/iso-22956-2021>



**iTeh Standards**  
**(<https://standards.iteh.ai>)**  
**Document Preview**

[ISO 22956:2021](https://standards.iteh.ai/catalog/standards/iso/04edead1-9114-4dda-8b0c-01372184c796/iso-22956-2021)

<https://standards.iteh.ai/catalog/standards/iso/04edead1-9114-4dda-8b0c-01372184c796/iso-22956-2021>



**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

Published in Switzerland

# Contents

	Page
<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 Determining the scope of the healthcare organization</b> .....	<b>2</b>
4.1 General.....	2
4.2 Interested parties.....	2
4.3 Documented information throughout the organization.....	3
<b>5 Leadership</b> .....	<b>3</b>
5.1 General.....	3
5.2 Patient-focus.....	4
5.3 Traceability.....	4
<b>6 Risks, opportunities, expectations and perceptions</b> .....	<b>4</b>
6.1 Addressing risks and opportunities.....	4
6.2 Risk assessment.....	5
6.3 Gaps between expectations and perceptions — patients and staff.....	5
<b>7 Resources</b> .....	<b>6</b>
7.1 Environment for the operation of processes.....	6
7.2 Competence and key skills.....	6
7.3 Organizational qualities and values.....	7
7.4 Communication.....	7
<b>8 Analysis and evaluation</b> .....	<b>7</b>
<b>Bibliography</b> .....	<b>9</b>

[ISO 22956:2021](https://standards.iteh.ai/catalog/standards/iso/04edead1-9114-4dda-8b0c-01372184c796/iso-22956-2021)

<https://standards.iteh.ai/catalog/standards/iso/04edead1-9114-4dda-8b0c-01372184c796/iso-22956-2021>