

# Leadership

## What ROPs are included in the Leadership Standard?

***The Leadership Standard clarifies requirements for effective operational and performance management supports, decision-making structures, and infrastructure needed to drive excellence and quality improvement.***

### Key Leadership sections:

1. **Creating and sustaining a caring culture** → Services are co-designed with clients and families, partners, and the community. *Risk Incident Reporting (RL6)* facilitates a documented and coordinated approach to prevent conflict.
  - a. Workplace Violence Prevention (ROP 2.12) provides procedures to confidentially report incidents of workplace violence.
2. **Planning and designing services** → Ensures policies and procedures are in place for all aspects of dealing with client files and records.
3. **Allocating resources and building infrastructure** → Ensuring your team is prepared and possessing all required training and education, and that organizational resources are monitored and managed. As part of the *Enterprise Risk Management Framework*:
  - a. Preventative Maintenance Program (ROP 9.8) ensures medical devices, equipment and technology are safe and functional; and
  - b. Patient Safety Education and Training (ROP 10.9) addresses specific patient safety focus areas, available to all individuals in an organization.
4. **Monitoring and improving quality and safety** → Using current research, evidence-informed guidelines, and best practice information to improve the quality of services.
  - a. Understanding patterns of demand and developing strategies to reduce barriers to Client Flow (ROP 13.4);
  - b. Patient Safety Plan (ROP 15.1, 15.11) ensures services are provided safely;
  - c. Patient Safety Incident Management (ROP 15.4) addresses urgent care, reporting incidents, and reducing the risk of imminent recurrences;
  - d. Patient Safety Incident Disclosure (ROP 15.6) provides documented approach to disclosing patient incidents to clients and families; and
  - e. Medication Reconciliation as a Strategic Priority (ROP 15.7) ensures accurate information about medications across care transitions. Working with clients and families to generate a Best Possible Medication History (BPMH).