



Washington State Department of  
**HEALTH**

# **The Department of Health Hospital Charter Guidance**

# Hospital Charter Guidance

*Carefully read these instructions before submitting the hospital charter.*

## Checklist for completing/submitting charter

- Include information for all content requirements outlined in the charter content section that begins on page 3,
- Convert document to PDF format,
- Submit to [Hospital Staffing Inbox](#) by July 1, 2024.

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## **Charter Due Date**

[RCW 70.41.420\(11\)](#) Requires each hospital license to submit a charter for their hospital staffing committee to the Department of Health (DOH) by July 1, 2024. Hospitals can submit changed and/or updated Charters any time after July 1, 2024.

## **Charter content:**

The following information needs to be included in the hospital charter, please consider using a header for each of these requirements so the information is easily identified.

- Name of hospital on license, address, phone number, email address, & license number.
- A process for electing cochairs and their terms;
- Roles, responsibilities, and processes by which the hospital staffing committee functions, including which patient care staff job classes will be represented on the committee as nonvoting members, how many members will serve on the committee, processes to ensure adequate quorum and ability of committee members to attend, and processes for replacing members who do not regularly attend;
- Schedule for monthly meetings with more frequent meetings as needed that ensures committee members have 30 days' notice of meetings;
- Processes by which all staffing complaints will be reviewed, investigated, and resolved, noting the date received as well as initial, contingent, and final disposition of complaints and corrective action plan where applicable;
- Processes by which complaints will be resolved within 90 days of receipt, or longer with majority approval of the committee, and processes to ensure the complainant receives a letter stating the outcome of the complaint;
- Processes for attendance by any employee, and a labor representative if requested by the employee, who is involved in a complaint;
- Processes for the hospital staffing committee to conduct quarterly reviews of: Staff turnover rates including new hire turnover rates during first year of employment; anonymized aggregate exit interview data on an annual basis; and hospital plans regarding workforce development;

- Standards for hospital staffing committee approval of meeting documentation including meeting minutes, attendance, and actions taken;
- Policies for retention of meeting documentation for a minimum of three years and consistent with each hospital's document retention policies;
- Processes for the hospital to provide the hospital staffing committee with information regarding patient complaints involving staffing made to the hospital through the patient grievance process required under 42 C.F.R. 482.13(a)(2); and
- Processes for how the information from the reports required under subsection (7) of this section will be used to inform the development and semiannual review of the staffing plan.

### **How to Submit the Hospital Staffing Charter**

1. Review check list to ensure all required sections have been completed.
2. Please convert the document to a PDF.
  - a. To convert any document to PDF:
    - i. In upper right corner click "File",
    - ii. Select "Save as Adobe PDF".
  - b. To combine PDFs into one document:
    - i. Use Adobe Acrobat Pro,
    - ii. Select tool "Combine Files",
    - iii. Select PDF files you want combines,
    - iv. Reorder files in correct order,
    - v. Download and save file.
3. Email your Hospital Charter PDF to the [Hospital Staffing Inbox](#).
  - a. Subject: (Year Hospital Charter pertains to) (Name of Hospital), Charter.

## **Template**

There is an optional template posted on the DOH hospital staffing website that can be used for creating and submitting hospital charters. The template is optional and if a hospital chooses to use the template they can modify or customize the template according to their needs.