

CHAPTER 8

Implementation and Review of Health Care Policies and Procedures

I. POLICY

Health Care Services Division (HCSD) shall ensure these Policies and Procedures (P&Ps) are implemented with all associated training documented, copies distributed to Health Care Services (HCS) staff, and a process established to review P&Ps and revise them as necessary.

II. PURPOSE

To ensure HCSD P&Ps remain accurate and reflect current practice.

To ensure HCS staff from all professional disciplines has regular and timely input into HCSD's P&Ps which affect patient access to care, continuity of care, and quality of care.

III. PROCEDURE

Local Operating Procedures

Each institution shall develop Operating Procedures (OP), as necessary and in conformity with the HCSD's P&Ps. Institutional OPs shall be approved by the Health Care Manager (HCM) or the Local Governing Body (LGB) if applicable. The institutional OP shall then be submitted to Medical Dental Services, HCSD, for final review and approval.

Review Schedule

The HCSD shall develop an annual review schedule of the policies and procedures. The schedule shall be developed with input by program areas impacted by the P&Ps, and shall be approved by the HCSD, DD.

Staff Input

The HCS staff shall be provided a copy of the review schedule and asked to submit additions and/or revisions to the P&Ps in accordance with the schedule.

Research Responsibility

The P&PD, HCSD staff are responsible for coordinating with other HCSD units and HCS staff to obtain documentation which impacts the P&Ps. The HCSD and HCS staff are responsible for notifying P&PD staff of changes to the P&Ps.

Review of Draft Policy Revisions

The HCS managers and supervisors shall have the opportunity to review policy drafts which include revisions of a substantive nature prior to the approval and distribution of the policy revisions.

Final Approval

All new and revised P&Ps shall be submitted to the HCSD DD for final review and approval.

Distribution of Revised Policies and Procedures

The HCSD shall be responsible for distributing revised P&Ps to all institutions with instructions to remove the outdated version and replace it with the revised version. All revisions will be clearly marked in the lower left-hand corner: Revision date _____.

The HCM is responsible to ensure all P&P manuals are maintained with the most current version of the policies and procedures.

The HCSD P&Ps shall be distributed at the institutions to the following:

- HCM
- Mental Health Services
- Dental Services
- Inpatient Areas and Outpatient Housing Units
- Correctional Health Services Administrator or Standards Compliance Coordinator
- All clinics

The distribution shall include direction that copies of relevant sections are to be shared with staff.

The HCM shall ensure that health care staff review the sections that relate to their work assignments and receive training as necessary to promote understanding and ability to comply with the new or revised policies and procedures.

Current HCSD P&P manuals shall be readily available to all health care staff.

Training Responsibility

Health Care supervisors are responsible for being knowledgeable of the policies and procedures relevant to their portions of the health care operation. Individual supervisors shall discuss contents of the new or revised policies and procedures, and conduct training on them for their staff. This procedure shall be carried out each time policies are revised or new ones are issued.

Employees are required to sign documentation that they have read the policies and procedures and understand them.

Table of Contents

The HCSD, P&PD Unit shall provide a revised P&P Table of Contents (TOC) to all manual-holders indicating which P&Ps have been revised and which have been reviewed without changes. The TOC shall be prepared on at least a quarterly basis.

Maintenance of Back-up Files and Superseded Policies and Procedures

The P&PD shall maintain a project file for each P&P to include original input submitted by those persons who provided review and/or revisions to the P&P.

When a P&P is revised, a copy of the obsolete policy shall be marked "SUPERSEDED" with the date it was superseded, filed and maintained chronologically by Volume and Chapter.

Proof-of-Practice Documentation

Documentation of policy implementation activities will be kept in a "Proof-of-Practice" binder in the HCM's office and shall include, at a minimum, the following:

- A master set of HCSD's P&Ps with the most recent revision dates or the development date clearly indicated and signed by the appropriate management staff.
- Evidence of HCM or LGB review and approval and date of approval, if applicable.
- The corresponding OPs developed at each institution to define specifically how the HCSD P&P will be implemented.
- Evidence of OPs final approval from HCSD.
- In-Service Training lesson plans and sign-in sheets.
- Where appropriate, proof of Competency Validation.
- Evidence of OP implementation (Chart Reviews, process evaluations, quality management monitoring activities, etc.)

When procedures are updated, a new In-Service Training lesson plan and sign-in sheets shall be included. All OPs corresponding to HCSD's P&Ps shall be reviewed at least annually and revised as needed.

Responsibility for Procedure Implementation

Implementation of this procedure is the responsibility of the HCM and designated administrative staff.

Responsibility for Procedure Review and Update

Review and revision of this procedure is the responsibility of the P&PD, HCSD, or equivalent policy development body.