



## Quality Improvement Story Board

**Title:** Policy Management

**Team Members:** Jan Chamness, Cheryl McCoy, Carissa Adams, Jennifer Gulley (original), Cassie Prather (until resigned in 2016).



# PLAN

## Getting Started—(Understanding the Problem)

Administrative policies are in a state of chaos—duplicate policies, missing policies, multiple versions in circulation, no method for review/revision, and inaccessible to staff.

## Aim Statement

An opportunity exists to improve the health department's policy development, review, and revision process beginning with the collection and organization of all health department policies into one central location and ending with a clearly defined policy development, review, and revision process. This effort should improve the access to all agency policies and assure a method of scheduled review within a given time frame.

## Examine the Current Approach

A pre-survey was conducted in June 2014 to determine employees' awareness of the existence of agency policies. 32 responses to 7 questions resulted in a wide range of answers which indicated an overall lack of awareness and understanding of general policies governing agency operations. Additionally, all policy manuals were collected and reviewed and it was determined that there were numerous duplications of policies, numerous versions of certain policies, and lack of periodic review according to policy guidelines.

## Identify Potential Solutions

Potential solutions include:

- Develop a mechanism for policy review.
- Ensure all old policies are standardized, and all new policies follow the developed format.
- Assign a staff person to oversee policies and keep track of review/revision dates.

## Improvement Theory

If there is a policy management process developed which includes a policy template, assignment to positions based on content, centralized policy management, and a database with electronic reminders and staff training, then policies will be accessible, accurate, and up-to-date at all times.

# DO

## Test the Theory

A mechanism for BOH review and approval was initiated in 2016 to begin the process. The following manuals were combined into one Administrative Policy Manual:

- BOH Manual
- Internal Control
- HIPAA
- Employee Handbook

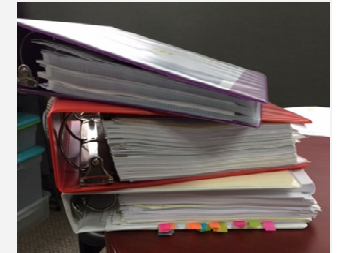
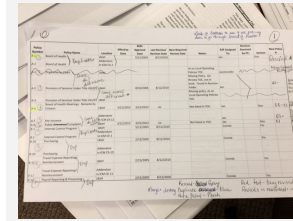
ALL policies were reviewed and revised to reflect the new approved policy template.

# CHECK

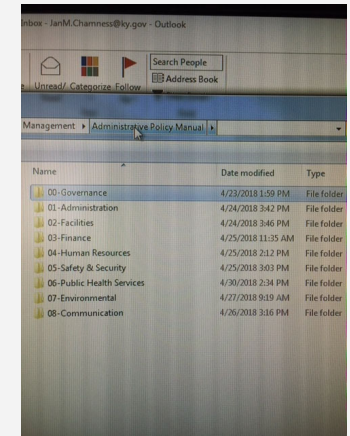
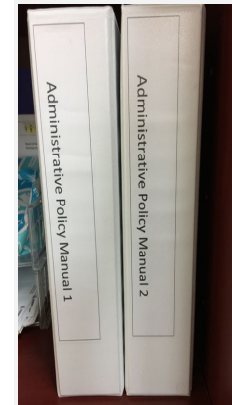
## Study the Results

A post-survey will be conducted following a staff training scheduled for August 23, 2018 wherein a comprehensive overview will be provided to all employees including how to access policies, pertinent information related to policies and who, by position, is responsible for each policy.

## BEFORE



## AFTER



# ACT

## Standardize or Develop New Theory

Establishing a process for centralized policy management, electronic reminders, assigned accountability and ongoing staff training related to standard operating procedure will significantly increase the likelihood that policies will be consistently reviewed and revised, accessible to staff, accurate, and up-to-date.

## Future Plans

VMSG will be used to track policy review and revision. Updates to policies will be sent to staff when approved by the BOH. A process for obtaining input from staff will be implemented when policies are developed or reviewed and/or revised.