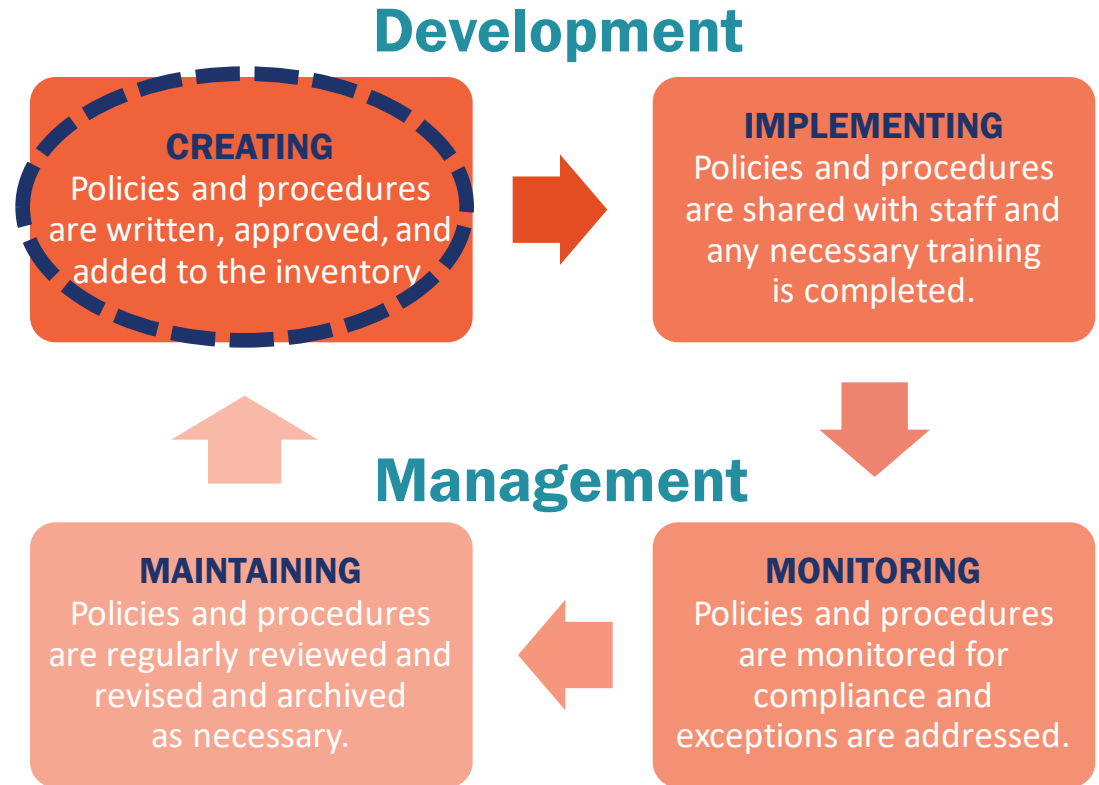


CREATING Policies and Procedures

CREATING Policies and Procedures

Development and management of policies and procedures is an ongoing process that begins with creating.



- This short learning module will explain **who** creates policies and procedures (sometimes just called *policies*).
- Then it will explain **how** to create them by following a series of **steps**.
- You will also learn some simple **strategies** to help you create good policies and procedures.

STRATEGY>

Before creating a **new policy**, ask **these questions**:

- Will this policy address critical issues that are not covered in your other policies?
 Yes
- Will this policy accurately show what your organization does?
 Yes
- Will this policy be easy to implement, follow, and monitor for compliance?
 Yes

If the answer is **Yes to all 3 questions**, it makes sense to create the new policy.



Who creates
policies and
procedures?

Good policy documents are structured into sections that cover a set of key elements.

Elements for Identification and Tracking }

Elements that Explain the Policy }

Elements that Explain the Procedures }

Elements Related to Other Documents }

Organization	
Title	ID Code
Dates	Names
Policy Statement	
Purpose	Scope
Definitions	
Responsibilities	Procedures
References	Attachments

Different individuals create the different sections.



First, top management creates the **elements that explain the policy.**



At this time, top management may also add **elements related to other documents**, such as other policies as well as laws, regulations, and standards.





Next, frontline leaders create the **elements that explain the procedures.**



At this time frontline leaders may also add **elements related to other documents**, such as other policies as well as laws, regulations, and standards.





Then frontline leaders and/or committees create the **elements for identification and tracking.**

Organization	
Title	ID Code
Dates	Names

How do
you create
policies and
procedures?

Policies and procedures are created in a sequence of **steps**, summarized below. The rest of this module presents these steps, plus some examples and related strategies.

Top Management

1. **Draft** the policy section elements.

Frontline Leaders

2. **Research** best practices for the procedures.
3. **Observe** the procedures in action.
4. **Interview** procedure users about the procedures.
5. **Draft** the procedures based on your observations and interviews.
6. **Check** the procedures with users to make sure everything is correct.
7. **Test** the procedures to make sure they are clear in action.

Frontline Leaders and/or Committees

8. **Revise** the policy and procedures as necessary.
9. **Format** the policy and procedures per your standardized format.
10. **Submit** the policy and procedures to top management for approval.
11. **Categorize** the policy and procedures per your organization system.
12. **File** the policy and procedures per your organization system.

Top Management

1. Draft

THE POLICY ELEMENTS

Write the policy statement as well as the purpose of the policy, and specify the scope (the areas it covers).



POLICY STATEMENT

Staff must discharge patients using a standardized procedure to ensure a safe transition of care and appropriate follow-up care.

PURPOSE

To provide guidelines for patient discharge in order to provide high-quality care in a safe environment and comply with Joint Commission International (JCI) Standards (see REFERENCES).

SCOPE

This policy covers all inpatient and surgical outpatient areas.

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

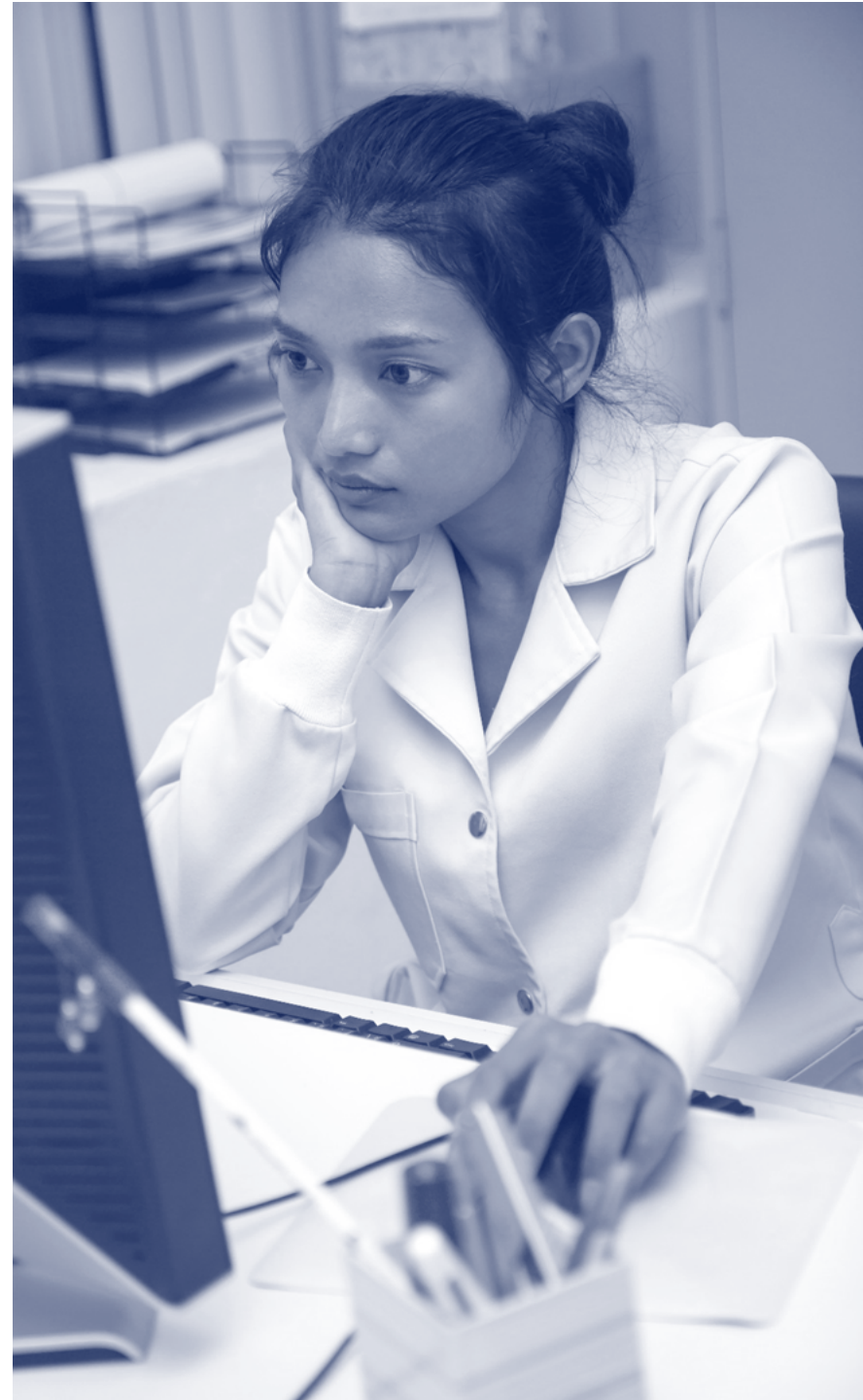
EXAMPLE

Frontline Leaders

2. Research

THE PROCEDURES

**Look at any
evidence-based
practices for the
procedures if you
are unfamiliar
with them.**





Frontline Leaders

3. Observe

THE PROCEDURES

**Observe all parts
of each relevant
procedure in
action.**

Frontline Leaders

4. Interview

ABOUT THE PROCEDURES

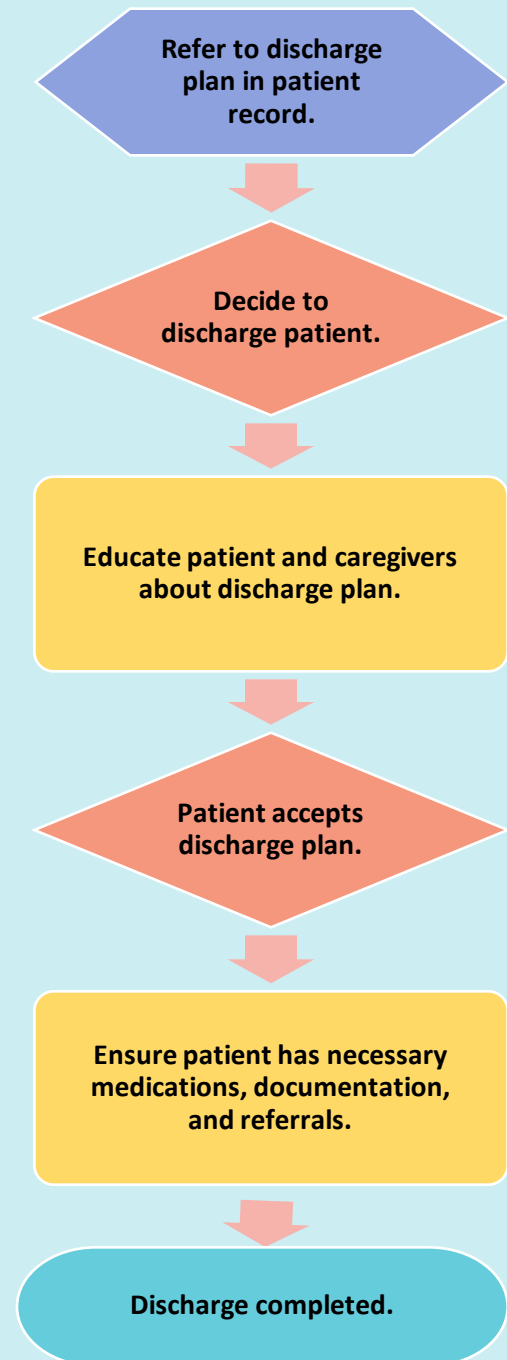
**Ask staff users
what needs to be
in the policy to
help make the
procedures safe
and efficient.**



Frontline Leaders

5. Draft THE PROCEDURES

Write each of the procedures, using graphics such as flow charts if helpful.



STRATEGY>

Write your procedures to have these **important traits**:

- **Simple** – Uses words everyone understands
- **Practical** – Makes the expectations reasonable and workable
- **Specific** – Leaves no room for individual interpretation



PROCEDURES

- A. Decision to discharge:** Refer to the discharge plan in the patient record. If the patient has met the discharge criteria, proceed with the discharge.

- B. Discharge education:** Educate the patient and caregivers about the plan, including any updates on medications.

- C. Patient attestation:** If the patient accepts the plan, file the attestation immediately. If the patient refuses to be discharged, contact the lead physician and arrange for the patient to be discharged at a later date after consulting with the physician.

- D. Discharge completion:** Ensure that the patient has all necessary medications, documentation, and referrals. Arrange for transport, if necessary.

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

EXAMPLE

Frontline Leaders

6. Check

THE PROCEDURES

Have procedure users review the text to make sure it matches the actual practice.

PROCEDURES

- A. **Decision to discharge:** Refer to the discharge plan in the patient record. If the patient has met the discharge criteria, proceed with the discharge.
- B. **Discharge education:** Educate the patient and caregivers about the plan, including any updates on medications.
- C. **Patient attestation:** If the patient accepts the plan, file the attestation immediately. If the patient refuses to be discharged, contact the lead physician and arrange for the patient to be discharged at a later date after conferring with the physician.
- D. **Discharge completion:** Ensure that the patient has all necessary medications, documentation, and referrals. Arrange for transport, if necessary.

A photograph of three women sitting around a table in a meeting. The woman on the left is looking towards the woman on the right. The woman in the middle is looking forward. The woman on the right is wearing glasses and looking towards the woman on the left. The image has a warm, orange-red tint.

Frontline Leaders

7. Test

THE PROCEDURES

Try out the procedures with users to make sure the text is clear in actual practice.

**Frontline Leaders
and/or Committees**

8. Revise

**THE POLICY
AND PROCEDURES**

**Edit the text as
necessary and
then check the
spelling.**



Frontline Leaders and/or Committees

9. Format

THE POLICY AND PROCEDURES

Apply your
organization's
standardized
format.

Haven Hospital

Title

Discharge Policy

ID Number

CNL.DSP.01.12.RQD

CURRENT**Posting Date**

03 Apr 2017

Effective Date

01 May 2017

REPLACES

Title: Discharge Policy

Effective Date(s)

01 Jan 2011

Organization(s)

- Haven Hospital
 Haven Heart Clinic

Level

- System Division
 Department

Category

- Clinical Management
 Regulatory

Review Cycle

- 1 year 3 years

Last Review Date:

13 Feb 2017

POLICY STATEMENT

Staff must discharge patients using a standardized procedure to ensure a safe transition of care and appropriate follow-up care.

PURPOSE

To provide guidelines for patient discharge in order to provide high-quality care in a safe environment and comply with Joint Commission International (JCI) Standards ([see REFERENCES](#)).

SCOPE

This policy covers all inpatient and surgical outpatient areas.

STRATEGY>

Use a **control box** at the top of a policy document to see policy identification and tracking information quickly. It should include at least these elements:

- Organization
- Title
- ID Code
- Effective Date

Names and dates of **approval** can be placed at the end of the document to save space at the beginning.





**Frontline Leaders
and/or Committees**

10. Submit

**THE POLICY
AND PROCEDURES**

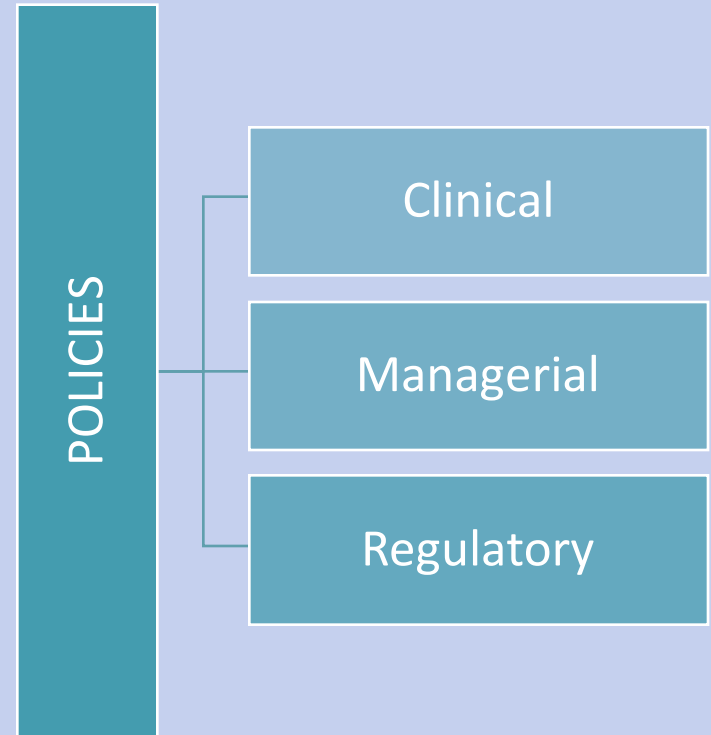
**Get signed
approval from top
management.**

**Frontline Leaders
and/or Committees**

11. Categorize

**THE POLICY
AND PROCEDURES**

**Determine the
category of the
policy per your
organization
system.**



**Frontline Leaders
and/or Committees**

12. File

**THE POLICY
AND PROCEDURES**

**Number the
policy per your
organization
system, add it to
the policy list,
and file it.**

Thank you.