

How To Use The Policy and Procedure Manual

Enclosed in this package you will find: (1) One policy and procedure manual; (2) One binder with the standards and when they will be put into place; (3) 1 CD containing all the policy and procedure manual information. This instruction letter will go through each of the items and explain what is contained in them and what it means for you and your organization.

(1) Policy and Procedure Manual

This manual is designed to be adaptive to the special needs of your organization. The manual contains five chapters (back section):

- 1) P&P Organization (OR)
- 2) P&P Patient Care (PC)
- 3) P&P Performance Management (PM)
- 4) P&P Facility and Safety (FS)
- 5) P&P Supplier Compliance (SC)

Each chapter is divided into numerous sections. At the beginning of each section you will find some questions to consider as to how this section's information may pertain to your organization. Consider these questions as you read through the sample policies in that section. Select the sample policy which best fits your organization. If you do not find one of the sample policies that fits the needs of your organization, but you find that parts of several different sections do, then "cut and paste" the information that suits your organization. If the needs of your organization are completely unique to the sample policies offered (ie. company history or mission statement), it will be necessary for you to write your own policy.

Several sections of this binder (ie. fire inspection) will require specific documentation. These sections are on colored pages. In these situations you will need to find such documents within your organization, or contact the appropriate organization that can provide you with the required documents and insert them into the desired section of this manual.

Any sample policies that are not applicable to your organization should be removed from your policy and procedure manual. If an entire section is not applicable to your organization, remove its entire contents and delete it from the chapter index. At the completion of your working through each chapter, you will have a policy and procedure manual tailored to your company.

(2) Facility Accreditation Standards Binder

Now you are ready to begin working your way through the ABC-tabbed chapters in the binder.

- 1) ABC Organization (OR)
- 2) ABC Patient Care (PC)
- 3) ABC Performance Management (PM)
- 4) ABC Facility and Safety (FS)
- 5) ABC Supplier Compliance (SC)

Each sheet of paper in these sections represents one of ABC's new facility accreditation standards.

These pages are laid out with the standard number and title in bold print at the top of each page. The intent of that standard is explained in smaller print in the center of the page. At the lower section of each page is a list of policies that provide compliance to that standard. You can simply check off or circle the standard section you would like to use to satisfy that facility accreditation standard. When these five sections are complete, you will have the elements needed for a successful facility accreditation survey. Simply present this book to

your facility accreditation surveyor when they visit your location to make for a smooth survey.

(3) Policy and Procedure Manual CD

For your convenience in the customization process, we have also provided for you the FAC standards and policy and procedure manual on CD. The disk has been put together in Microsoft Word 6.0 version, and is set up to follow along with the policy and procedure book. Every page on the disk is in the order of that in the book. The order of the files are on the disk, so that it follows the book are:

- FAC Guidelines
- P&P OR
- P&P PC
- P&P PM
- P&P FS
- P&P SC

If you have any question about something on the CD, they can be directed to Dale at OPGA (800) 214-6742.

Your policy and procedure manual should be used as a living document. The manual should be reviewed at least once a year, ideally every six months. This will ensure the policies and procedures are current with that of the organization, any changes or updates to the manual need to be noted and organization personnel need to be notified. The Policy and Procedure manual is intended to illustrate in writing what the personnel of your organization carry in their head and perform at their job.

Do not be intimidated by the facility accreditation standards or this Policy and Procedure manual. Your organization is most likely functioning by some set of policies, whether written or assumed. This manual is intended to formalize and organize those policies and procedures your organization is already living by. As you read through the sample policies for each section, you will probably find written explanations that fit those activities already in practice within your organization.

In some cases, you may find written policies and procedures that could help your organization. Or you may need to select a written policy or procedure because of some changes you would like to see take place in your organization.

Several facility accreditation standards will require the implementation of new policies that may require some additional work such as fire policy which requires floor plan designs that identify locations of fire extinguishers, exits and escape routes, posting of fire escape routes, fire drill exercises and the recording of such exercises. This will require the involvement and education of all employees.

If you have any questions or concerns regarding the facility accreditation standards or the Policy and Procedure manual, please call Dale at OPGA 1-800-214-6742.

Best Regards,



Jim Andreassen
President
OPGA, Inc.