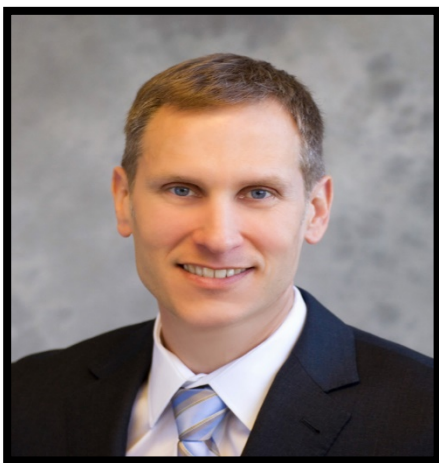


# Getting Started with Policy and Procedure Writing: Practical Tips for Success

Wednesday, September 28, 2022

*Please introduce yourself and where you're from in the chat box as you come into the room.*



Jeff Wussow  
Business Development  
Executive



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Product Development Principal



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Accreditation Reviewer



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Client Education  
Specialist

## The URAC Team

# Before We Get Started



Message Nick  
Davis for any  
*tech issues*

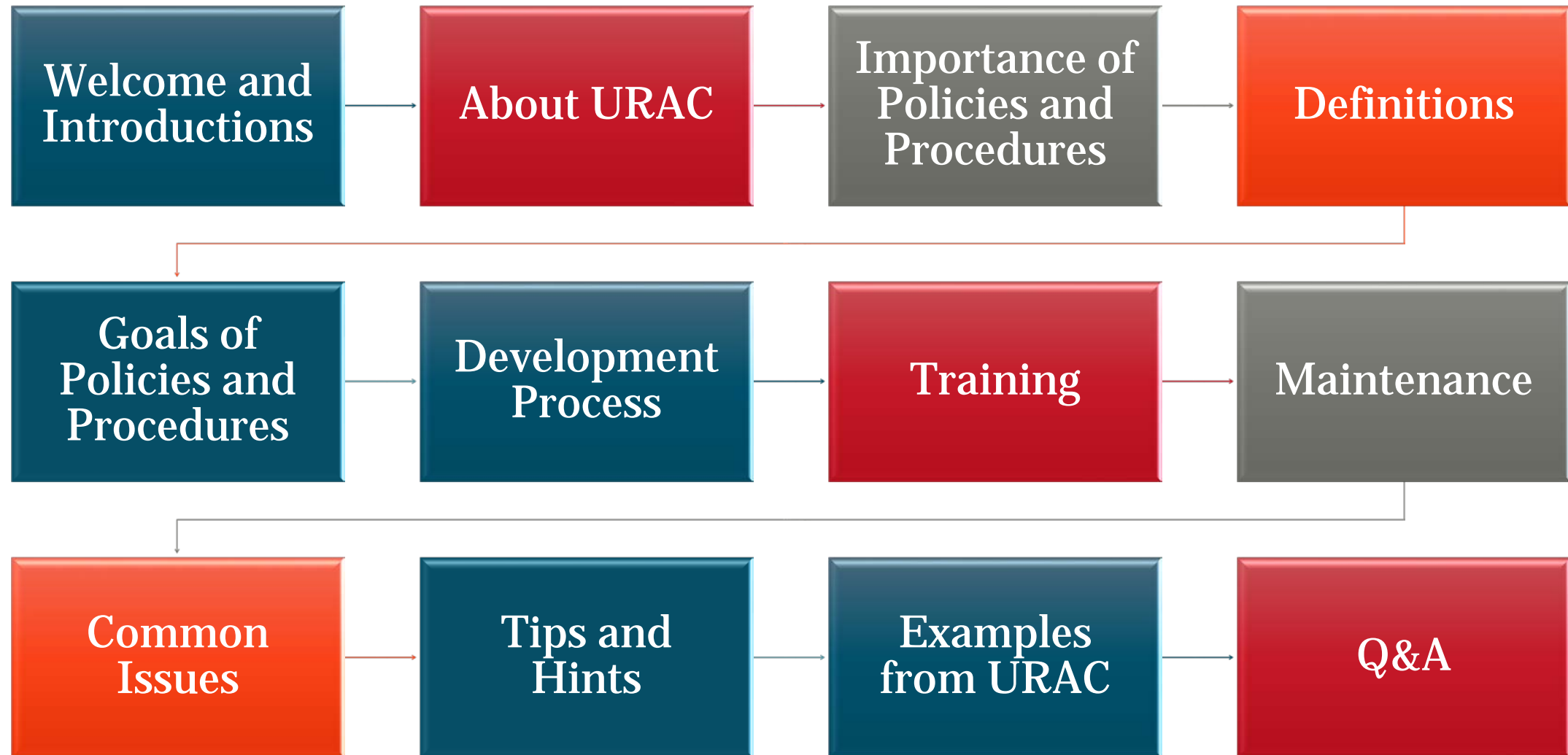


Use the chat  
box for  
*questions* and  
to *introduce*  
*yourself*

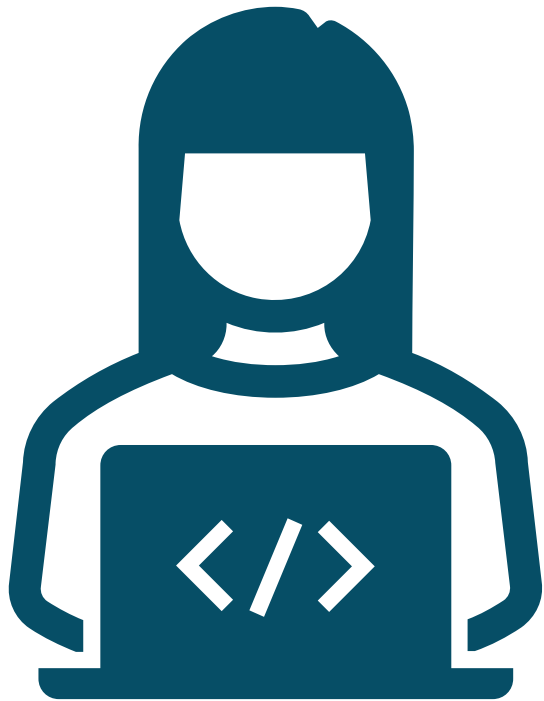


Explore  
*resources*  
we'll share in  
the chat box

# Agenda



# Who's Here Today



What type of  
organization do  
you represent?

What's your  
organization's  
relationship to  
URAC?

# About URAC



**Leader in Specialty Pharmacy, Telehealth and  
Remote Patient Monitoring Accreditation**

**Our Clients**  
**Hospitals**  
**Health Plans**  
**Pharmacies**  
**Telehealth Providers**  
**Independent Review**  
**Population Health**  
**Utilization**  
**Management**  
**Credentials Verification**  
**Health Websites**  
**Case Management**  
**Disease Management**





# Some of Our Clients

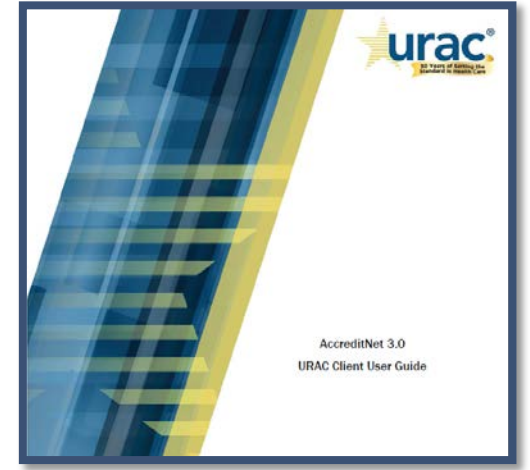




Client Relations  
Manager



Program Guide



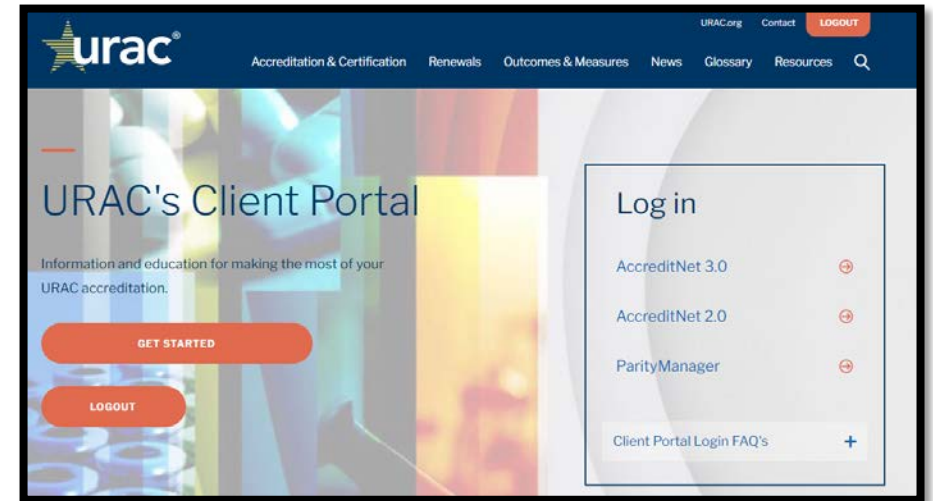
AccreditNet Guide

People

Tools



Accreditation Reviewer

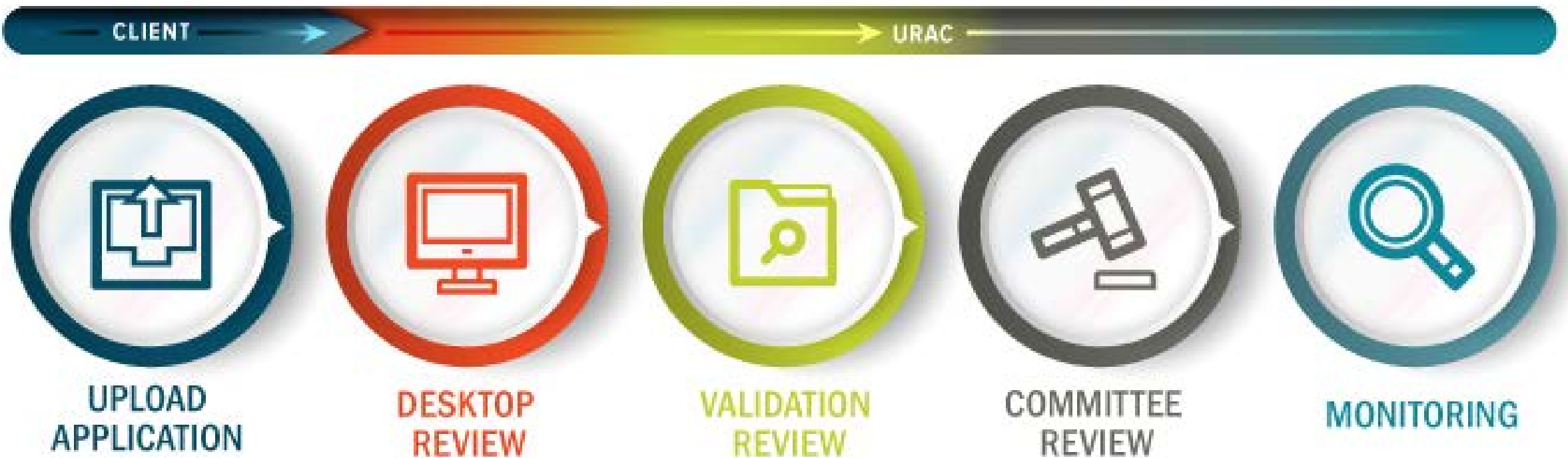


Client Information Portal





# ACCREDITATION PROCESS



# Importance of Policies and Procedures

## Internal Reasons

- Establish rules of conduct
- Protect rights of workers
- Protect business interests
- Provide standardization in daily operational activities
- Providing clarity when dealing with issues and activities that are critical to health and safety, legal liabilities, and regulatory requirements

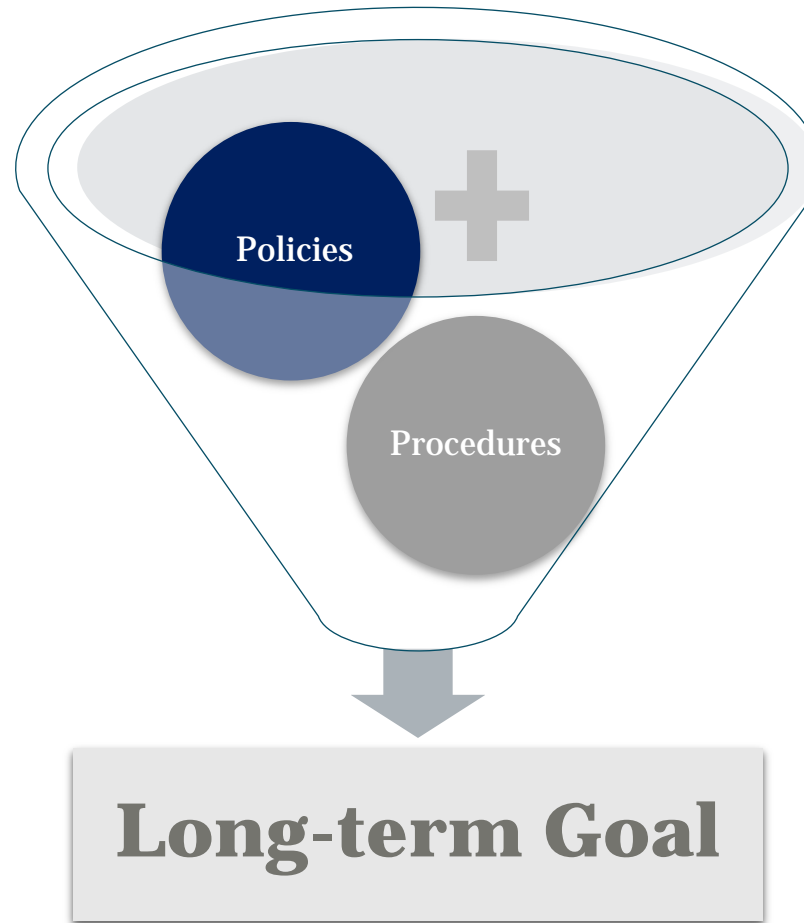
## External Reasons

- To guide employees in meeting the standards
- To demonstrate continuing compliance with the standards
- To demonstrate that your organization has the capacity to meet the standards

# Definitions

## *Business Dictionary*

**POLICIES** are a set of principles, rules and guidelines formulated or adopted by an organization to **reach its long-term goals** and typically published in a shared repository that is widely accessible.



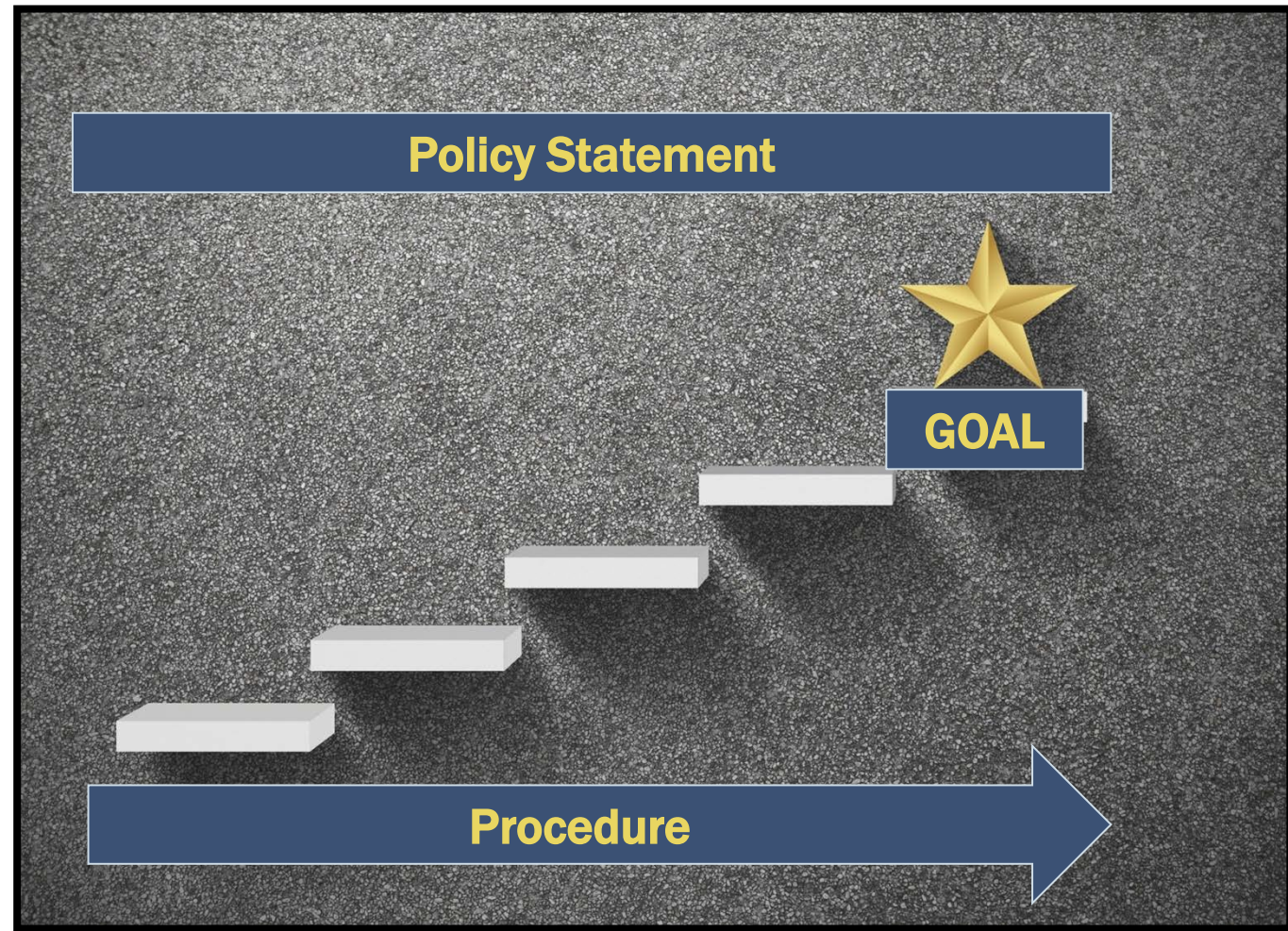
**PROCEDURES** are the specific **methods employed to express policies in action in day-to-day operations** of the organization.

Together, policies and procedures ensure that a point of view held by the governing body of an organization is translated into steps that **result in an outcome compatible with that view.**

# Policy Statement v. Procedure

**POLICY STATEMENT:** should **define** your organization's **stance** or **GOAL** on a particular subject

**PROCEDURE:** should define the **process to achieve and maintain** the organization's stance or **GOAL** on a particular subject



# Examples of Each

## Policy: The What

- The organization will provide all members with the necessary training, immunizations and personal protective equipment (PPE) needed for protection from communicable diseases.
- We will meet the special needs of persons who are deaf, blind, or hard of hearing.



## Procedure: The How

- Headquarters will mail a box of supplies to remote staff every other month with masks, gloves and hand sanitizer.
- Team members will submit a request for patient materials to be created with options for large-print, Braille or screen readers to the Marketing team.



# Benefits of a Policy or Procedure

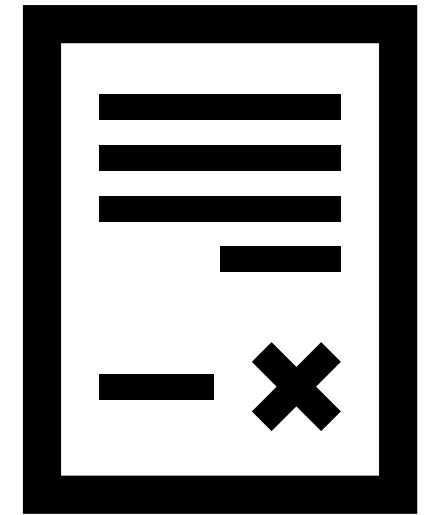
Defines the organization's stance or goal on a certain topic

Controls outcomes through defined processes

Ensures employee expectations are clear

Makes training easier

Manages and reduces company risk



# Development Process

## Templates

1

- Stick with one template

2

- Include the organization's name and/or logo

3

- Use strong numbering and naming conventions

4

- Include key dates: effective, review, and revision

5

- Include the approval authority

# Development Process

Body of the Policy or Procedure

Ensure the **title** of the policy and procedure adequately reflects the purpose of the policy and procedure

Give a **number** to the policy and procedure

Create a policy/**purpose statement**

Define the **scope** and responsibilities

Create a step-by-step **process on HOW** employees should go about achieving the goal or stance

# Development Process

Additional Information

Include a section for

- Any referenced materials
- **Laws and regulations**
- External resources



Include a definitions section

- Especially if you are using **unique terminology** or terminology **specific to your organization**
- Define any acronyms or abbreviations here



# Development Process: The Master List

Serves as a reference point for everyone in the organization to have easy access to a list of all policies



Policy Name



Policy Number



Effective Date



Review Date



Person Responsible for Approval



# Development Process

Relevancy

Policies and procedures  
do not need to control  
every employee action

Not every policy and  
procedure is going to be  
relevant to every  
employee

Check your processes for  
relevancy (i.e., is it  
necessary to complete  
that step to achieve the  
goal of the organization?)

# Employee Training

- Train only on policies and procedures that are **relevant** to that employee.
- Ensure that all employees **know where to access** the policies and procedures that relate to their job
- Be clear on which policy and procedures are to be memorized and which are to be referenced



## MEMORIZE

Policy and procedure on emergency calls

## REFERENCE

Policy and procedure on health literacy levels

# Maintenance

Review continuously

Make changes to policies and procedures before implementing or changing a process

Gather input

Ensure staff have most up-to-date policies

Make sure master list is updated

## URAC Pro Tip

Policies and procedures must be reviewed and approved at least every 36 months

# DO

- Have policies that reflect your organization's goals, priorities and workflows
- Use external documents to supplement policies and procedures (e.g., workflow documents, SOPs, etc.)
- Be clear so your employees understand what you expect of them
- Make the policy and procedure as flexible as possible while producing the desired outcome the majority of the time

# DON'T

- Forget to review policies at least every 36 months and update the review date
- Create new policies if there are existing policies on the topic
- Use policies and procedures that are not relevant to the organization
- Write in language that is difficult to understand

# URAC Specific Tips and Hints

**Reaccreditations are more difficult** because of the documentation upkeep (including policies and procedures)

Know the standards that **drive your daily processes**

**Not following procedures** submitted on Desktop Review can be fatal on Validation Review

URAC does not expect you to have a separate policy and procedure for each standard; **one policy and procedure may address multiple standards or elements**

Make sure you **read every policy and procedure** you submit to ensure it is **meeting the intent of each standard**

The reviewer mindset is: ***How would I know what to do/what is expected of me if I were an employee at your organization?***



# URAC Reviewer Tips for Success

**Own your  
policies and  
procedures**

**You know your  
own process best**

**Quality is more  
important than  
quantity**

**Know what you do**

**Review for  
improvements  
continuously**

# URAC Applicable Standard

## **Focus Area: Operations and Infrastructure (OPIN)**

### **OPIN 1: Business Management**

#### **OPIN 1-1: Policy and Process Maintenance**

The organization:

- a. Maintains policies and processes that include:  
[4]
  - i. A record of effective dates, review dates, revision dates and identification of approval authority
  - ii. Review of policies and processes at least every 36 months
  - iii. Dissemination of new, changed and/or updated policies and processes to staff in a timely manner

## **Focus Area: Operations and Infrastructure (OPIN)**

### **OPIN 2: Business Management**

#### **OPIN 2-2: Maintaining and Complying with Policies**

Documented policies and their associated processes support risk management and promote individual and program accountability, which are essential to quality performance. As such, the organization:

- a. Maintains and complies with policies and processes that govern core business operations related to the scope of the accreditation
- b. At least every 36 months (to the month), policies and processes are reviewed and if there are approved changes, they are disseminated, communicated and made effective within that 36-month time frame
- c. Maintains staff access to a master list of all such policies and processes [2]
- d. Maintains documentation of:
  - i. Review dates [2]
  - ii. Effective dates [2]
  - iii. Identification of approval authority [2]

# References

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- Policy Medical: [policymedical.com](http://policymedical.com)
  - The importance of Healthcare Policy and Procedures
- Boise State University: [policy.boisestate.edu/policy-writing-guide/](http://policy.boisestate.edu/policy-writing-guide/)
  - Policy and Procedures Writing Guide- Drafting a Policy – Policy Format

# Connect with URAC

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