Jeff Wussow
Business Development Executive

Jennifer Richards, PharmD, JD
Product Development Principal

Michelle Corzine, PharmD
Accreditation Reviewer

Lisa Silverman, MA
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 the **resources** we’ll share in the chat box
Agenda

Welcome and Introductions → About URAC → Importance of Policies and Procedures → Definitions

Goals of Policies and Procedures → Development Process → Training → Maintenance

Common Issues → Tips and Hints → Examples from URAC → Q&A
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
ACCREDITATION PROCESS

1. UPLOAD APPLICATION
2. DESKTOP REVIEW
3. VALIDATION REVIEW
4. COMMITTEE REVIEW
5. MONITORING
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
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**: 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.

<table>
<thead>
<tr>
<th>Policy Name</th>
<th>Policy Number</th>
<th>Effective Date</th>
<th>Review Date</th>
<th>Person Responsible for Approval</th>
</tr>
</thead>
</table>
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
- Review for improvements continuously
- Know what you do
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:
   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

• Chron Small Business: smallbusiness.chron.com
  • Examples of Company Policies & Procedures
    • Article written 2/2019
    • https://smallbusiness.chron.com/examples-company-policies-procedures-10995.html
  • How to Write Policy & Procedure Task Outlines
    • No written date
    • https://smallbusiness.chron.com/write-policy-procedure-task-outlines-70635.html

• Policy Medical: policymedical.com
  • The importance of Healthcare Policy and Procedures

• Boise State University: policy.boisestate.edu/policy-writing-guide/
  • Policy and Procedures Writing Guide- Drafting a Policy – Policy Format
Connect with URAC

Sales and New Accreditation Inquiries
202-216-9413
businessdevelopment@urac.org

Client Relations Inquiries
202-326-3942
clientrelations@urac.org

Like URAC on Facebook • Follow URAC on Twitter
Connect with URAC on LinkedIn • Watch URAC on YouTube