



Department Name Quality Management		
CHAPTER: Quality Assurance	SUBJECT: Policy and Procedure Development	POLICY NUMBER: QM-001
APPROVAL: August 6, 2004	EFFECTIVE DATE: 8/6/2004	REPLACES (policy # and date):

- I. **PURPOSE:** To describe the development of policies and procedures developed for the Children’s Network of Southwest Florida and its providers.
- II. **REVIEW HISTORY:** New policy
- III. **CONTACT:** Director of Quality Management (QM)
- IV. **PERSONS AFFECTED:** Lead agency staff and contracted providers
- V. **POLICY:** It is the policy of the Children’s Network of Southwest Florida to develop and disseminate clear and concise policy and procedure statements for the use of its staff and contracted providers.
- VI. **RATIONALE:** Written policies and procedures clarify the functions and roles of persons within the system and provide ongoing guidance and reference material to assist in the daily functioning of the organization.
- VII. **CROSS REFERENCES:**
Contract HJL 46 between Camelot Community Care and the Florida Department of Children and Families
- VIII. **DEFINITIONS:**

 - Policy: The guiding principle determined to be appropriate for the subject area addressed in the document.
 - Procedure: The method(s) utilized to cause the guiding policy to occur.
- IX. **PROCEDURES:**
 - A. Policies and procedures are drafted in the format provided. The document should be drafted using Times New Roman 12-point font.

Policy and Procedures Policy



- B. The policy and procedure document is submitted to the department director who oversees the functions addressed in the policy and procedure document.
- C. Policies and procedures will be developed in accordance with all applicable federal and state laws, administrative rules, contract requirements, accreditation standards and Medicaid regulations.
- D. When the department director approves the policy and procedure document, it is submitted to the QM Director.
- E. The QM Director will review the document for conformity and clarity and will confer with the submitting department director if there are questions or concerns.
- F. The QM Director will disseminate the draft policy and procedures to key staff of the lead agency and case management organizations to solicit feedback. Staff will have a ten day period to respond with comments and suggestions.
- G. The QM Director will incorporate feedback as necessary and in collaboration with the submitting department director and will submit the policy and procedures document to the Chief Executive Officer for approval and signature.
- H. When approved by the Chief Executive Officer, the QM Director will submit the policy and procedures document to the Department of Children of Families for review and approval.
- I. Once the document has been approved by the Department of Children and Families, the QM Director will assign a number to the policy and the document will be forwarded to the Communications Director for dissemination to providers and staff. Key staff of the lead agency and case management organizations will be notified that the final policy has been posted, with instructions that it be disseminated to and discussed with staff.
- J. Staff will be required to sign a form attesting to the fact that the policy has been reviewed and understood by them. This form shall be maintained by the supervisor.
- K. All policies and procedures will be reviewed and revised as needed at least once a year. Formal reviews will occur each February.
- L. Contract providers are expected to abide by the policies and procedures developed by the lead agency and to ensure that their own internal operating

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procedures and directives do not conflict with lead agency administrative policies.

M. All staff are responsible to assure that they are utilizing current versions of policies and procedures in their work. Failure to use current versions of policies and procedures will result in disciplinary action.

X. **EXHIBITS:**

Exhibit A: Policy and Procedure Development Template

Exhibit B: Review Confirmation Form



<u>Department Name</u>		
<u>CHAPTER:</u>	<u>SUBJECT:</u>	<u>POLICY NUMBER:</u>
<u>APPROVAL:</u>	<u>EFFECTIVE DATE:</u>	<u>REPLACES (policy # and date):</u>

- I. **PURPOSE:** A brief description of why the policy has been developed.
- II. **REVIEW HISTORY:** When was the policy last reviewed. Policies should be reviewed at least every three years.
- III. **CONTACT:** If someone has a question about the policy, who is the expert that they should contact.
- IV. **PERSONS AFFECTED:** Who within the organization does the policy refer to.
- V. **POLICY:** A brief statement of the general policy
- VI. **RATIONALE:** Why this particular strategy has been chosen
- VII. **CROSS REFERENCES:** What statutes, rules, other documents affect this policy.
- VIII. **DEFINITIONS:** Brief definitions of terms used in the policy
- IX. **PROCEDURES:** This is the section that describes the actual procedures that have been developed to support the policy.
- X. **EXHIBITS:** Any forms or other documents that are necessary to make the procedures workable for the organization or that provide additional explanation of the policies and procedures.



Policy and Procedure Review Confirmation

I have reviewed and understand Policy and Procedure # _____.

Signature

Date