

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

Friday, June 21, 2024

The URAC Team



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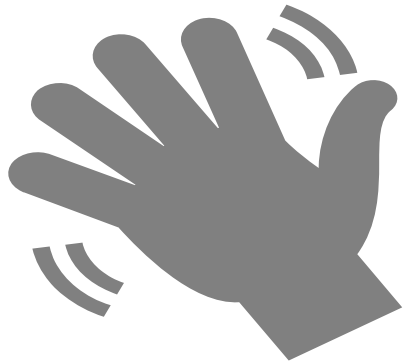


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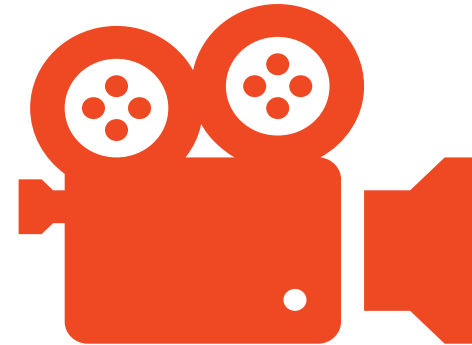
Before We Get Started



Introduce yourself in the chat box and tell us what organization you're with



Message Nick Davis for any technical issues

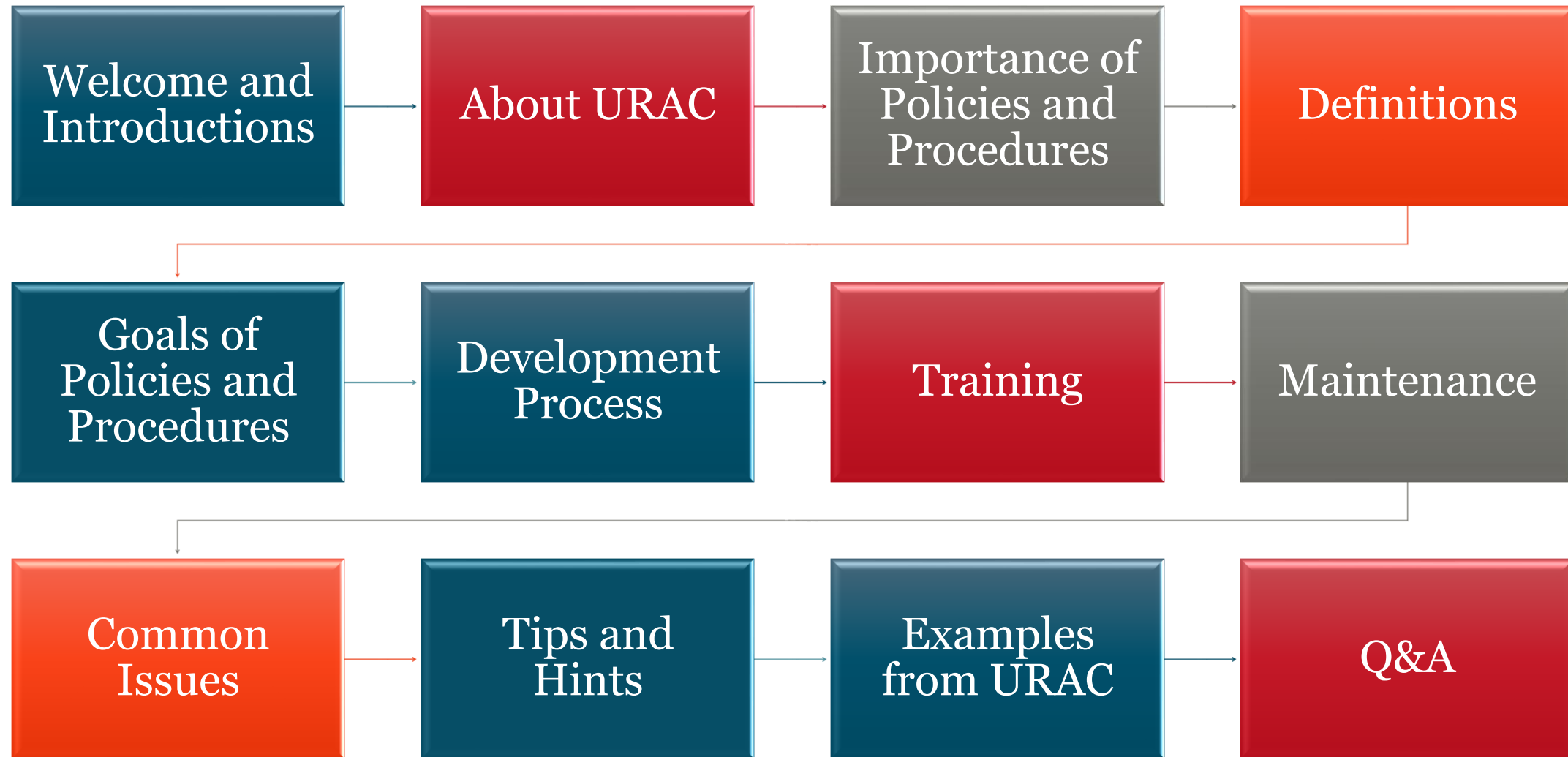


We're recording and you'll get the link within a week

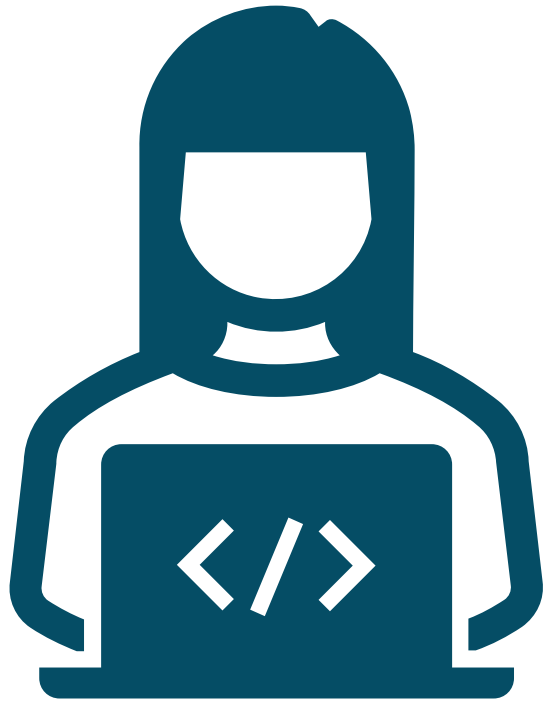


Use the chat box for questions and comments

Agenda



Who's Here Today



What type of organization do you represent?

What's your organization's relationship to URAC?

Why are you attending today's session?

About URAC

We have *almost 35 years of experience* as an accreditor

We believe in growth through *education and quality improvement*

We understand that *excellence looks different* in every organization

We know *partnerships are the key* to our work



Some of Our Partners



NATIONAL
MINORITY QUALITY
FORUM



American Hospital
Association

NAIC

CTeL
TELEHEALTH | RESEARCH | POLICY | ACTION



BlueCross
BlueShield
Association

AMA
AMERICAN MEDICAL
ASSOCIATION

amazon

AMERICAN
PSYCHIATRIC
ASSOCIATION

AHIP



ABHW

Examples of URAC's Programs



Digital Health

- Telehealth
- Remote Patient Monitoring
- Telehealth Support Services
- Health Website
- Health Content Provider



Patient Care Management

- Health Utilization Management
- Independent Medical Examination
- Independent Review Organization
- Case Management
- Health Contact Center
- Disease Management
- Workers' Compensation Utilization Management



Administrative Management

- Health Care Management
- Clinically Integrated Network
- Patient-Centered Medical Home
- Provider- and Employer-Based Population Health
- Credentials Verification Organization
- Community Health Worker Program



Pharmacy

- Infusion Pharmacy
- Medicare Home Infusion
- Mail Service Pharmacy
- Rare Disease
- Pharmacy Benefit Management
- Pharmacy Services
- Specialty Pharmacy
- Specialty Pharmacy Services



Mental Health and Substance Use Disorder (MH/SUD) Parity

- ParityManager™
- MH/SUD Parity



Mental Health at Work



Health and Dental Plan

- Health Plan and Marketplace
- Medicaid Health Plan
- Medicare Advantage
- Dental Plan
- Health Network
- Dental Network



Health Equity



Some of Our Clients



ACCREDITATION PROCESS





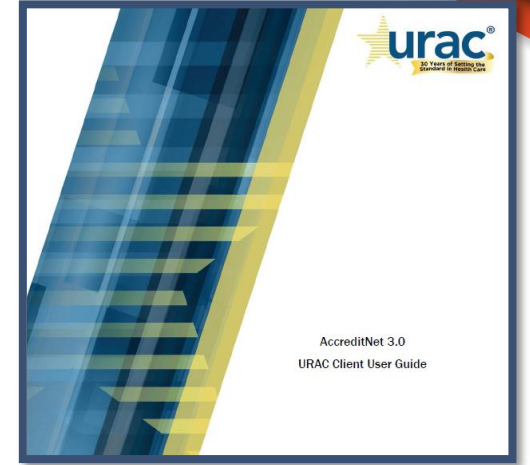
Client Relations
Manager



urac®
Community Health Worker
Program
Accreditation Standards

Version 1.0
June 2024

Program Guide



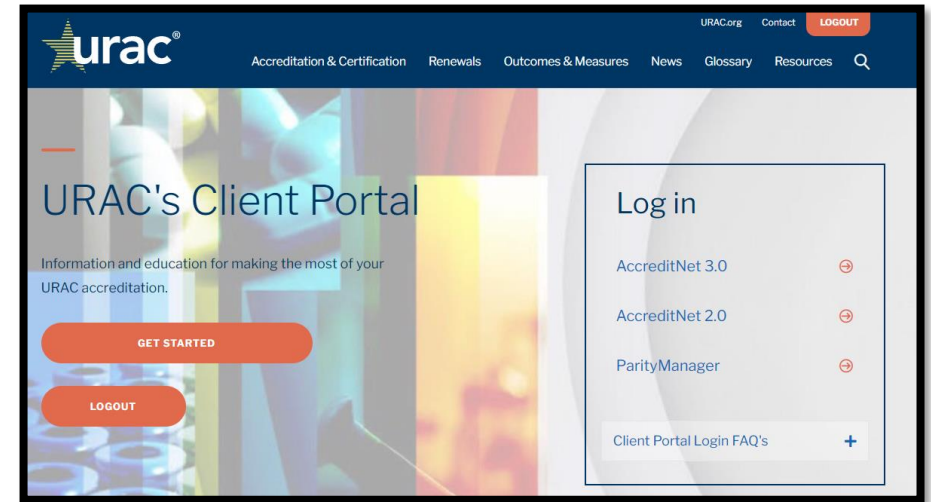
urac®
30 Years of Setting the
Standard in Health Care
AccreditNet 3.0
URAC Client User Guide

AccreditNet Guide

People



Tools



urac®
URAC's Client Portal

Information and education for making the most of your
URAC accreditation.

GET STARTED

LOGOUT

Log in

AccreditNet 3.0

AccreditNet 2.0

ParityManager

Client Portal Login FAQ's

Accreditation Reviewer



Client Information Hub



Importance of Policies and Procedures

Internal Reasons

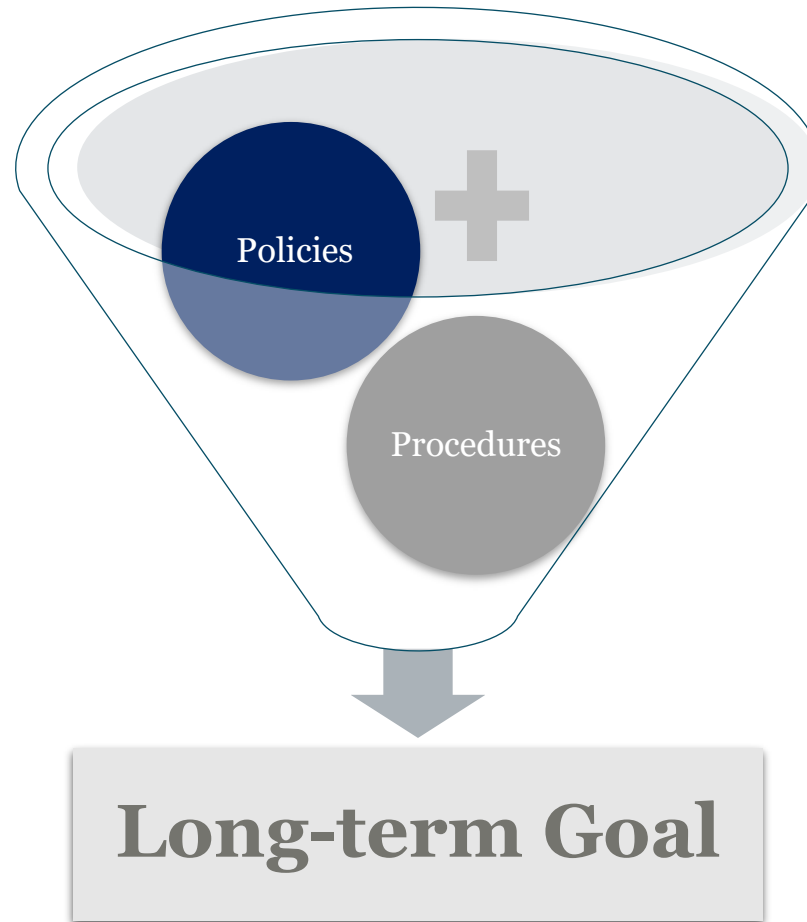
- Establish rules of conduct
- Protect rights of workers
- Protect business interests
- Provide standardization in daily operational activities
- Providing clarity **when** dealing with issues and activities that are critical to health and safety, legal liabilities, and regulatory requirements

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

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.



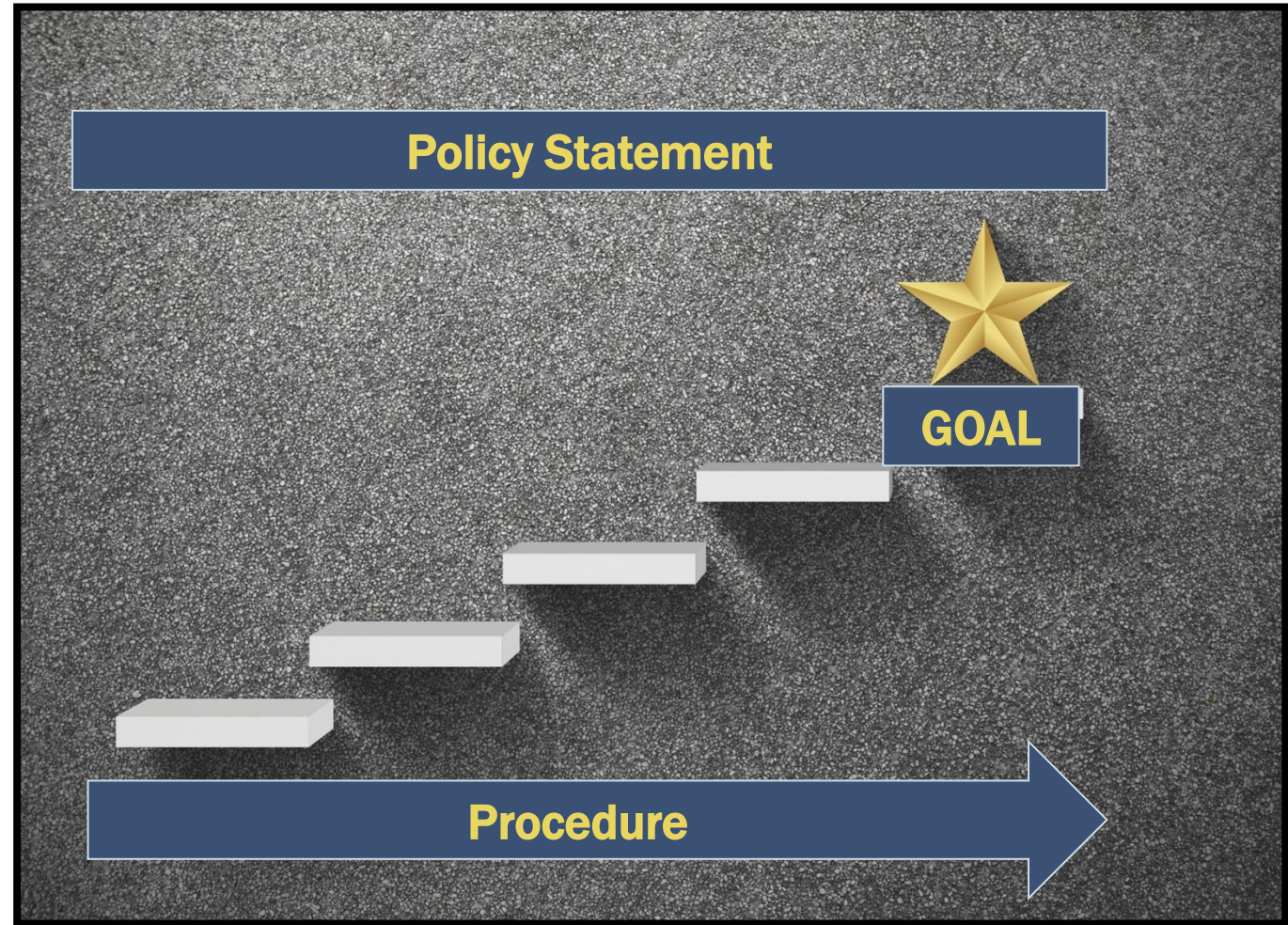
PROCEDURES are the specific **methods employed to express policies in action in day-to-day operations** of the organization.

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

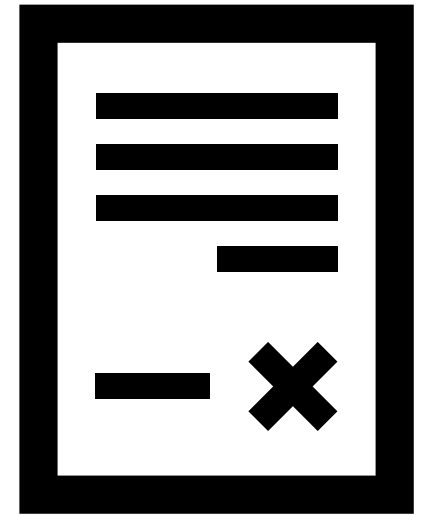
Defines the organization's stance or goal on a certain topic

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

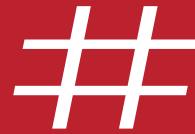


Development Process: The Master List

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

Constantly consider: ***How would an external person know what to do and what is expected if they 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

URAC Applicable Standard

Focus Area: Operations and Infrastructure (OPIN)

OPIN 1: Business Management

OPIN 1-1: Policy and Process Maintenance

The organization maintains policies and processes that include: [4]

- a. A record of effective dates, review dates, revision dates and identification of approval authority
- b. Review of policies and processes at least every 36 months
- c. Dissemination of new, changed and/or updated policies and processes

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]

Closing Poll

Would you like more information about URAC's programs?

What program(s) would you like more information about?

If the program is not listed, please tell us which program interests you.

Questions?



Save the Date for URAC Connect!

October 28 - 30, 2024



Early bird registration opens on Monday, July 22!

Early bird cost: \$1,039

Connect with URAC

Sales and New Accreditation Inquiries

202-216-9413

businessdevelopment@urac.org

Client Relations Inquiries

202-326-3942

clientrelations@urac.org

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Connect with URAC on [LinkedIn](#) • Watch URAC on [YouTube](#)

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