



## Center for Health Care Quality (CHCQ)

### Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leaders	Team Members
20. Update Policies and Procedures	Updated L&C policies and procedures are current and easily accessible to all staff. In addition, the infrastructure and necessary resources will be in place to ensure the Program’s policies and procedures remain current.	Chelsea Driscoll	Jennifer Truong, Edgar Martinez, Glenda Lee, Sherry Evans, Dena Iutzi-Mitchell
Date Completed			
July 31, 2017			
<b>Executive Summary</b>	CHCQ has created the infrastructure to bring and keep policies and procedures current. CHCQ has assigned dedicated resources to policy and procedure development within the reorganized Policy Section. The Policy team has created improved policy development and dissemination processes, including improved policy and procedure accessibility to staff.		
<b>Actions, Deliverables, Achievements</b>	<ul style="list-style-type: none"> <li>➤ CHCQ has restructured the Policy Section to establish a dedicated “Policy Unit” to update policies and procedures. The unit consists of a manager, three analysts, and two retired annuitants.</li> <li>➤ The Policy Unit has improved its policy and procedure development processes to routinely incorporate field expert input.</li> <li>➤ Published 13 new P&amp;Ps and updated 11 outdated P&amp;Ps.</li> <li>➤ The Policy Unit developed annual goals and work plans to complete policies and procedures for critical functions, and will conduct an annual assessment to identify outdated policies and procedures in the existing Policy and Procedure manual. An example includes revisions to the complaint investigation and citation issuance processes to address recent legislative changes.</li> <li>➤ The Policy Unit increased access to policies and procedures:               <ul style="list-style-type: none"> <li>○ All published policies and procedures are available electronically on the L&amp;C Policy and Enforcement intranet webpage. In addition, each district office has a hard copy of the policy and procedure manual for their records.</li> <li>○ Effective July 25, 2017, the Policy Unit implemented an IT solution that provides staff with access to policy documents while on surveys, regardless of internet access. Staff are able to routinely download revised or new policies and procedures.</li> <li>○ The Policy Unit releases P&amp;Ps to all staff on the CHCQ All Staff email group to increase awareness of new policies.</li> </ul> </li> </ul>		
<b>Status</b>	The Policy Section is currently interviewing for a new unit manager, due to the recent promotion of the former unit manager. The analysts continue to make progress on their assigned policies and procedures under the guidance of the branch manager.		
<b>Planned Follow Up &amp; Monitoring</b>	<ul style="list-style-type: none"> <li>➤ Establish project plans that identify necessary subject matter experts for each new policy under development.</li> <li>➤ Continue monitoring policy and procedure development progress during weekly staff meetings and hold staff accountable for meeting annual goals.</li> <li>➤ Routinely evaluate the contents of the policy and procedure manual to ensure guidance is up to date and consistent with applicable laws.</li> </ul>		
<b>References</b>	Copies of Policies can be requested via a <a href="#">Public Records Request</a> .		