

**Policy and Procedure**  
**BUNCOMBE COUNTY HEALTH AND HUMAN SERVICES/DEPARTMENT OF HEALTH**

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Category & Subcategory:	BCDH Administrative Policy and Procedure Policy Development	Original Effective Date:	June 1, 2000	This Revision Effective:	August 22, 2014
Persons Affected	The Buncombe County Department of Health workforce				
Approval By/ Date	_____ Health Director _____ Date	_____ Chair, Health and Human Services Board _____ Date	_____		
Review Date & Initials	_____	_____	_____	_____	_____

	Date of Revision	Summary of Changes	Section
<b>1.0 Revision History</b>	10/31/02 0/131/04	Form change-Format and categories changed Procedure revised Form change-Format and categories changed Policy name change Purpose and policy statements revised Definitions added Responsibilities added Procedure revised	Procedure Sections Sections 2-6
	12/11/07	Quality Improvement Coordinator changed to Practice and Standards Administrator Clarification of roles, time frames Added requirements for training on policies Added legal authority section within format	All sections as applicable Procedure Section 6.0 6.11, 6.13 Section 7.0
	3/10/08 3/1/2012	Notation of program categories no longer applicable Added approval grid Added BOH signature Revised definition Clarified responsibilities, added annual review & Medical Director signature Created procedural topics Clarified BOH approval process, added delegation of authority to Health Director Removed Nursing Director, relocated clinical nursing policies Removed specific training time frame Added Legal Authority/Guidance section	Appendix 1 6.5 Approval section 4.2, 4.3 5.0 6.1,6.2,6.3,6.4 6.2.2,6.2.3 6.2.3 6.4.1 7.0
	6/27/14	Changed Board of Health to Health and Human Services Board Changed approval by Health and Human Services Board Added proposed policy review steps and SharePoint information Removed Program and Standards Program and added Accreditation Program Administrator Clarified policy review process	throughout  5.2 6.0 Throughout 6.0 sections

**2.0 Purpose**

This policy and procedure provides directions to the workforce on how policy and procedures are developed, written, approved, and maintained.

**3.0 Policy**

The policy of Buncombe County Department of Health (BCDH) is to ensure

- (1) Policies and procedures are developed and revised as needed to meet quality assurance and improvement measures and guide the practices of the agency and the workforce.

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(2) Members of the workforce have the opportunity to suggest and assist with the development of policy and procedure

**4.0 Definitions**

- 4.1. **Policy**—A broad general statement that describes management and /or program decisions and expectations for actions. A policy can be written without accompanying procedure or one policy can support several procedures.
- 4.2. **Procedure**—Series of steps or actions that are followed, often sequentially, to correctly perform a function or task and to ensure achievement of policy objective(s).
- 4.3. **Task outline**—A set of steps in chronological order that explains how a particular person, group or program completes part of a procedure or action; more specific than a procedure. Task outlines are not included in the body of policy and/or procedure documents since their content is not usually of concern to everyone involved with implementing a procedure.
- 4.4. **Workforce**—The agency’s staff. Employees, volunteers, trainees, students, and other persons whose actions, in the performance of work for BCDH are under direct control of BCDH, whether or not they are paid by the BCDH.

**5.0 Responsibilities**

- 5.1. Supervisors who develop or revise policies and procedures which impact other programs must collaborate with the supervisors or appropriate staff of all affected areas before implementing a new policy or revising an existing policy.
- 5.2. Supervisors responsible for agency level policies must send proposed administration policies and procedures to the Program Administrator responsible for Accreditation to be uploaded to the SharePoint Public Health Policies site and notify the managers of affected areas of the timeline for review. The electronic policy manual is located on the Intranet and on SharePoint and will notify the Program Administrator to remove discontinued policies to the archive file.
- 5.3. The administrative support designee for BCDH Accreditation Program Administrator will ensure that current administration policies are placed on the agency electronic manual.
- 5.4. Supervisors will ensure that program policies are current and accessible to affected members of the workforce via designated electronic policy manual locations, or via hard copy in program manuals available within the program area. Supervisors must also ensure that specific task outline documents are placed in an accessible location for staff and monitored for revision needs.
- 5.5. Supervisors must annually review policies per procedures.
- 5.6. Supervisors must assure signature of the Medical Director where indicated as part of the policy review process.

**6.0 Procedure**

- 6.1. Policy Format
  - 6.1.1. The BCDH Policy and Procedure form will be used for all new and revised policy and procedure. (See Appendix 1)
  - 6.1.2. Supervisors who draft new program policies will ensure that a number is assigned to the policy in accordance with the agency policy numbering system (See Appendix 2).
  - 6.1.3. New and approved administration policies will be assigned a number and placed in the agency electronic policy manual by designated administrative support staff
- 6.2. Approval and Review
  - 6.2.1. The Health Leadership Team will coordinate the annual review of policies.
  - 6.2.2. Established policies will be reviewed annually by the author of the policy and/or program supervisor as appropriate and revised as needed. The matrix below outlines authority and responsibility for annual policy review and signature. Review dates and name of reviewer will be recorded and kept with the electronic policy manual. The Health Director signature will be obtained and scanned in the administrative policy manual indicating completed annual reviews for administrative policies, including Health and Human Services Board (HHS Board) level policies with no revision needed.
  - 6.2.3. Policies requiring HHS Board level review and approval will be reviewed annually and documented in HHS Board minutes. The HHS Board delegates authority to the Health Director to review and approve HHS Board level policies when no changes or revisions are indicated.

Levels of authority for approval of Policies and Procedures

Buncombe County Board of Commissioners	Billing & collection policies
Buncombe County Health and Human Service Board	Fiscal/fees, personnel & BCDH policies (ie. BCDH operations, strategic plan, community involvement/improvement, policy on policies, observation of public health laws & regulations,

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	tobacco policy, orientation/staff development)
Local Health Director	Administration policies (affect the entire agency) , clinical nursing policies as appropriate
Medical Director	Standing orders & clinical medical policies
Environmental Health Program Manager	Environmental Health specific policies
Program Managers/Supervisors	Program specific policies or administrative policies authored by supervisory staff

6.3. Policy Development

- 6.3.1. Any member of the workforce may suggest to his or her supervisor that policy or procedure be drafted, revised, or discontinued.
- 6.3.2. Supervisors will draft or revise policies and procedures when there is a need for quality assurance (mandates, requirements, etc.), improvement or agency/program/staff expectations to be in writing.
- 6.3.3. When a supervisor drafts a policy or plans to discontinue a policy, he or she will seek review and approval by affected programs or persons as appropriate.
- 6.3.4. The Accreditation Program Administrator will work with Program designees to draft or revise of administrative policies which will be reviewed and approved by the Health Director and Medical Director or HHS Board if required.
- 6.3.5. An official copy of each discontinued policy will be maintained according to retention guidelines. Program supervisors will maintain discontinued program policies and the administrative support staff will maintain discontinued administrative policies. Scanning original policy to an archive electronic file is encouraged.

6.4. Training

- 6.4.1. Following review and approval of new or changed policy/procedure, affected workforce must be trained on new or changed policies as soon as possible by the supervisors of the affected programs. Supervisors will provide staff access to an electronic or paper copy of the new or changed policy. Depending on staff roles, training may be needed before a new or changed policy goes into effect.
- 6.4.2. Methods used to notify staff about policy changes include staff meeting agendas and/or minutes or email.
- 6.4.3. Supervisory staff will receive training on administrative policies during leadership team meetings and will sign a training log with policy name and date. Supervisors will then, in a timely manner, train their staff on administrative policies updates when information is pertinent to their employee's roles and responsibilities. Supervisors will have staff complete and maintain a hand signed training roster or approved electronic signature. It is not necessary to train staff or obtain workforce signatures if the training on changes does not in any way impact their duties, e.g. administrative clinical policy that has no impact for Environmental Health staff.
- 6.4.4. Supervisory staff will follow 6.4.3 for their program policy training and documentation requirements.

7.0 Legal Authority/Guidance

- 7.1. North Carolina Local Health Department Accreditation Benchmark 31.

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Appendix 1

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Category & Subcategory:	Category will usually be either Clinical or Administrative Subcategory –The main generic subject of the policy or the reason the policy or procedure is needed. Example-Laboratory testing	Original Effective Date:	Never changes	This Revision Effective:	Changes with each revision
Persons Affected	All the workforce who will use/be affected by the policy or procedure- Usually written in terms of divisions or departments				
Approval By/ Date	The person who has the authority to write and put this policy into effect. Not always the same as the person who has the authority to enforce the policy	_____		_____	
Review Date & Initials					

1.0 Revision History	Date of Revision	Summary of Changes	Section

**2.0 Purpose**

A statement explaining why this policy and or procedures is needed.

**3.0 Policy**

Always starts with, “The policy of XXXXXXXX is to ensure:

**4.0 Definitions**

4.1. Define any terms or abbreviations that are similar or may not be understood by the average reader.

**5.0 Responsibilities**

5.1. Include a statement or statements about the most important responsibilities. Some of this will be addressed in the procedure statements but it is good to emphasize the responsibilities that are vital to make the policy or procedure effective.

**6.0 Procedure**

6.1. See definitions on policy section 4.2

**7.0 Legal Authority**

- 7.1. Federal or state laws, ordinances , codes or other legal references indicting or supporting the purpose of the policy.
- 7.2. References and /or related policies may be listed, for example, state manuals or other BCDH policies.
- 7.3. Guidance documents may be noted in addition to legal references and section title can be written Legal Authority/Guidance

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Appendix 2

POLICY AND PROCEDURE NUMBERING GUIDE  
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- Policy numbering is to help those people who write policy and procedure to organize their manuals and to help those who use the manuals find the policy or procedure quickly.
- The numbering system does not necessarily reflect who is in charge of or has authority over a program. This numbering system was chosen as it was already in use. This system of numbering has been adapted to meet the needs of those who write and maintain policy and procedure may change if the need is identified.
- Each manual must have a table of contents of policy/procedure numbers and names
- Use the general prefix numbers to number policies if at all possible. Use the program prefix on a policy only when the policy is going to affect *only* people who work in the program and no one else.
- The numerical order policy numbers begin with, 01. Example 1000.01, 1000.02, etc.
- When a policy affects two-three programs equally, each one will assign the policy a number.
- When a policy statement affects the majority of the Agency programs, the policy should have an Agency/Administrative policy number (Prefix 1000)
- **Keep an index of all policies and the numbers assigned to them to avoid duplication. An electronic list on a shared drive is suggested in a program where multiple people write policies.**

Area Affected by the Policy	Policy Prefix	*First numerical order policy # will end in:
<b>BCDH General Administrative Policies</b>		
Administration		
Finance/Accounting		
Human Resources		
Quality Improvement		
Compliance		
Safety, security		
Infection Control		
Clinical services impacting multiply prog.	1000	-01
<b>Office of Administration-General</b>	5111	-01
<b>Environmental Health- General</b>	<b>5189</b>	-01
Animal Control	5184	-01
Food & Lodging	5181	-01
Lead	5185	-01
On-site Wastewater	5182	-01
Vector Control	5183	-01
<b>Health Education- General</b>	<b>5190</b>	-01
Health Promotion	5191	-01
Tobacco Prevention	5192	-01
Health Education-	5193	
Adolescent Pregnancy Prev.	5193-1	-01
Health Education	5193-2	-01
Doula Services	5193-3	-01
Childbirth/Parenting Classes	5193-4	-01
Dental Outreach	5194	-01
Dental School	5194-1	-01
Dental Sealant Program	5194-2	-01
Smart Start Dental	5194-3	-01

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<b>Nursing—General—</b>	5151	-01
Community Health-All	5156	
Community Alternatives Prog.	5156-1	-01
Community Health Nursing	5156-2	-01
Early Head Start	5156-3	-01
Head Start	5156-4	-01
Maternal Health	5156-5	-01
Newborn Assessment	5156-6	-01
Smart Start Health	5156-7	-01
Disease Control-All	5157	
Communicable Disease Control		-01
HIV Testing Program		-01
School Vaccine Program		-01
Immunization Clinic		-01
Sexually Transmitted Disease		-01
Tuberculosis		-01
<b>Clinical Services-General</b>	<b>5169</b>	-01
Clinical Services	5161	-01
Breast/Cervical Cancer/Wise Woman	-2	-01
Family Planning	-6	-01
Immigration Health	-7	-01
Refugee Health	-11	-01
Employee Health	5168	-01
Support Services		
Laboratory	5162	-01
Processing Unit	5163	-01
Medical Records	5164	-01
Practice & Standards	5165	-01
Pharmacy	5166	-01
Employee Health	5168	-01