

POLICIES AND PROCEDURE MANUAL

Chapter:	General Management		
Title:	Policy and Procedure Development		
Policy: <input type="checkbox"/> Procedure: <input checked="" type="checkbox"/> Page: 1 of 4	Review Cycle: Biennial Author: Executive Assistant	Adopted Date: 11.26.2014 Review Date: 9.1.2020	Related Policies: Policy and Procedure Development Consent Agenda

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Purpose

The MSHN Board makes an important distinction between *Board Policy* and *Operating Procedures*. Board policies establish the broad parameters within which Board, leadership and staff will operate. Operating Procedures, developed and implemented by the Chief Executive Officer and MSHN staff outline the specifics of how the organization and staff will operate within the Board policy. Each functional area of the Prepaid Inpatient Health Plan (PIHP) must develop and maintain Operating Procedures related to their area of responsibility to ensure that Board Policy is carried out in a standard and uniform manner.

Procedure

Policy and Procedure Development:

MSHN personnel shall maintain operating procedures for all important organizational processes. Procedures shall be developed and reviewed within a routine approved timeline, not less than biennial. Procedures shall be accessible and shall be communicated to involve personnel and MSHN’s provider network as part of the regular professional development/training and contract management practices. Any changes in procedures shall be consistent with and supportive of associated MSHN policy.

Policy and Procedure Approval and Review:

MSHN Policies and Procedures shall be established/reviewed by the responsible MSHN Director and/or Chief; reviewed by the designated councils/committees in the MSHN Organization structure (as appropriate); and vetted by the Board’s Policy Committee (as appropriate) in accordance with the policy and procedure review schedule. Policies are not effective until formal Board action has occurred. After approval and posting to the official website, MSHN policies and procedures are in effect unless a specific date on which they become effective is noted.

A. Board Policy states that all MSHN Policies will be reviewed on a biennial basis. Following is the process for Policy Review:

1. The MSHN Director and/or Chief member responsible for the focus of a specific policy shall create, review and update their applicable policies;
2. Revised policies are disseminated to related councils and committees for an opportunity to review and comment;
3. Operations Council receives a first review of the revised policies via email distribution (2) two weeks prior to the Operations Council meeting with suggested edits via email response within (1) one week.
4. An item is placed on the Operations Council agenda to allow discussion or education regarding the policy undergoing review, if there are substantive edits recommended by members of the Operations Council. Revisions are made based on consensus. The MSHN CEO shall have the final authority over matters of disagreement;
5. When there is agreement of all members of the Operations Council, the final product shall be scheduled for review by the Board Policy Committee;

6. The Policy Committee typically conducts policy review virtually with a first reading to obtain recommended changes and edits;
 7. Following the Policy Committee's first reading, policies are placed on the Policy Committee agenda for final review and approval.
 8. Following the Policy Committee's approval, policies are sent to the Board electronically, and in hardcopy as appropriate, for their first reading;
 9. Policies are placed on the Consent Agenda for Routine Board meetings and shall be acted on in accordance with the Consent Agenda Policy;
 10. Following Board approval of the Policy, the Executive Assistant will document the date of policy approval or review, disseminate the final Policy to the Operations Council, and will distribute pdf versions to the Deputy Director and/or Chief Information Officer to upload to the MSHN website;
 11. The CEO or Executive Assistant will notify MSHN employees of new or newly revised policies.
 12. The Deputy Director will send the listing of newly approved policies (and related procedures) to the Office Assistant for inclusion in the Constant Contact newsletter for notification to the provider network.
- B. Following is the process for MSHN's Procedure Review:
1. The MSHN Director and/or Chief responsible for the focus of a specific procedure shall create, review and update that area's procedures;
 2. Revised procedures are disseminated to consulting committees and councils as determined appropriate;
 3. Operations Council receives a first review of the revised procedures via email distribution (2) two weeks prior to the Operations Council meeting with suggested edits via email response within (1) one week.
 4. The Operations Council shall have an opportunity to review and comment on procedures that are relevant to the work of the region. Procedures strictly related to MSHN internal operations are subject to the approval of the MSHN CEO/Deputy Director;
 5. An item is placed on the Operations Council agenda to allow discussion or education regarding the procedure undergoing review, if there are substantive edits recommended by members of the Operations Council. Revisions are made on a consensus. The MSHN CEO shall have the final authority over matters of disagreement;
 6. When there is agreement of all members of the Operations Council and/or MSHN CEO, the final procedure will be forwarded to the Deputy Director and or Chief Information Officer, who will post on the MSHN website;
 7. The CEO or Executive Assistant will notify MSHN employees of new or newly revised procedures.
 8. The Deputy Director will send the listing of newly approved policies (and related procedures) to the Office Assistant for inclusion in the Constant Contact newsletter for notification to the provider network.

The MSHN Director and/or Chief responsible for the focus of a specific policy and/or procedure shall be responsible to inform his/her staff members of pertinent changes in MSHN policy or procedure.

Applies to:

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
- MSHN CMHSP Participants: Policy Only Policy and Procedure
- Other: Sub-contract Providers

Definitions:

CEO: Chief Executive Officer
CMHSP: Community Mental Health Service Programs
MSHN: Mid-State Health Network

Other Related Materials:

General Management: Policy and Procedure Development and Approval Policy
Policy and Procedure Review Schedule

References/Legal Authority:

N/A

Change Log:

Date of Change	Description of Change	Responsible Party
11.26.2014	New Procedure	Executive Assistant
03.2015	Annual Review – revisions made	Executive Assistant
04.07.2015	Board Approved as Amended	Chief Executive Officer
01.26.2018	Annual Review	Deputy Director
01.29.2019	Annual Review	Deputy Director
07.18.2019	Change in Procedure Review	Deputy Director
07.30.2020	Biennial Review	Deputy Director

MSHN Policy and Procedure Renewal Schedule by Department

Review Schedule	January	February	March	April	May	June	July	August	September	October	November	December
Board of Directors 2020	NO Policy Review		Provider Network		Utilization Mgmt.		Customer Service		General Mgmt.		Service Delivery System	
Board of Directors 2021	NO Policy Review		Quality		Finance		Human Resources		Information Technology		Compliance	
Policy Committee 2020		Provider Network		Utilization Mgmt.		Customer Service		General Mgmt.		Service Delivery System		NO POLICY MEETING
2021		Quality		Finance		Human Resources		Information Technology		Compliance		NO POLICY MEETING
Operations Council 2020	Provider Network		Utilization Mgmt.		Customer Service		General Mgmt.		Service Delivery System		Quality	
2021			Finance		Human Resources		Information Technology		Compliance			
Lead Council Committee 2020		Utilization Mgmt.		Customer Service		General Mgmt.		Service Delivery System		Quality		
2021		Finance		Human Resources		Information Technology		Compliance				