

# <DOCUMENT TITLE> POLICY AND PROCEDURE

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## [IMPORTANT NOTES]

[This **Policy and Procedure Template with Instructions** describes what information to include in each section and how to write it – see the [policy writing instructions](#) at the end of this document. **USE THIS AS A REFERENCE TOOL**, and write your policy in the **Blank Policy and Procedure Template (with formatting)** so that it is in the approved format. Both templates are on the Policy Portal.

To identify what template to use (e.g. a policy and procedure combined, a standalone policy, a standalone procedure, or a guideline), refer to the [Policy Document Development and Review Procedure](#).

If experienced, use the automated contents table and auto-number the paragraphs; otherwise, number the paragraphs manually and the Policy Portal Administrator will update the contents table. Contact the Policy Portal Administrator ([policy@cqu.edu.au](mailto:policy@cqu.edu.au)) with any questions about using this template.]

## 1 PURPOSE

- 1.1 [Include brief statement/s about the overall purpose of the policy, i.e. what outcome/s is the policy intended to achieve? E.g. This policy and procedure establishes an effective, accountable and transparent framework for managing CQUniversity's investments and ensures compliance with the *Statutory Bodies Financial Arrangement Act 1982*.]

## 2 SCOPE

- 2.1 [Include brief statement/s that identify to whom (e.g. specific groups of people) and to which parts of the University the policy applies. Specify exclusions to clarify scope if needed.]

## 3 POLICY STATEMENT

- 3.1 [Policy statements are about identifying the broad principles/standards of expected action/behaviour and/or compliance, i.e. setting the 'rules' or 'framework' within which decisions are made on a particular matter. For example, policy statements address **what** is the standard, while procedures address **how** the standard is implemented.]

# Sample Of Policy And Procedure Manual

**Henry Harvin®**



### **Sample Of Policy And Procedure Manual:**

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs

Total Quality Management for Hospital Nutrition Services M. Rosita Schiller, Karen Miller-Kovach, Mary Angela Miller, 1994 Designed to help nutrition professionals build and sustain an effective total quality management program for nutrition services in hospitals skilled nursing facilities nursing homes etc Provides a discussion of quality assessment monitoring and evaluation Includes background information on total quality management and its adaptation to health care settings and a discussion of departmental systems and tools for quality management Deals with the quality monitoring and evaluation process and offers suggestions for managing the quality process Contains references and examples from dietetic practice

Operating Policies and Procedures Manual for Medical Practices Elizabeth W. Woodcock, Bette A. Warn, 2006 This popular bestseller is an easy to use manual complete with customizable medical office policies Covering more than 100 of today's most pressing events this manual helps practice administrators and managers set procedures and policies for managing operational financial and risk issues as well as personnel disaster planning and exposure control

*Administering the School Library Media Center* Betty J. Morris, 2010-08-16 This is the most comprehensive textbook on school library administration available now updated to include the latest standards and address new technologies This reference text provides a complete instructional overview of the workings of the library media center from the basics of administration budgeting facilities management organization selection of materials and staffing to explanations on how to promote information literacy and the value of digital tools like blogs wikis and podcasting Since the publication of the fourth edition of *Administering the School Library Media Center* in 2004 many changes have altered the landscape of school library administration the implementation of NCLB legislation and the revision of AASL standards just to mention two The book is divided into 14 chapters each devoted to a major topic in school library media management This latest edition gives media specialists a roadmap for designing a school library that is functional and intellectually stimulating while leading sources provide guidance for further research

**Policies and Procedures for Long Term Care Dietetic Services** Ann Hunter, 1990 This manual provides an operational framework for long term care foodservice operations to meet state federal licensure requirements promote greater efficiency It includes detailed policies procedures for use in dietetics addressing every phase of the department operation from procurement

storage to nutrition assessment charting It also includes lesson plans that are adaptable to meet inservice requirements of various regulatory agencies

**Guidelines for the Development of Policies and Procedures** American Correctional Association,1988 7 Steps to Better Written Policies and Procedures Stephen Butler Page,2001 Includes exercises

suggested answers checklists sample policies and procedures

### **Community and Nurse-Managed Health Centers**

Donna L. Torrissi,2005-06-03 Designated a Doody's Core Title Winner of an AJN Book of the Year Award A National Nursing Centers Consortium Guide This book provides a step by step guide to starting and sustaining a community health center with an emphasis on nurse managed centers The authors share their firsthand knowledge with readers including information on developing a mission statement pulling together an advisory board writing a business plan and getting funding The process for obtaining Federally Qualified Health Center Status and thus federal funding is described Of great value is the book's Appendix which provides very useful examples They include sample bylaws a full policy and procedure manual physician and nurse practitioner collaborative agreements job descriptions a contract with a local agency and outcome and assessment guidelines Donna Torrissi is the founder of The Family Practice and Counseling Network in Philadelphia which provides primary health services to public housing residents Tine Hansen Turton is the Executive Director of the National Nursing Centers Consortium For Further Information Please Click Here

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**Lippincott Williams and Wilkins' Administrative Medical Assisting** Laura Southard Durham,2008 Lippincott Williams Wilkins Administrative

Medical Assisting Second Edition teaches students the theory and skills to become effective medical office assistants. The text and ancillary resources address all the required administrative competencies for CAAHEP and ABHES program accreditation. The book includes critical thinking questions and is written for maximum readability with a full color layout over 100 illustrations and boxes to highlight key points. A bound in CD ROM and a companion Website include CMA RMA exam preparation questions, an English to Spanish audio glossary, a clinical simulation administrative skill video clips competency evaluation forms and worksheets for practice. A Skills DVD with demonstrations of the most important medical assisting skills is available separately. An Instructor's Resource CD ROM and online instructor resources will be available gratis upon adoption of the text.

**Lippincott's Nursing Procedures**, 2009. The newly revised fifth edition of this popular reference is a start to finish guide for more than 400 basic to advanced nursing procedures. It provides step by step instructions for each procedure and explains how to use and troubleshoot equipment.

**The Credentialing Handbook** Sheryl Deutsch, Sheryl K. Deutsch, Christine S. Mobley, 1999. The Credentialing Handbook provides comprehensive plain English guidance to understand and master the provider credentialing process in any health care setting. With sample forms, checklists, flowcharts and correspondence, this practical guide walks you through every aspect of effective credentialing, appointment and recredentialing. You will learn key steps in the credentialing process, about express credentialing models, how to credential allied health practitioners, typical time frames and tracking systems, pros and cons of delegating credentialing, plus more.

Jones & Bartlett Learning's Comprehensive Medical Assisting Judy Kronenberger, Julie Ledbetter, 2020-05-07. Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs, Jones Bartlett Learning's Comprehensive Medical Assisting Fifth Edition is more than just a textbook; it's an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative and clinical skills they will need in today's rapidly changing health care environment. The Fifth Edition includes a full chapter on Emergency Preparedness, new in-book role playing activities and an expanded array of online resources. We're pleased to offer case studies, skills videos and animations as part of our ancillary suite.

Cytology E-Book Edmund S. Cibas, Barbara S. Ducatman, 2009-01-20. This new edition examines the latest diagnostic techniques for the interpretation of a complete range of cytological specimens. It is concise yet covers all of the organ systems in which the procedure is used, with the number of pages devoted to each body site proportional to the clinical relevance of cytology for that site. Inside you will find new information on ductal lavage cytology and expanded coverage of FNA performance, keeping you current with the newest procedures. Over 700 full color illustrations provide you with a real life perspective of a full range of cytologic findings. Each chapter includes a discussion of indications and methods along with a section on differential diagnosis accompanied by ancillary diagnostic techniques such as immunohistochemistry and molecular biology where appropriate. Offers comprehensive coverage of everyday diagnostic work in a concise format for a practical benchside manual. Covers every type of cytology: gynecology, non gynecology and FNA.

Presents an in depth differential diagnosis discussion for all major entities Examines the role of special techniques such as immunohistochemistry flow cytometry and molecular biology in resolving difficulties in interpretation and diagnosis Provides an in depth analysis of common diagnostic pitfalls to assist with daily signing out and reporting Features coverage of patient management in discussions of pertinent clinical features Uses capsule summaries featuring easy to read bulleted text that provide a quick review of key differential diagnoses diagnostic pitfalls cytomorphologic features and tissue acquisition protocols for specific entities Includes over 700 full color illustrations that provide you with a real life perspective of a full range of cytologic findings Covers automated cytology and HPV testing in Cervical and Vaginal Cytology chapter providing an up to date reference on the techniques used in today s labs Offers new information on ductal lavage cytology and expanded coverage of FNA performance keeping you current with the newest procedures Discusses the implementation of proficiency testing and changes in laboratory inspection and accreditation Includes recommendations from the 2008 National Cancer Institute Thyroid Fine Needle Aspiration State of the Science Conference The Medical Staff Leaders' Practical Guide William K. Cors, Mary J Hoppa, MD, MBA, Mary J. Hoppa, Richard A. Sheff, 2007 You are a great clinician But do you have the tools to become a great leader Physicians who accept or are assigned leadership positions are too often left on their own to develop leadership skills and educate themselves on their responsibilities as medical staff leaders These physicians may be great clinicians and enthusiastic about taking a leadership position but neither of these characteristics automatically makes a great leader Get practical answers for physicians in leadership The Medical Staff Leaders Practical Guide Sixth Edition provides direction for physician leaders in hospitals those who remain primarily clinicians but who also accept positions of leadership in the hospital or medical staff organization It gives an overview of physician leaders roles and responsibilities in credentialing privileging bylaws development performance improvement physician management and board physician relations Completely revamped and updated this essential resource for medical staff leaders includes Tools and information needed to fulfill leadership responsibilities for all medical staff leaders including directors of medical staff offices vice presidents of medical affairs medical staff presidents credentials committee chairs and members and committee and department chairs Expanded analysis and strategies for overcoming current medical staff leadership challenges including merger issues medical staff development plans physician practice evaluations assessing and improving clinical competence and more Guidance and how to advice on creating a positive medical staff culture minimizing distrust or conflict and improving policies Tips and insights from experienced medical staff leaders currently working in hospitals How do you keep up with evolving roles As relationships continue to evolve between hospitals and medical staff it is especially important for physician leaders to be well educated about credentialing privileging conflicts of interest medical staff organization the roles of various physician leaders and committees performance improvement and more This practical guide includes in depth reviews of the top five medical staff leadership responsibilities Medical staff structure and governance Credentialing and

privileging Peer review and performance improvement Hospital medical staff collaboration Medical staff culture Rise to the challenge of leadership Written by experienced medical staff leaders currently working in hospitals The Medical Staff Leaders Practical Guide Sixth Edition gives physicians the tools they need to meet the challenges of a leadership role The tools and advice in this guide will help you Overcome physician apathy poor meeting attendance lack of volunteers for leadership positions and turf battles Improve peer review evaluation of physician competency and physician hospital relations Deal with disruptive and impaired physicians conflicts of interest exclusive contract problems accreditation challenges and emergency department coverage challenges Create a positive working environment Gain a better understanding of the credentialing and privileging process Take a look at the table of contents Introduction Today s Effective Medical Staff Section I Medical Staff Structure and Governance Physician apathy Poor meeting attendance Poor medical staff communication Unprepared leaders Lack of volunteers for leadership positions Conflict over member rights and responsibilities Section II Credentialing and Privileging Cumbersome and lengthy process Turf battles New technology privileges AHP credentialing and supervision Information and decision errors Lack of reappointment data Unnecessary lengthy or costly fair hearings Lack of criteria for privileges Section III Peer Review and Performance Improvement Ineffective peer review Disruptive conduct Impaired physicians Assessing and improving clinical competence Excessive utilization Medical records completion Inappropriate physician practice evaluation Section IV Hospital Medical Staff Collaboration Strained physician hospital relations EMTALA and ED coverage Hospital physician competition Economic credentialing Strained physician nurse relationships Costs exceeding reimbursement Medical errors and patient safety Ineffective medical staff influence with board and administration Liability risk Conflicts of interest Exclusive contract problems Corporate compliance challenges Accreditation challenges Merger challenges Lack of effective medical staff development plan Who will benefit from this book Directors of medical staff offices vice presidents of medical affairs medical staff presidents credentials committee chairs and members committee and department chairs      Implementing Quality in Laboratory Policies and Processes Donnell R. Christian Jr., Stephanie Drilling, 2009-11-24 In order to gain accreditation every laboratory must have a superior quality assurance program The keys to a successful program are the operational and technical manuals and associated documents which define the program and its various components Written by experts with global experience in setting up laboratories Implementing Quality in Laboratory Policies and Processes Using Templates Project Management and Six Sigma provides templates for the various policies procedures and forms that should be contained in the quality assurance operational and technical manuals of a laboratory seeking accreditation Templates for the entire project life cycle The book begins with a general introduction and overview of quality assurance and then moves on to cover implementation strategies It contains best practices and templates for the project management of the design and implementation of the laboratory operational and technical manuals required to establish a quality assurance program The

templates span the entire project life cycle from initiation to planning to execution to monitoring and finally to closure The book also examines how Six Sigma concepts can be used to optimize laboratories and contains templates that cover administrative issues quality assurance sample control and health and safety issues In addition there is a section of criteria files that relate the individual document templates to specific accreditation criterion Addresses the standards of ISO 17025 The results of any laboratory examination have the potential to be presented in court and can ultimately affect the life and liberty of the parties involved Therefore a stringent quality assurance program including well documented policies and a procedure manual is essential Ensuring that laboratories meet the standards of ISO 17025 this volume is a critical component of any laboratory s accreditation process      *Assuring Continuous Complicance with Joint Commission Standards* John P Uselton,Patricia Kienle, Lee B. Murdaugh,2010-05-05 In today s complex and rapidly changing world of compliance you can t afford to be left behind The 8th Edition of Assuring Continuous Compliance with Joint Commission Standards A Pharmacy Guide can help keep you up to speed It s the only book to cover all the latest major accreditation standards including the Joint Commission Inside You ll find Updated chapters on the Joint Commission s survey process and National Patient Safety Goals such as Medication Management standards which includes new icons to identify performance elements that require documentation A new chapter on the NIAHO DNV survey process and standards Updated chapters on CMS medication related regulations including key medication issues as well as HFAP standards The 8th Edition includes the new numbering system and most current text revised examples of forms and documents and an expanded more complete index for easier search capabilities What s more the authors put this latest data into context with compliance strategies you can use in your everyday practice Even More Easy to Use Hands On ToolsThis unique guideincludes a companion CD with more than 50 example forms and documents you can easily customize and put to use at your organization By completing the Yes No checklists for each Element of Performance you ll be able to prepare action plan documents to guide your pharmacy s continuous compliance efforts It s yet another way this valuable guide helps make continuous compliance simple streamlined and effective and helps your hospital be ready for anything      *Practical Guide for Clinical Neurophysiologic Testing* Thoru Yamada,Elizabeth Meng,2009-11-01 Written by a noted leader in electroneurodiagnostic technology this book will be a standard text and reference for technologists neurology residents and clinical neurophysiology fellows It will be a valuable aid in preparing for the ABRET American Board of Registration of Electroencephalographic and Evoked Potential Technologists certification or the neurophysiology boards The first part covers the technical aspects of electroneurodiagnosis the second part covers clinical applications and diagnostic utilities The text focuses on digital recording and includes analyses based on digital data Emphasis is on pattern recognition artifacts recognition technical pitfalls and the clinical correlates of electroencephalography The book includes material to assist students in recognizing specific artifacts Coverage includes principles of digital recording electronics and electrical safety A companion Website will include a question bank



and a streaming video showing how to place electrodes      Juvenile Detention Facilities American Correctional Association, 1984      **Clinical Engineering Handbook** Joseph F. Dyro, 2004-08-27 As the biomedical engineering field expands throughout the world clinical engineers play an ever more important role as the translator between the worlds of the medical engineering and business professionals They influence procedure and policy at research facilities universities and private and government agencies including the Food and Drug Administration and the World Health Organization Clinical engineers were key players in calming the hysteria over electrical safety in the 1970s and Y2K at the turn of the century and continue to work for medical safety This title brings together all the important aspects of Clinical Engineering It provides the reader with prospects for the future of clinical engineering as well as guidelines and standards for best practice around the world

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