



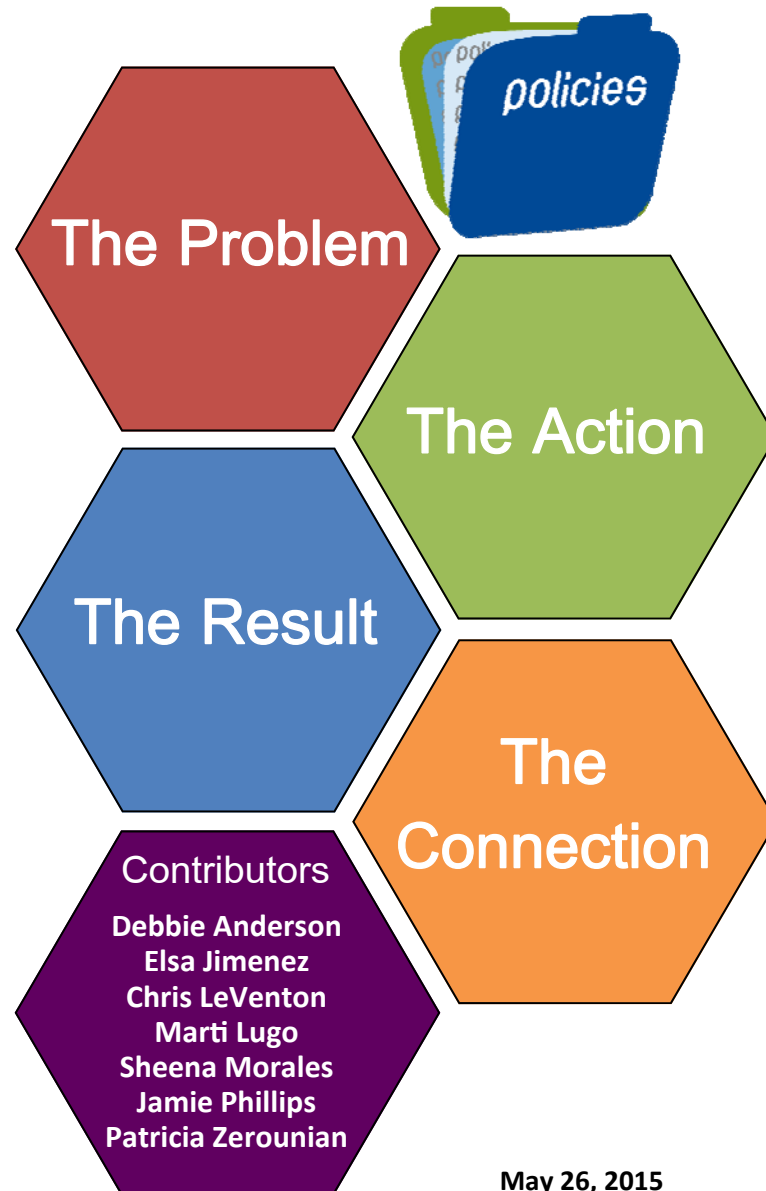
# Quality Improvement Success Story



## Method to Create, Review, and Revise Policies

Public health departments must keep policies and procedures up to date with best practices, new regulations, and technical innovations to assure the population receives the best possible health services. MCHD had no definitive procedure to review and update HD policies and procedures operational and practice-based policies.

A “policy to manage policies” was developed to guide future policy creation and review. All existing policies were reviewed against a criteria of “keep,” “review,” or “delete.” A new MCHD policy numbering system was adopted. Over time, MCHD policies will be revised as needed, renumbered, and housed on SharePoint.



The QI Team used a fish diagram to outline barriers to solutions and a check list to record project action items. The Team also took on the challenge of inventorying and cataloging hundreds of MCHD policies that only existed in 3-ring binders.

This QI project reflects Domains 11 of 12 Accreditation Standards: Maintain Administrative and Management Capacity.

- Maintain an infrastructure to support the performance of public health functions
- Maintain written operations, policies, and procedures that are routinely reviewed
- Assure staff access to policies and procedures

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