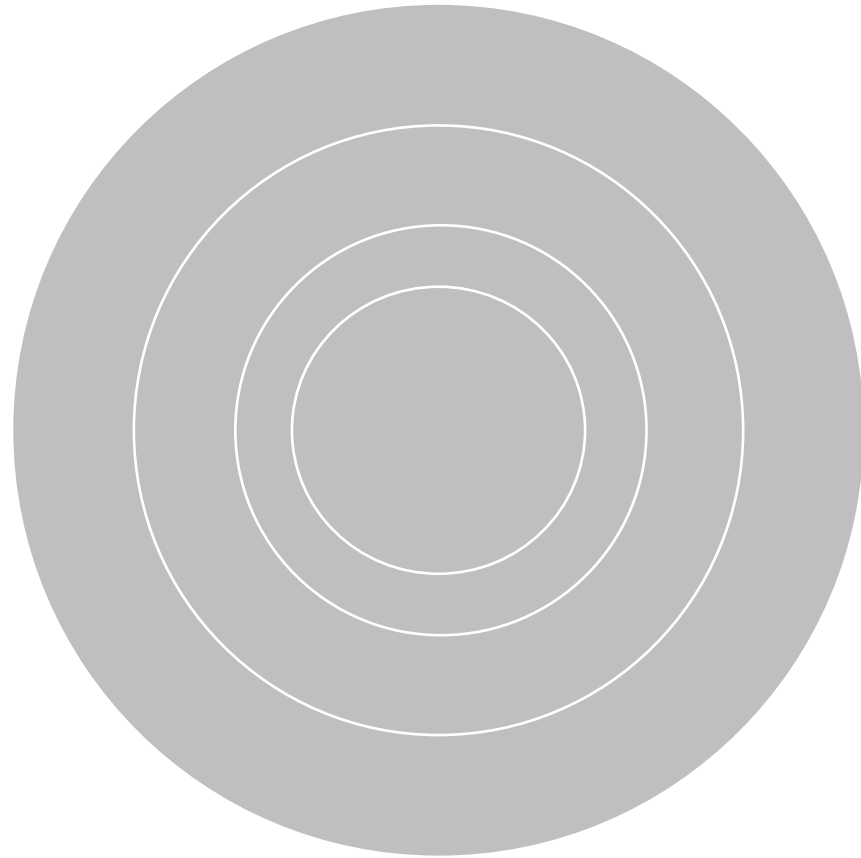


Policies and Procedures: Developing policies and procedures that work for your clinic

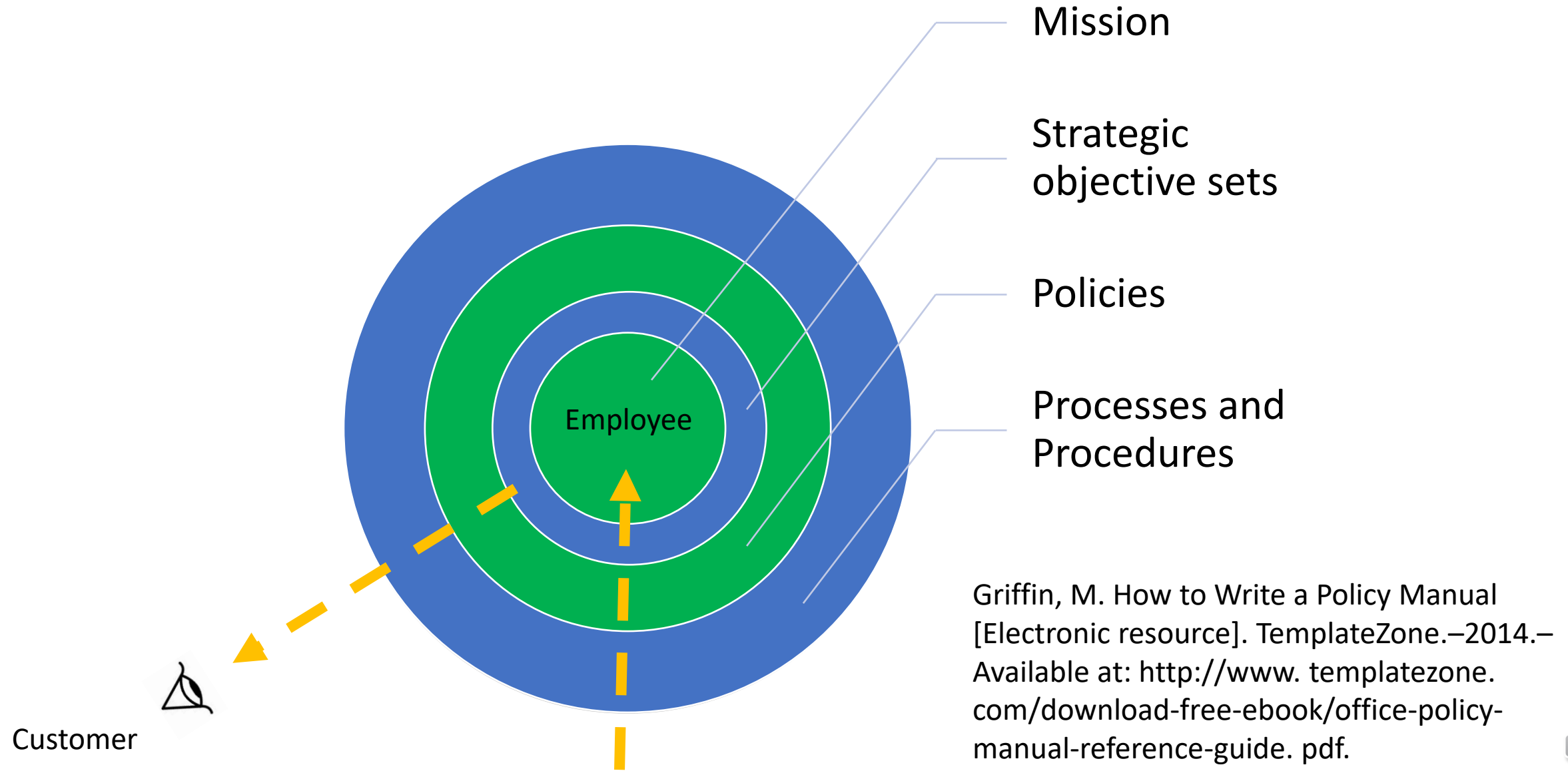
M Bakhtiari, PhD, DABR, CPPS, CPHQ



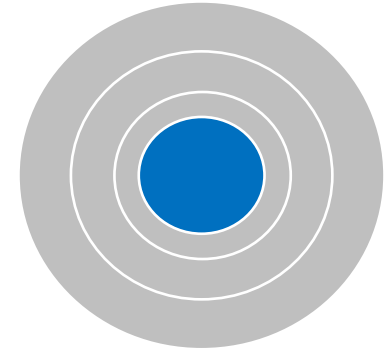
Mission, Objectives, Policies, Processes, and Procedures



Mission, Objectives, Policies, Processes, and Procedures



Mission, Objectives, Policies Processes, and Procedures



Mission: why an organization exists!

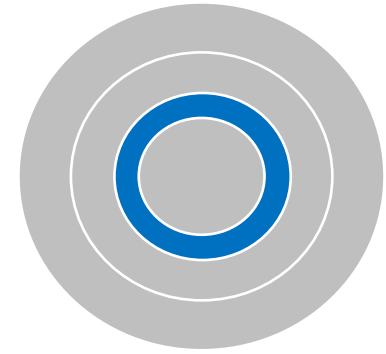
To give people the power to share and make the world more open and connected” (Facebook)

“To accelerate the world's transition to sustainable energy.” (Tesla)

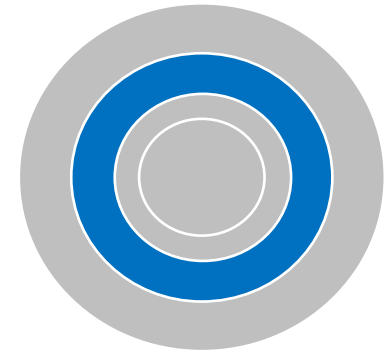
“To enable people to live on other planets” (SpaceX)



Mission, **Objectives**, Policies, Processes, and Procedures



Strategy Obj.	Strategy Map	KPIs	Targets	Initiatives
Financial	Increase revenue	Volume	5% increase this year	Website upgrade
Customer	Improve customer satisfaction	Patient review	10% increase	Customer service revision
Internal Processes	Decrease infection	Number of incidents	5% decrease	Hand hygiene
Org. Capacity	Staff skills	No. of courses	20% increase	Staff training program



Policy deployment (Hoshin Kanri)

Ho (Method), Shin (compass), and Kanri (management)

Organization mission, vision, and goals



Strategy



Deployment or roll down to departments to develop plans including targets



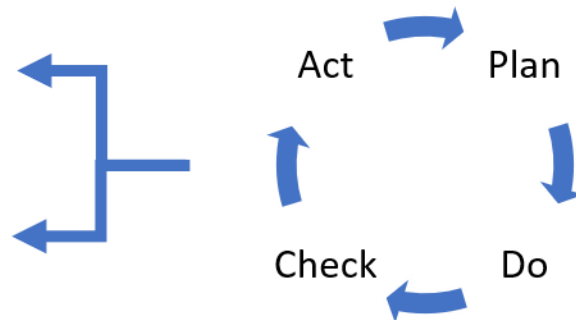
Implementing department plans

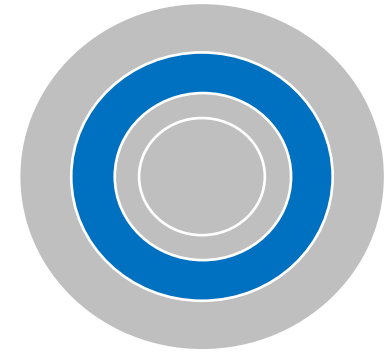


Regular process review



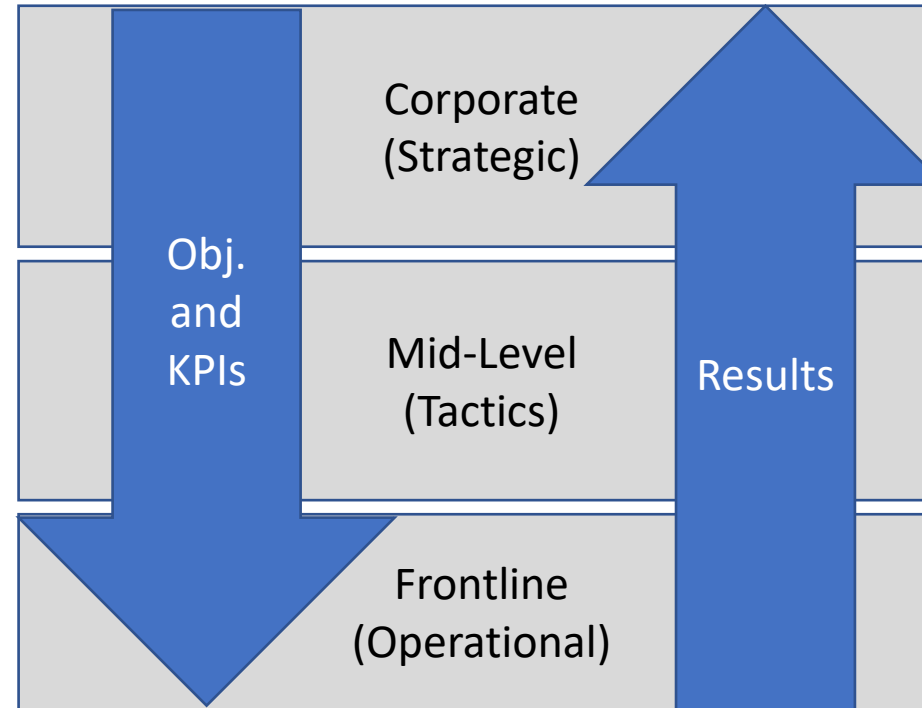
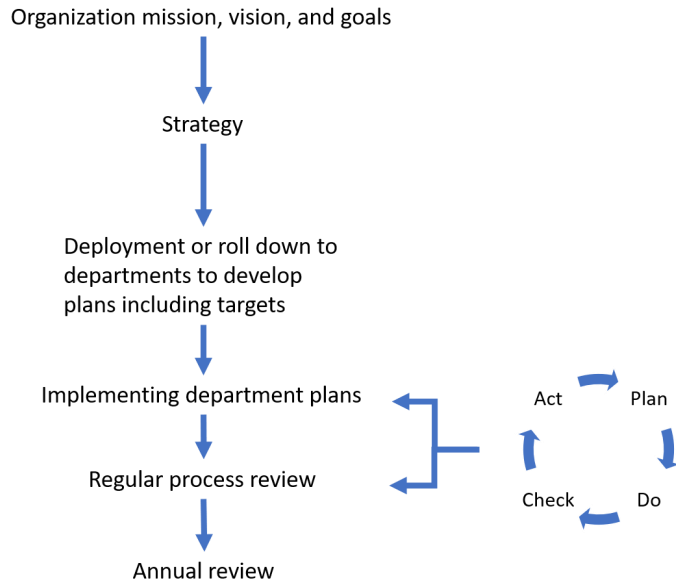
Annual review

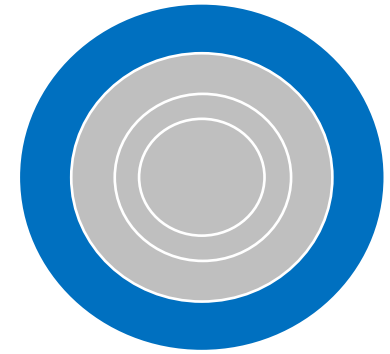




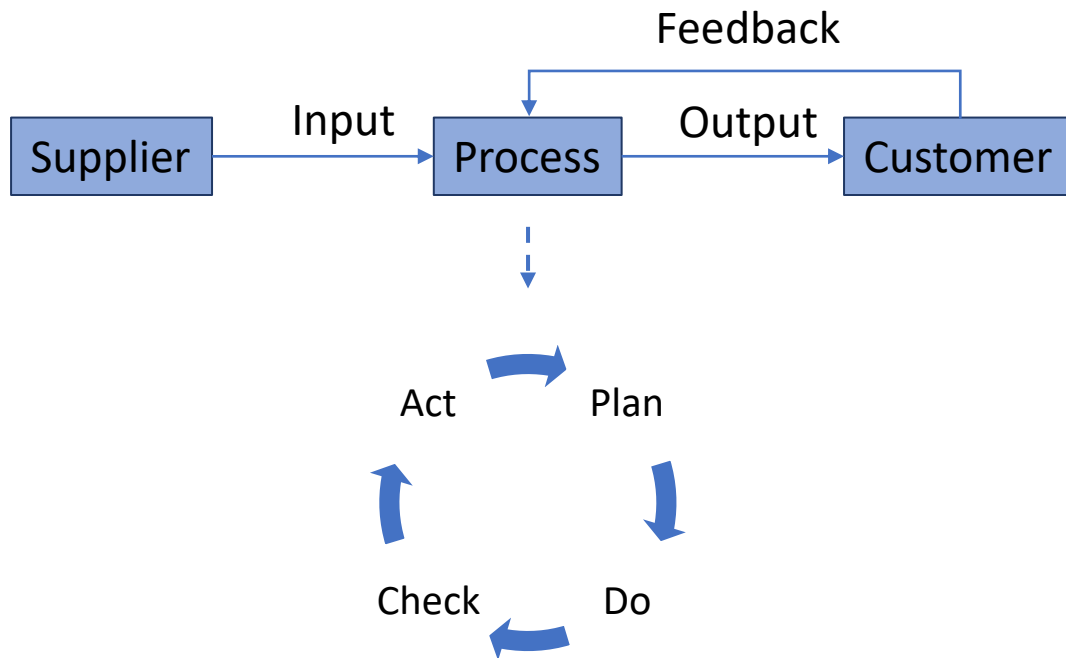
Policy deployment (Hoshin Kanri)

Ho (Method), Shin (compass), and Kanri (management)





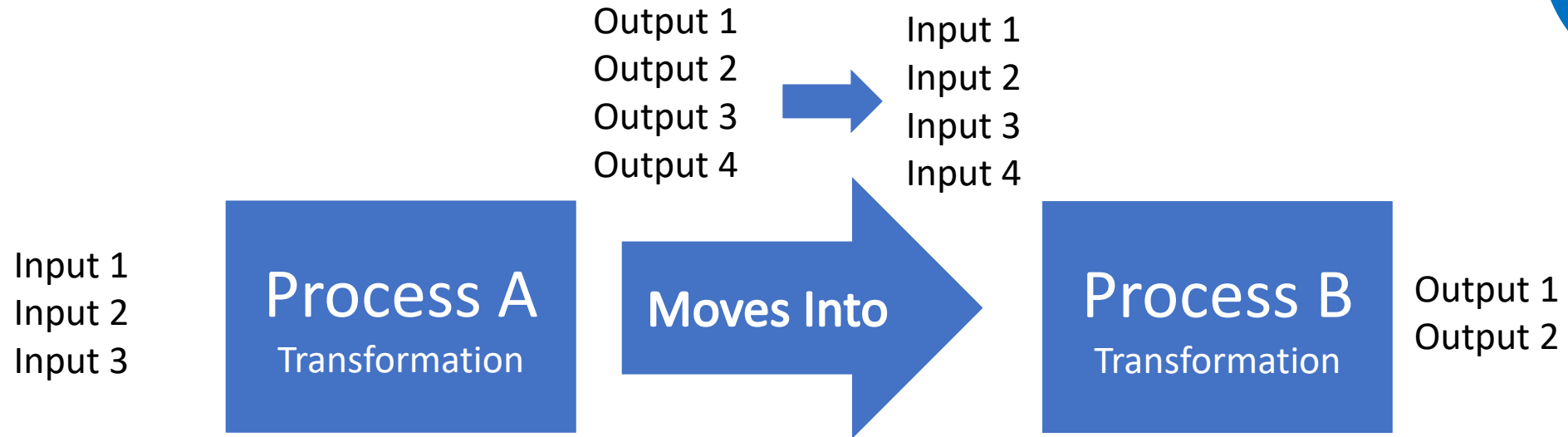
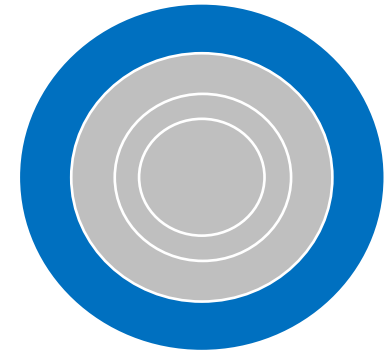
Supplier Input Process Output Customer (SIPOC)



Supplier	Input	Process	Output	Customer
Dermatologist	Patient	Assessment Consult Plan Treat Follow up	Patient treated Good response	Dermatologist Family Insurance



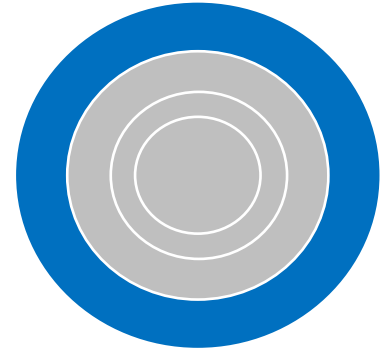
Mission, Objectives, Policies, **Processes**, and Procedures



Input	Process A	Outputs A, Inputs B	Process B	Outputs B
CT sets	Contouring	OAR, Target	Planning	Plan(s)



Mission, Objectives, Policies, Processes, and Procedures



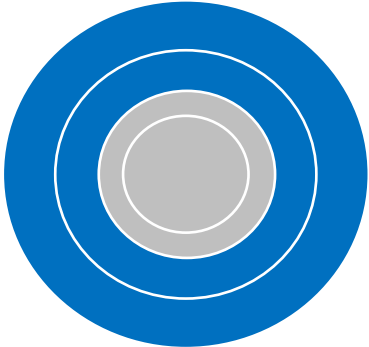
Process: big picture, the main elements

Procedure captures those elements and adds more information for functional responsibilities, objectives, and methods.

Procedures explain how to accomplish a task, realize a **policy**, and help an **organization** achieve its **strategy**



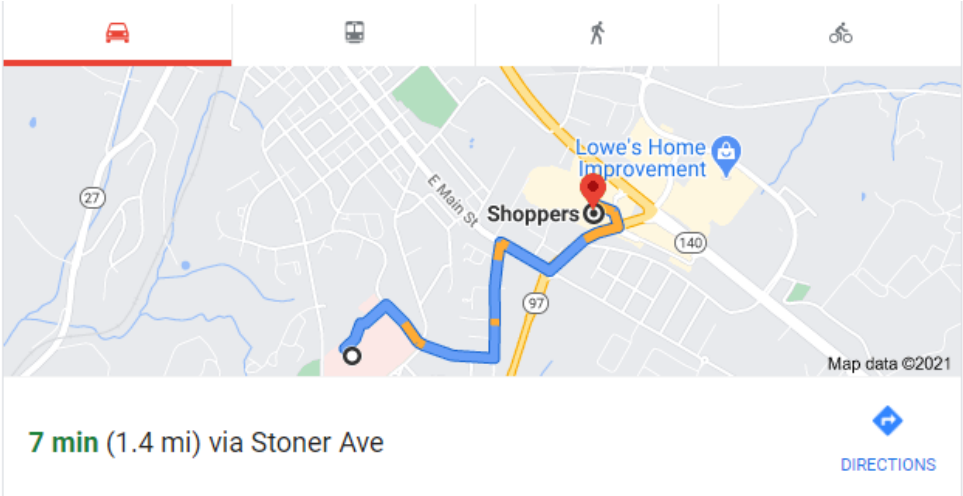
Mission, Objectives, Policies, Processes, and Procedures



Driving to a grocery store

Policy: speed limit 30 miles/hr on narrow roads, 40 miles/hr in wide roads, school area 15 miles/hr, fine doubles

Process →

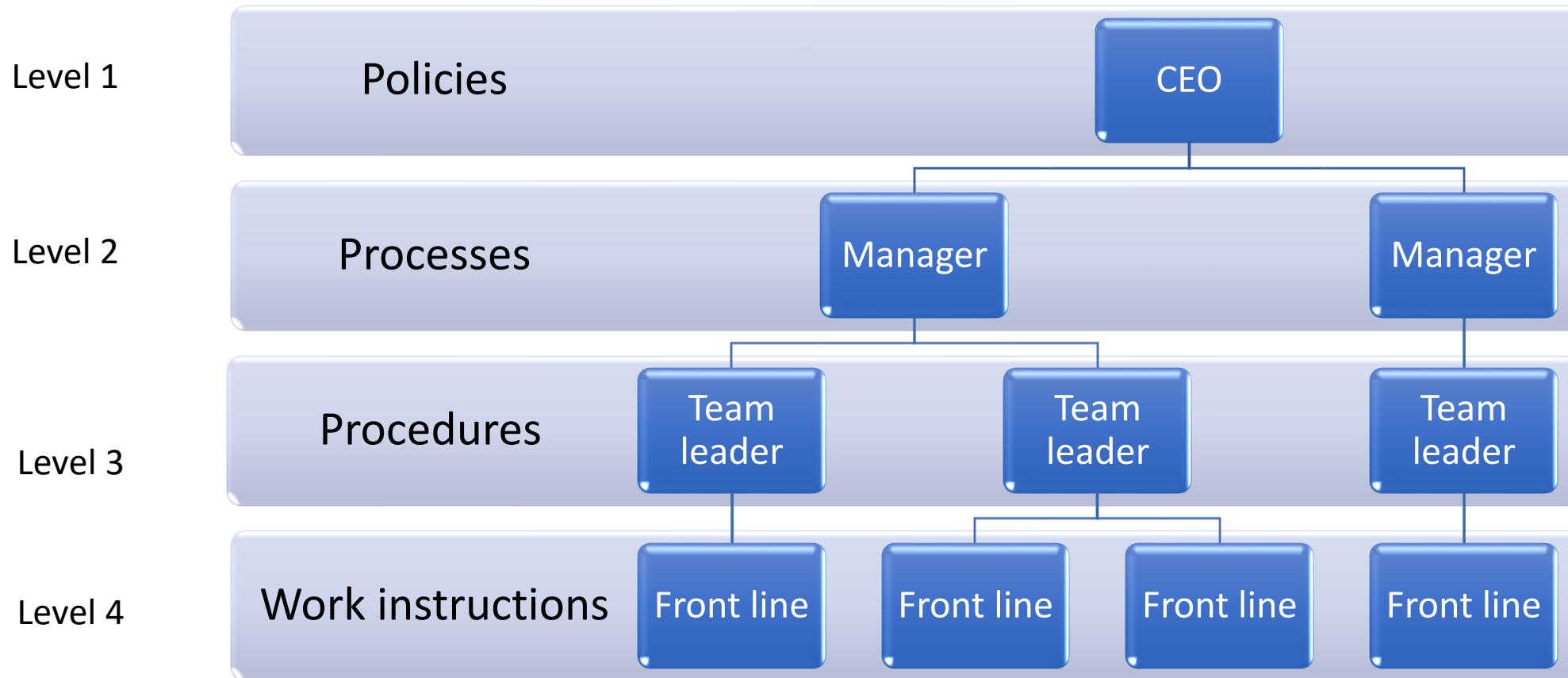
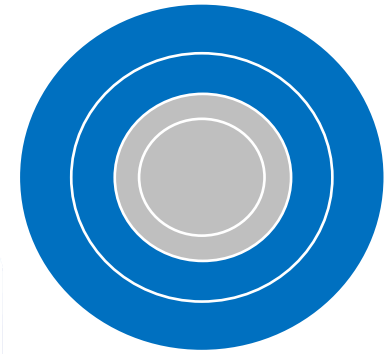


- > Take S Center St to E Main St
3 min (0.5 mi)
- ↪ Turn right onto E Main St
42 s (0.2 mi)
- ↵ Turn left onto N Ralph St
2 min (0.4 mi)
- ↪ Turn right onto MD-140 E/MD-97 S/Baltimore Blvd
1 min (0.6 mi)
- > Take Jermor Ln to your destination
1 min (0.1 mi)

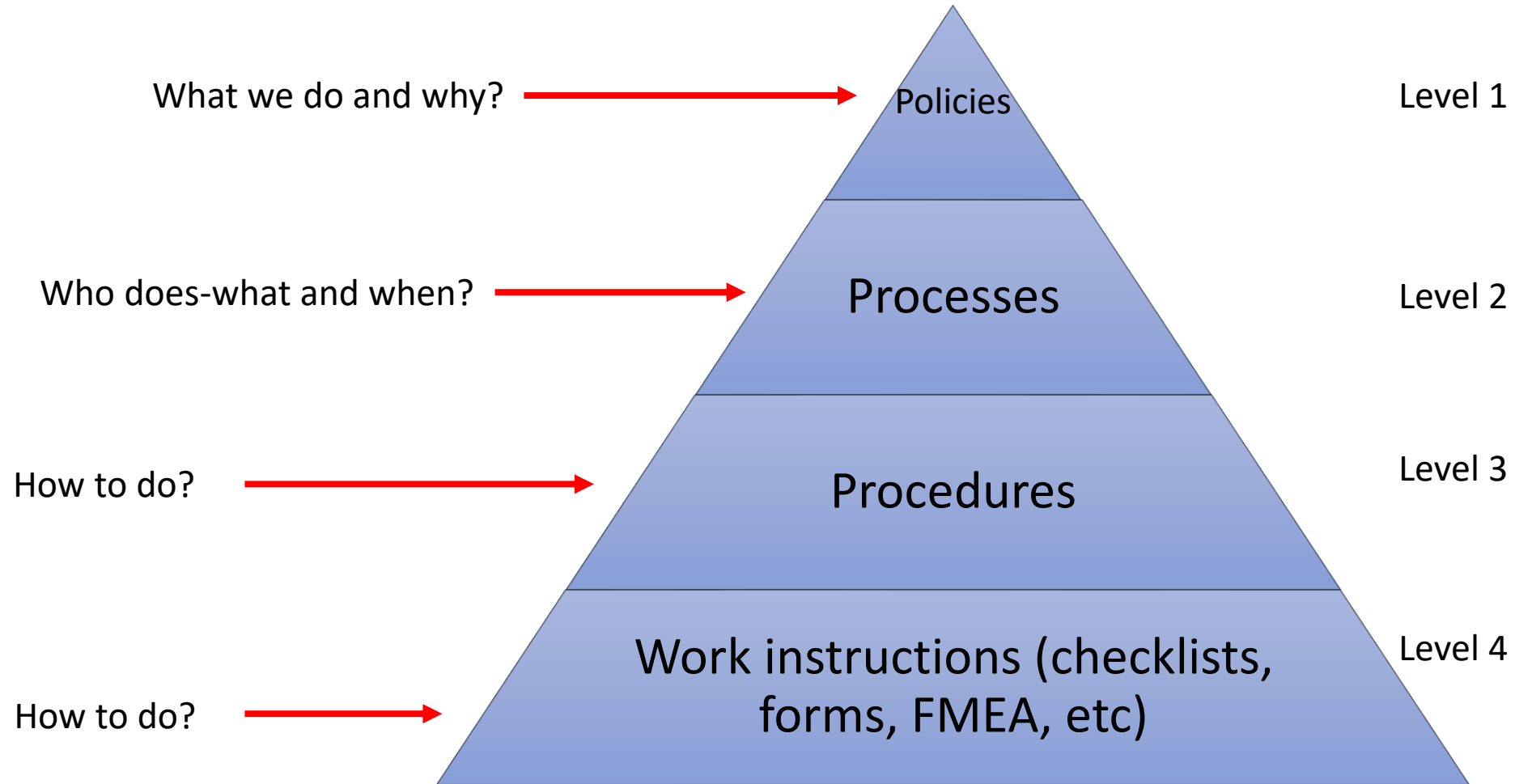
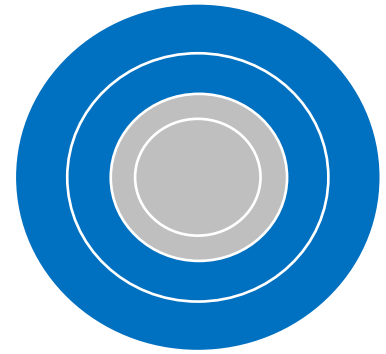
Procedures →



Mission, Objectives, Policies, Processes, and Procedures



Mission, Objectives, Policies, Processes, and Procedures



Thank you for your attention

