# NAACCR Hospital Registry Webinar Series

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# Registry Operations

**Policies and Procedures**

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# Agenda

- **Policy and Procedure Overview**
- **Case Ascertainment**
- **Staging**
  - ◆ **Collaborative Staging**
  - ◆ **AJCC**
- **Confidentiality**
- **Staffing**
- **Data Analysis**
- **Tumor Board**

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## Policies and Procedures

- Policies are what organizations want to do, and procedures are how to do it.

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## Why do we have policies and procedures?

- Decrease training time.
- Increase consistency.
- Fulfill compliance requirements.
- Present risks, hazards and lessons learned.
- Communicate effectiveness measures.

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## Why do we have policies and procedures?

- Retain and transfer knowledge.
- Document improvement and change.
- Decrease error rate.
- Simplify access to information.
- Ease replication and growth.

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**When To Write P&Ps**

- Questions
- Complaints
- Regulations

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**When to Write a Policy or Procedure**

- Should <u>always</u> accomplish something

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**When *Not* to Write Policies**

- Inconsistent
  - Happened once, unlikely to happen again
- Unenforceable
  - Write what you mean; mean what you write

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### Writing Style

- **Technical writing**
  - ◆ **Active voice**
  - ◆ **Present tense**

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### Active Voice/Present Tense

- **The registrar reviews pathology reports.**
- **The follow-up clerk takes the letters to the mail room.**
- **Submit requests for vacation time to the**

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### Practice
### Passive to Active

- **Passive:**
  - ◆ **The right to select insurance carriers without management discrimination or interference is held by each employee**

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## Practice

- **Active:**
  - ◆ The employee has the right to select insurance coverage without management discrimination or interference

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## Keep It Simple

- Use common simple words
- Sentence
  - ◆ Maximum – 20 words
  - ◆ Goal – 15 words or less
- Paragraph
  - ◆ Maximum 75 words

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## Writing

- Write at 5-8th grade reading level
  - ◆ Used by most newspapers
  - ◆ Do no use compound sentences

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**Numbering Policy or Procedure**

- **Keep it simple**
- **Use two, three, or four digit numbers as needed**

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**Numbering Contents**

- **Keep it simple**
  - ◆ **Outline style**
  - ◆ **Alphanumeric**

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**Format**

- **Narrative**
- **Outline**
- **Flowchart**

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**Policy and Procedures
Assessment Tool**

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**General Format
Header**

- **Are the following items included in
  the header?**
  - **Subject**
  - **Policy/Procedure Number**
  - **Effective Date**
  - **Supersedes**

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**General Format
Header**

- **Subject:**
  - **Confidentiality: Cancer registry
    database**
- **Policy #    10**
- **Effective 1/1/2008**
- **This policy supersedes all previous
  policies.**

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**Format
Purpose**

■ **Is it clearly documented why this
policy or procedure was written?**

◆ *Very succinct*

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**Format
Scope**

■ **Are all persons and/or organizations
who are affected by this policy or
procedure listed?**

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**Format
Footer**

■ **Are the following items included in
the footer?**

◆ **Review Number**
◆ **Date Reviewed**
◆ **Page Number**

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## Policy Checklist

- **Applies to policies only**
  - ◆ **Is it clear why the policy is in place?**
  - ◆ **Is this policy necessary?**
  - ◆ **Does this policy fit with your organizational philosophy?**

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## Policy Checklist

- **Is this policy in place to satisfy a rule/law?**
  - ◆ **If yes does the policy clearly state who set the rule/law?**
  - ◆ **If yes, does the policy clearly state the consequences for breaking this rule/law?**
  - ◆ **If yes, is the rule/law included in the policy?**
  - ◆ **If yes, what entity requires this rule/law?**

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## Policy Checklist

- **Is this policy enforceable?**
- **Are consequences of not following the policy documented?**
- **Can this policy be implemented?**
  - ◆ **(This is a legally binding document)**

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## Procedure Checklist

- **Is the goal of the procedure clearly stated?**
- **Is each step of the procedure clearly defined in simple easy to understand terms?**
- **Does this procedure reflect how things are currently being performed?**

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## Procedure Checklist

- **Have others reviewed the procedure to see if they understand each step and can produce the same results?**
- **Is it clearly documented who is responsible for each step?**
- **Are examples and/or supporting documents included where necessary?**
  - ◆ **(i.e. F/U letters, confidentiality agreement forms, casefinding lists)**

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## Update and Review

- **Is there a policy stating how often the Policy and Procedure Manual will be reviewed?**
- **If yes, does this policy define who will review the manual?**
- **Is there a procedure for updating the manual between reviews?**
- **Is it documented who can update the manual?**

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**Editing**

- **Have at least four people read**
  - ◆ **Technical**
  - ◆ **Legal**
  - ◆ **Simplicity**

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**Get Resources**

- **Workshops**
- **Books**

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**Questions?**

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**Thank You!**

- **Carol Hahn Johnson, BS, CTR**
  - ◆ **SEER/NCI**

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**Thank You!**

**Our next Central Registry Webinar will be**
*"Cancer Treatment and How to Code It:*
*Surgery Radiation, Systemic and Other"*

*Guest Speaker*
*Val Vesich, CTR*
**2/14/08**

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