NAACCR Hospital Registry Webinar Series

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Registry Operations
Policies and Procedures

Agenda
- Policy and Procedure Overview
- Case Ascertainment
- Staging
  - Collaborative Staging
  - AJCC
- Confidentiality
- Staffing
- Data Analysis
- Tumor Board
Policies and Procedures

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

Why do we have policies and procedures?

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

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.
When To Write P&Ps

- Questions
- Complaints
- Regulations

When to Write a Policy or Procedure

- Should always accomplish something

When Not to Write Policies

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

- Technical writing
  - Active voice
  - Present tense

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

Practice
Passive to Active

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

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

Keep It Simple

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

Writing

- Write at 5-8th grade reading level
  - Used by most newspapers
  - Do no use compound sentences
Numbering Policy or Procedure
- Keep it simple
- Use two, three, or four digit numbers as needed

Numbering Contents
- Keep it simple
  - Outline style
  - Alphanumeric

Format
- Narrative
- Outline
- Flowchart
Policy and Procedures Assessment Tool

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

General Format Header
- Subject:
  - Confidentiality: Cancer registry database
- Policy # 10
- Effective 1/1/2008
- This policy supersedes all previous policies.
Format Purpose
- Is it clearly documented why this policy or procedure was written?
  - Very succinct

Format Scope
- Are all persons and/or organizations who are affected by this policy or procedure listed?

Format Footer
- Are the following items included in the footer?
  - Review Number
  - Date Reviewed
  - Page Number
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?

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?

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)
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?

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)

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?
Editing
■ Have at least four people read
  • Technical
  • Legal
  • Simplicity

Get Resources
■ Workshops
■ Books

Questions?