	Maryland Institute for Emergency Medical Services Systems		
	<i>Policy: Policy and Procedure Manual</i>		
	<i>Originator: Information Technology and Communications (ITC)</i>		
	Policy Number	Effective Date	Revision Date
100.01	April 18, 2011	n/a	

Purpose: The Policy and Procedure Manual (PPM) is the official compilation of the Maryland Institute for Emergency Medical Services Systems' (MIEMSS) administrative and operational policies and procedures which govern the internal management of MIEMSS and do not directly affect the rights or procedures available to the public.

The documentation of the MIEMSS' policies and procedures promotes the standardization and simplification of administrative and operational functions and is a reference for those who have administrative and operational responsibilities at MIEMSS.


It is the responsibility of the department heads to disseminate information pertinent to the functions of their respective staff and assure understanding and compliance with the issued policies and procedures in the MIEMSS Policy and Procedure Manual.

1. Definitions

- a. Policy and Procedure Committee (PAPC) – This committee is assigned the responsibility to review proposed policy and/or procedures for appropriateness, issue approval to proceed on proposed policy and/or procedure, and make the recommendation to the Executive Director for approval.
 - i. Consists of:
 1. MIEMSS Deputy Director
 2. Chief of Information Technology and Communications
 3. MIEMSS Attorney General
 4. Chief Administrative Officer

2. Development Guidelines


- a. A policy and its related procedure should be contained within the same document.
- b. Policies
 - i. Policies answer the questions *Why?* and *What?*
 - ii. Policies are written in clear, concise, simple language.
 - iii. Policy statements address what is the rule rather than how to implement the rule.
 - iv. Designated “policy experts” are readily available to interpret policies and resolve problems.
 - v. As a body, they represent a consistent, logical framework for MIEMSS.
- c. Procedures
 - i. Procedures answer the question *How?*
 - ii. Procedures are tied to policies. Making explicit this relationship along with how the procedure helps MIEMSS achieve its goals or strategic plan helps ensure understanding and compliance.
 - iii. Procedures are developed with the customer/user in mind. Well developed and thought out procedures provide benefits to the procedure user.

	Maryland Institute for Emergency Medical Services Systems		
	<i>Policy: Policy and Procedure Manual</i>		
	<i>Originator: Information Technology and Communications (ITC)</i>		
	Policy Number	Effective Date	Revision Date
100.01	April 18, 2011	n/a	

- iv. There is a sense of ownership among procedure users. For this reason, it helps to involve users in the development of procedures.
- v. The procedures are understandable. Procedures should be written so that what needs to be done can be easily followed by all users.
- vi. When feasible, procedures should offer the user options. Procedures which are unnecessarily restrictive may limit their usefulness.

3. Development Procedure

- a. Identify Issues
 - i. Policy and/or procedure concept(s) shall be presented to the Policy and Procedure Committee by the originating department or division representative for approval to proceed.
- b. Draft Policy
 - i. The Originator of the policy and/or procedure shall develop a draft. The Originator should use subject matter experts from within and outside MIEMSS to develop the document. The draft shall be provided in electronic format to the PAPC for review.
- c. Approve Policy
 - i. The PAPC is responsible for approving the draft and recommending approval to the Executive Director. Documents not approved by the PAPC shall be returned to the originator with suggested changes.
- d. Implement
 - i. The Policy/Procedure will be distributed via email once it is approved by the Executive Director. Department heads are responsible for assuring the policy is properly implemented within their respective department.
 - ii. When possible, implementation of policies and procedures should be accompanied by a training session to allow staff an opportunity to discuss the document and ask questions. This will help promote a common understanding of the document and assure successful implementation.
- e. Review and Evaluate
 - i. The Originating department or division is responsible for the periodic review of the document to assure it remains current and applicable. Policies and/or procedures that are no longer necessary shall be submitted to the PAPC for consideration to eliminate the policy and/or procedure.

	Maryland Institute for Emergency Medical Services Systems		
	<i>Policy: Policy and Procedure Manual</i>		
	<i>Originator: Information Technology and Communications (ITC)</i>		
	Policy Number	Effective Date	Revision Date
100.01	April 18, 2011	n/a	

4. Policy and Procedure Document Structure

a. Header

- i. Contains the following information and should be formatted as shown at the top of this document.
 1. Policy Name
 2. Originator – Author’s department and/or division denoting responsibility for the document and keeping the document up-to-date.
 3. Policy Number – the policy number shall follow the Policy and Procedure Manual Organization numbering scheme shown below.
 4. Effective Date – Date the policy/procedure become effective. Included in file name.
 5. Revision Date – Date the policy is revised. If there is a revision date, it is included in file name in place of the effective date.

b. Body

- i. Includes, but is not limited to:
 1. Purpose Statement
 2. Definitions
 3. If applicable, include supporting or related policies, procedures, or other MIEMSS documents.
- ii. Follows the outline format used in this document.

c. Public/Private Designation.


- i. Identifies whether or not the document can be published on the MIEMSS website and if it can be freely shared outside of MIEMSS. Some documents, such as the MIEMSS Continuity of Operation Plan (COOP) contain confidential information and should only be released upon written request to and approval by the Executive Director or designee.
 1. A “Public” document can be posted on the MIEMSS web site and freely shared.
 2. A “Private” document can not be posted on the MIEMSS web site and is not to be freely shared. The document is available for employee access and use, but requires a written request to be released outside of MIEMSS.
- ii. Statement format
 1. Public: “This document is approved for publication and unrestricted distribution.”
 2. Private: “This document is not approved for publication. A written request is required for access and use outside of MIEMSS.”

d. Authorization

- i. Signature of Executive Director or designee.
- ii. Date signed – Can precede the effective date of the policy.

e. Footer

- i. Formatted as “Page x of x”

	Maryland Institute for Emergency Medical Services Systems		
	<i>Policy: Policy and Procedure Manual</i>		
	<i>Originator: Information Technology and Communications (ITC)</i>		
	Policy Number	Effective Date	Revision Date
100.01	April 18, 2011	n/a	

5. Policy and Procedure Attachment Structure

- a. Header
 - i. Contains the following information
 - 1. Policy Name
 - 2. Date
- b. Body
- c. Footer
 - i. Formatted as “Page x of x”

6. File Naming Convention

- a. Originator
 - i. Identifies the originating Department or Division
 - ii. A 2 to 5 letter acronym consistent with those in use within the agency and/or within the policy and procedure manual.
- b. Policy Number
 - i. See Manual Organization.
- c. Effective Date or Revision Date
 - i. Format: yyymmdd
- d. Policy Name
- e. File name example: ITC Policy 999.9 20100315 – Example Of Policy Name.doc

7. Manual Organization

- a. 100 Series – General


Examples: Administrative Policy, Use of Communications Equip Policy, Organizational Structure, Mission Statement, Document Retention
- b. 200 Series – Personnel

Examples: Pay, Benefits, Compensation, Performance Evaluations, Attendance
- c. 300 & 400 Series – Operations

A policy and/or procedure addressing a Department’s or Division’s operations.

 - i. 300 – Executive Office (includes the EMS Board)
 - ii. 310 – Office of the Assistant Attorney General
 - iii. 320 – Administration
 - iv. 330 – Office of the Medical Director
 - v. 340 – Regional Affairs
 - vi. 350 – Emergency Operations
 - vii. 360 – Data Management
 - viii. 370 – Information Technology

Example: HIPPA security

	Maryland Institute for Emergency Medical Services Systems		
	<i>Policy: Policy and Procedure Manual</i>		
	<i>Originator: Information Technology and Communications (ITC)</i>		
	Policy Number	Effective Date	Revision Date
100.01	April 18, 2011	n/a	

- ix. 380 – Communications
- x. 390 – SysCom/EMRC
Example: OCC Policies
- xi. 400 – Public Information & Educational Support
- d. 500 Series – Research Policies
- e. 600 Series – Finance and Budget
Examples: Expense Claims, Procurement Card Use, RFP Guidelines
- f. 700 Series – Security & Disaster
Examples: Emergency Operations, COOP, Safety, Workplace Violence

8. Authorization

- a. Policies and Procedures pertaining to all MIEMSS personnel shall require the signature of the Executive Director.

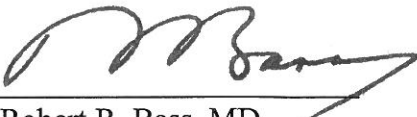
9. Example of a Policy and Procedure Document

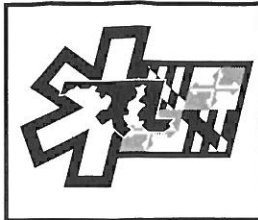
- a. This policy serves as an example of a properly structured document.
 - i. Attachment A – An example with annotations.

Public/Private Designation: Public - This document is approved for publication and unrestricted distribution.

Policy approved by MIEMSS:

Date: 4/25/11

Signature: 
 Robert R. Bass, MD
 Executive Director



Maryland Institute for Emergency Medical Services Systems

Policy and Procedure Manual

Attachment A

Effective Date: April 18, 2010

Header

Body

	Maryland Institute for Emergency Medical Services Systems		
	<i>Policy: Policy and Procedure for xxxxxxxx vvvv dddddd</i>		
<i>Originator: Department Name</i>			
Policy Number	Effective Date	Revision Date	
nnn.0	xxxxx xx, 2010	n/a	

Purpose: The purpose statement describes the intent of the policy/procedure. Fusce vulputate enim a mi convallis ac ornare dui rutrum. Proin faucibus blandit lacus eu mattis. Cras sed dolor arcu. Ut euismod dui in metus tincidunt posuere. Sed magna sem, aliquet rhoncus congue vel, egestas in justo. Etiam in augue velit.

1. Definitions

- a. Lorem ipsum – Is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.
- b. Suspendisse – Duis ac turpis quis elit convallis molestie a vel purus. Maecenas cursus, lorem vel fringilla posuere, libero leo interdum dui, quis porta mauris ipsum vitae diam. Vivamus justo ligula, mollis eu euismod non, bibendum a massa.

2. Policy Information

- a. Details of the policy. Maecenas aliquet vulputate ligula, aliquam egestas risus facilisis at. Integer congue tellus vitae felis rutrum bibendum. Phasellus pellentesque mauris mi, vitae placerat nibh. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

3. Procedure

- a. Procedure to be followed/applied. Ut at nisl id lacus suscipit mattis. Suspendisse eu lacus felis. Pellentesque lacinia, sem vel lacinia elementum, mauris sem imperdiet ipsum, vitae facilisis ipsum arcu at ante.
 - i. Sed consequat leo sed felis consequat vel tristique libero dapibus.
 1. Aliquam sapien mi, vestibulum non faucibus quis, viverra sed felis.
 2. Aenean id mi non eros tempus tincidunt quis sed velit.
- b. Donec nec vulputate metus. Curabitur aliquam neque non ipsum rutrum nec mollis est porttitor. Sed et arcu quis ipsum sodales auctor.

4. Related Policy

- a. Any policy/procedure that is referenced herein.

Public/Private Designation: Public - This document is approved for publication and unrestricted distribution.

Public/Private Designation

Authorization

Policy approved by MIEMSS:

Date: _____

Signature: _____

Robert R. Bass, MD
Executive Director

Footer