**Section 100 – Management & Administration**

|  |
| --- |
| Organizational Planning and Preparedness – 103.00  |
| S.O.P # 103.11 | **SOP Development & Implementation Policy** | Page: 1 of 2 |
| EFFECTIVE: 10/14/2019 | Authorized: Board of Directors |
| REVISED: |  |

**103.11.01 Purpose**

To define the policies and process for which Standard Operating Procedures (SOP) are created, updated and managed by the District.

**103.11.02 General**

SOP’s are the standards to which services are delivered, tasks are performed, orders executed, personnel are measured and operations are conducted throughout the District. SOP’s are an integral part of the way we as an organization conduct business and hold each other accountable to the established standards. Although the standard, SOP’s are not the absolute solution to every incident or scenario an employee may face. SOP’s should never be placed at the forefront of good customer service, excellent patient care or just simply doing the right thing.

**103.11.03 Policy**

1. Established SOP’s are to be maintained and publicly posted on the District’s webpage.
2. SOP’s shall be reviewed and/or updated at least every even year (2020, 2022…) or as needed when standards, practices and/or new operations dictates.
3. Any employee may suggest a SOP review/revision through the following channels:
	* Via an inter-departmental memo through the employee’s chain of command;
	* As an officer.
4. All SOP’s require the approval of the Chief.
5. SOP’s which involve patient care will also require the additional approval of the Medical Director.
6. All SOP’s shall follow and be presented in the approved format.
7. All new and edited SOP’s shall be distributed to all staff and volunteers and posted on the District’s webpage for employee acknowledgement and reference.

**103.11.04 New SOP’s**

1. New practices and/or programs will warrant the development of a new SOP/s.
2. New SOP’s will be developed in a collaborative manner as to facilitate input and feedback from a diverse pool of talent and expertise.

**103.11.05 SOP Reviews**

1. Established SOP’s may be revised by the following methods:
	1. On a scheduled review,
	2. As indicated by staff due to a conflict or discrepancy;
	3. As dictated by a change in policy or practice.
2. The date of each revision shall be noted on the SOP so that staff can reference the most current version of the document.

**103.11.06 Obsolete SOP’s**

SOPs’ deemed to be obsolete should be removed from the Department’s webpage.