Subject: **Quality Improvement**	Procedure: **Policy and Procedural Development**	
Last Updated: **06/11/2024**	Owner: **MCCMH Policy Administrator**	Pages: **3**

I.   PURPOSE:

To define and describe the operational guidelines for the ongoing development and review of MCCMH policies and procedures.

II.   DEFINITIONS:

Owning Department (OD)
The MCCMH department assigned ownership of a policy or a procedure. The Owning Department is responsible for annual review and revision of the assigned document.

III.   PROCEDURE:

Policies

1.   The MCCMH Owning Department (OD) drafts a new policy or updates an existing policy in MCCMH's Policy Management System, LogicGate, based on external requirements and internal standards.

2.   The OD collaborates with other members of Leadership, departments, and subject matter experts (SMEs) to further develop the draft policy in LogicGate.

3.   Once the draft is developed, the OD submits the policy to the MCCMH Policy Administrator through LogicGate to ensure standardized formatting, word choice, and adherence to external regulations and internal standards.

4.   The Policy Administrator reviews the draft policy in LogicGate and returns to the OD, as needed, with feedback.

   a.   If the policy requires further edits, the OD facilitates the necessary changes and returns the updated draft to the Policy Administrator.

   b.   Once the draft policy is approved by the Policy Administrator it is placed on the agenda for a Quality or Utilization Management Committee to review and discuss, as applicable.

5. Once the appropriate Committee has reviewed the draft policy, the Policy Administrator incorporates any final edits and sends the draft policy to MCCMH's Communications Department for inclusion in Workforce Update email; and to MCCMH's Network Operations Department for inclusion in the Provider Newsletter, if the policy is applicable to the full network.

6. The draft policy is disseminated to the network for a thirty (30) calendar day public comment period.

7. After thirty (30) calendar days, all received feedback is reviewed and incorporated by the OD and Policy Administrator, as appropriate.

8. The Policy Administrator initiates an Adobe Policy Approval Workflow and sends the draft to the Chief Executive Officer (CEO) for signature. The draft policy is then sent to the Macomb County Executive's Office for final approval.

9. Once all signatures are finalized, the Policy Administrator notifies the OD that the policy has been approved and publishes the formally approved policy on MCCMH's website and sends a copy of it to MCCMH's Communications Department for inclusion in Workforce Update email and Provider Newsletter, if the policy is applicable to the full network.

<u>Procedures</u>

1. The Owning Department (OD) drafts a procedure based on known external requirements and anticipated procedural steps.

2. The OD collaborates with other departments and subject matter experts (SMEs) to further develop the draft procedure.

3. The OD sends the draft procedure to the MCCMH Policy Administrator to ensure standardized formatting, word choice, and adherence to external regulations and internal standards.

4. The Policy Administrator reviews the draft procedure and returns the document to the OD with feedback.

5. The OD presents the draft procedure to Leadership Team.

6. Leadership reviews and makes any necessary adjustments.

10. The OD sends the draft procedure to MCCMH's Communications Department for inclusion in Workforce Update email; and to MCCMH's Network Operations Department for inclusion in the Provider Newsletter, if the policy is applicable to the full network.

11. The draft procedure is disseminated to the network for a thirty (30) calendar day public comment period.

7. After thirty (30) calendar days, all received feedback is reviewed and incorporated by the OD, as appropriate.

8. The OD sends the formalized procedure to the Policy Administrator who publishes it on MCCMH's website, as needed. Notice of the formalized update is sent to the network through a Workforce Update email and Provider Newsletter.

IV.   REFERENCES:

None.

V.   RELATED POLICIES:

MCCMH MCO Policy 5-011, "Policy Development and Review"

VI.   EXHIBITS:

None.

Annual Review Attestation / Revision History:

Revision #:	Revision/Review Date:	Revision Summary:	Reviewer/Reviser:
1	06/11/2024	Creation of Procedure.	Brienna Szatkowski