

Definitions

Reviewed Date		Number	<i>GEN0102</i>
Revised Date	<i>March 1, 1998</i>	Approved Date	<i>December 19, 1990</i>

Introduction

N/A

Purpose

N/A

Legislative Authority

N/A

Policy Definitions and Interpretation

1. Board - shall mean - The Board of Health for the Simcoe Muskoka District Health Unit.
2. Medical Officer of Health - shall mean - Medical Officer of Health of the Board of Health for the Simcoe Muskoka District Health Unit.
3. Director - shall mean
 - Director of Family Health Service
 - Director of Healthy Living Service
 - Director of Health Protection Service
 - Director of Corporate Service
 - Associate Director of Corporate Service
4. Employer - shall mean - The Board of Health for the Simcoe Muskoka District Health Unit.
5. Senior Staff - shall include:
 - Medical Officer of Health
 - Directors
 - Managers
 - Health Promotion Consultant
 - Nutrition Consultant
 - Epidemiologist

Policy: A policy is a statement or collection of statements that identifies aims, intentions or an approach to a specific issue. It dictates parameters for action in relation to the specified

issue and provides support and direction for decision making. A policy is usually accompanied by a procedure or procedures.

Procedure: A procedure provides step-by-step instructions for how a situation is to be handled or an action is to be carried out. It provides a standardized approach that is expected to be followed.

Within the health unit there are differing levels of policy and procedure. They include Board of Health, Agency, Service and Program.

Board of Health Policies and Procedures dictate parameters for action in relation to the treatment of vendors; interactions with clients and stakeholders; financial practices; acceptable risk in the areas of property, fixed and liquid assets; and compensation and benefits. Changes to these policy statements must be approved by the Board of Health. Changes to the accompanying procedures may be approved at Executive Committee provided the changes are consistent with the policy statement and do not have any legal, financial or human resource implications.

Agency Policies and Procedures provide support and further direction in the development of programs and services and the effective management of human and financial resources. Executive Committee is responsible for establishing and approving changes to these statements of operation. Human Resource policies and procedures at an agency level are superceded by the Collective Agreement which is approved by the Board of Health.

Service Level Policies and Procedures include statements of philosophy, goals and objectives, further delineation of actions to be taken in relation to human and financial resources within parameters set by agency policy - eg records management, media relations, professional development. Policies at this level are authorized by the Service Area Director.

Program Level Policies and Procedures are authorized by the program manager. These statements define parameters for staff action within the program. They are also the enabling authority for application of protocols, orders, medical directives and delegated acts.

Guidebooks - A guidebook is a program specific document that outlines expectations for the delivery of services related to the program. As a minimum, program guidebooks will contain program goals and objectives. The operational plan, workplan and related material to the planning, direction, delivery and evaluation of the program may also be included. They may also include parameters for how we inter-relate with the public related to particular program content and/or identify a series of potential interactions that are variable given the situation/client. This information is based on best practice or current knowledge related to the program topic. Topics could cross over a variety of programs requiring discussion but no formalized set response or approval required.

Guideline – A guideline provides general recommendations for the approach to be used in a particular situation. They do not contain a high level of how-to detail. Options that can be considered by the staff person are provided to guide the professional's decision-making. The actual intervention selected is dependent upon the application of knowledge and judgment to select the most appropriate actions.

Program Standard – A program standard is a performance standard from a broad program perspective. It identifies the implementation objectives for the particular component of a program and can serve as an indicator for evaluation of the implementation of the program. e.g. all postnatal clients will receive a telephone contact within 24 hours of discharge from hospital; 90% of all tobacco vendors will receive a compliance check visit annually.

Agency Protocol – A protocol delineates the course(s) of action to be taken in responding to an identified health problem or health concern for certain groups of clients under specific conditions or circumstances. The protocol standardizes the performance of care or service and ensures constant provision of consistent, quality response based on knowledge of best practice. Protocols are authorized by the Leadership Designate(s) for the profession(s) to whom the protocol applies. This ensures that the prescribed actions fall within the scope of practice for the profession(s) identified. Protocols are approved by the Chief Executive Officer or designate.

Medical Directives/Orders – Medical directives are physician orders that are not client specific. They are developed to outline those the procedures, treatments or interventions that may be implemented by designated staff members for certain groups of clients under specific conditions and circumstances. Medical Directives approved by the Medical Officer of Health / Associate Medical Officer of Health, the Medical Consultant and the Program Manager. The specific Controlled Act to be delegated will be identified within the Medical Directive.

An order is the authorization by a dentist to a dental hygienist to initiate a controlled act. Standing orders could be in the form of a protocol outlining certain conditions which must be met prior to the controlled act being performed.

Controlled Acts - Delegation of Controlled Acts will occur as part of certain medical directives.

Policy

N/A

Procedures

N/A

Related Policies

N/A

Related Forms

N/A

Final Approval Signature: _____

Review/Revision History:

Revised – March 1, 1998

September 2010 Policy Number Change – Previous Number B1.020