



**STATE OF CONNECTICUT**  
**Department of Mental Health & Addiction Services**



**Commissioner's Policy Statement and Implementing Procedures**

<b>SUBJECT:</b>	Agency Policy Development and Management
<b>P &amp; P NUMBER:</b>	Chapter 1.4
<b>APPROVED:</b>	Miriam Delphin-Rittmon, Commissioner Date: 10/15/2015
<b>EFFECTIVE DATE:</b>	October 15, 2015 <i>Miriam Delphin-Rittmon</i>
<b>REVISED:</b>	July 1, 2013
<b>REFERENCES:</b>	
<b>FORMS AND ATTACHMENTS:</b>	Policy format

**STATEMENT OF PURPOSE:** To provide agency employees with direction, guidance and support to enable them to fully and effectively execute their duties in a manner that provides the highest quality healthcare services to individuals served by the Department of Mental Health and Addiction Services (DMHAS).

To ensure that agency, department and facility policies are clearly stated in writing, updated as necessary and reviewed for consistency with the Commissioner’s vision, current evidence-based and best practices, consumer preferences, Governor’s directives and statutory mandates.

**POLICY:** The Department of Mental Health and Addiction Services shall establish, disseminate and maintain written policies at major organizational levels that address the agency’s overarching vision and mission, critical care-related issues and operational (including clinical and administrative) processes and procedures. It will also maintain structures and mechanisms necessary to address emerging policy questions and issues in a timely manner, to review and revise existing policies and to develop new policies and directives as needed.

## **PROCEDURE:**

### **Implementation Guidelines**

The Commissioner shall appoint a Chairperson to oversee the Commissioner's Policy Group (CPG) that is charged with:

- Development and review of Commissioner's policy statements;
- Manage the oversight of the policy manual in the Office of the Commissioner

Commissioner's policies are those that apply to all employees and operational units and facilities of the agency across the State of Connecticut. They include both policies that support and implement the vision of the Commissioner and the mission of the agency as a whole and policies that clearly define broad, expected standards of care and clinical practice. These policies are approved in writing only by the Commissioner or designee. The CPG will maintain a hard copy of each policy in a manual known as the "White Book" as well as posting the policy on the agency website.

Divisional policies are those that pertain to major organizational divisions that cover all agency operations. These policies are approved in writing by both the department director and the CPG. Each department will maintain a hard copy of each policy in the appropriate manuals as well as posting a copy on the agency website.

Facility Policy Manuals will be developed using:

- Commissioner's Policies;
- Accrediting requirements;
- Public Health requirements; and
- Funder requirements

Each facility will maintain a hard copy of the manual as well as posting an electronic copy that is accessible to all staff.

### **Policy Development**

Policy development may originate at the request of the Commissioner, department head, facility head, and a person in recovery or other sources. Any proposed Commissioner's policy should be submitted in writing to CPG. Upon CPG approval of the concept, the policy will be assigned to a CPG member to oversee process and progress. The final draft of the policy draft will be reviewed by the facility Chief Executive Officer, Connecticut Legal Rights Project, and the Commissioner's Executive Group. All comments and suggestions will be forwarded to the author/s of the policy.

The CPG will conduct a final review and submit the document to the Commissioner for signature or consult with legal for additional review.

### **Periodic Review**

The CPG chairperson will coordinate a periodic review of all Commissioner's policies.

Each division of the Office of the Commissioner (OOC) will be responsible for a periodic review of policies under their jurisdiction. The CPG Chairperson will periodically request the status of policies being reviewed including recommendations for repeal or revision. If there are updates or changes to existing policies, those changes shall be submitted to the CPG chairperson.

Each facility Chief Executive Officer (CEO) is responsible for periodic review and maintenance of their facility's policy manual to ensure that it is consistent with the Commissioner's policies.

## **Maintenance**

The CPG Chairperson is responsible for maintaining the "White Book" (a binder which contains policy hard copies), for ensuring documents are posted on the DMHAS website, and for oversight of the Commissioner's policies. The CPG Chairperson will also interface with facility CEO's and OOC department heads to solicit input on policies and ensure policies are updated as needed.

## **Format**

Each policy will be written utilizing the Times New Roman font, 12pt, with one inch margins. In the "White Book," each policy will be identified and/or numbered relative to the following Chapters: (The CPG Chairperson will assign the appropriate chapter number)

Chapter 1	Administration, Organization and Management
Chapter 2	Human Resources/Employee Services
Chapter 3	Compliance and Ethics
Chapter 4	Program Management
Chapter 5	Fiscal Management
Chapter 6	Clinical and Facilities
Chapter 7	Information Management
Chapter 8	Research

All Commissioners' policies will include:

STATEMENT OF PURPOSE:

POLICY:

PROCEDURE:

Any reference to previous policies, state or federal should be noted in the appropriate area in the prescribed format.