



Policy Name	Policy Number	Date	Amended or Original?
Standard Operating Procedures Policy		10/8/2024	<input type="checkbox"/> Amended <input checked="" type="checkbox"/> Original
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## Rationale

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Standard Operating Procedures (SOP) are a necessary aspect of carrying out the core mission and values of Franklin County Public Health. This document will outline the process of creating new SOPs, the guidelines of updating existing SOPs, and the role that the SOP Writer will play in this process.

## Definitions

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Policy: Policies outline the goals that we as an organization wish to achieve, which SOPs, in turn, put into practice. An example of the relationship between Policy and SOPs at FCPH can be seen through our policy of keeping Equity as our North Star.

Each SOP has the responsibility of reflecting this policy and incorporating Equity into the work we do on a daily basis.

Standard Operating Procedure: An SOP is an instructional document that explains the application of a specific practice or set of steps. An SOP can utilize a variety of mediums to convey the information it seeks to impart, including but not limited to video, audio, visual aids, and most commonly, text. The end goal of an SOP is to achieve the proposed mission and values that are set forth through policy.

## Policy Details

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### Scope

This document applies to all SOPs within Franklin County Public Health. SOPs can be initiated by any individual within the agency. To ensure accuracy, these documents must pass through review and comments by the relevant groups and leadership individuals prior to the SOP being designated as finalized. This document will also set forth a guide for keeping SOPs up to date after their final approval and submission.

## When is an SOP needed?

If any of the statements below apply to a procedure, it would benefit from the utilization of an SOP.

- If a process has multiple steps.
- If a process is repeated on a regular basis.
- If you or your team consistently get feedback on a specific aspect of a process.

This list is by no means exhaustive, as SOPs can serve more functions than what is implied by the statements above. If you have an idea for an SOP or simply have questions about their functions, either submit an SOP request on the portal, or send an email to our SOP Writer.

## SOP Creation Process

The starting point of an SOP should always be determining the general audience that the SOP will apply to. This distinction regarding audience will determine the level of involvement that the SOP writer will play throughout the process.

This distinction will be split into two SOP types:

- Administrative / Multi-Divisional SOPs: If the SOP in question involves processes that apply to staff across different divisions, or if it will be referenced by external facing parties, the SOP writer should be involved in the process as early as possible.
  - In these instances, the SOP writer will additionally be responsible for writing the entirety of the content, from the initial drafting stages to the final edits and formatting.
- Division-Specific SOPs: If the scope of the SOP is isolated to the processes within a specific division, or if it will solely be utilized by a single division, the SOP writer will have a more limited role in its production.
  - Programmatic SOPs generally rely on a pre-existing understanding of technical terms and concepts and would be less effective as an instructional text if they were written with a broad audience in mind like we would have with multi-divisional documents.
  - This does not mean, however, that the SOP writer will be completely uninvolved in the process. At the beginning of the process there will be an orientation meeting to go over the template of the SOP where the SOP writer will address any questions regarding the initial direction of the document and provide a date where the team can follow up with them for further review.
  - The SOP writer will additionally be responsible for the editing and formatting of the document and can provide any additional guidance as needed throughout the process.

Once the SOP type has been determined, please submit an SOP Request Form, located on the FCPH portal. This form will notify the SOP Writer of the need for a new SOP.

## **SOP Review**

Once the SOP has gone through the drafting stage and it is at a point where the team involved is satisfied, the draft must then be made available for final reviews by the individuals that the document applies to.

This review period will generally span two weeks: One week to send out the document to the team and collect feedback, and one week to implement the feedback into the document.

**Review Meeting:** The most common and easily accessible form that a review meeting takes is through a Teams meeting where all affected parties will have a chance to discuss any potential feedback. The review meeting can also serve as an introduction to the document and a chance to clear up any misconceptions.

**Survey:** Another common way of collecting feedback is to send out an e-mail and allow for a period of time where individuals can review the SOP provided and send in any feedback that they might have on the document. This allows for a greater degree of flexibility in the feedback provided, while still maintaining a deadline. This would again reflect the two-week timeline mentioned above. One week for sending it out and collecting feedback, and one week for implementing it.

The mode of review is left to the discretion of the team, but it is recommended to have a live meeting when covering complex or multi-part SOPs.

## **SOP Storage**

All Administrative / Multi-Divisional SOPs will be stored on the FCPH portal. The portal will be the sole location that staff should go to in order to access these up to date SOP's.

- The SOP writer will be responsible for working with the communications department to ensure that the SOP's on the portal are kept up to date regarding revisions.

All Department-Specific SOPs will be stored in the following locations:

- Environmental Health Division: Microsoft Teams Channel – EH All Staff/SOPs
- Health Systems & Planning Division: HSP Drive
- Prevention & Wellness Division: Nursing Drive
- Office of Communications: Communications Drive
- Office of Epidemiology & Data: Microsoft Teams Channel – Epi Team/SOPs and Processes

Regarding division-specific SOPs, the SOP Writer will reach out to division leadership ahead of when the assigned review date for a specific SOP elapses to check in to see if edits are necessary. The division leader will then either let the SOP Writer know that no updates are needed to the document, or they will provide details regarding what changes need to be made in order to keep the document current.

If changes need to be made to the SOP between review periods, please contact the SOP Writer so that they can ensure the changes are reflected in the official version on the portal.

## SOP Update Procedure

During the review process for an SOP, the document will be assigned a schedule for routine updates to maintain accuracy.

- Unless otherwise requested, SOPs will be designated an annual review period. A shorter time frame may be designated in certain cases. (For instance, an SOP related to a new grant might be set to be reviewed semi-annually to reflect feedback received by new partners.)
- Edits outside of this timeframe may be requested at any point by reaching out to the SOP Writer utilizing the information located below.

## SOP Writer

The SOP Writer will be responsible for keeping track of the documents that have periodic revision dates attached, and, when these dates arrived, also responsible for reaching out to the relevant leadership to confer with them and confirm what updates are necessary. These changes will be logged in the revision table at the beginning of each SOP.

## Policy Review

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This policy will be reviewed every five years. The next review will take place in October 2029.

## Approval Signature(s)

Printed Name	Title	Signature	Date