City and County of San Francisco
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Mayor

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The Office of Policy and Planning

DPH Policies and Procedures – Guidelines

DPH's online Policy and Procedures (P&Ps) Library was created in 2011, to improve day-to-day operations & experiences for employees. Most P&Ps included are DPH-wide. These guidelines are to help in the development and revision of P&Ps.

Purpose of Policies/Procedures:

- Support DPH's mission
- Promote efficient operations
- Ensure compliance with laws and regulations
- Reduce institutional risk

Creating a new policy/procedure:

1. Confirm with your Division/Office director to determine whether a policy/procedure is appropriate.
2. Use the DPH Policy and Procedures Template.
    a. Some sections of the template (i.e. Section 4 or 5) may be removed, if appropriate.
    b. The top table in the template is mandatory, and must be completed.
    c. Choose a category for the P&P from the list below:

City owned resources – appropriate use of city-owned property (i.e. computers, vehicles)	**General Administration** – use if none of the other categories reasonably fit
Client/patient Services – delivery of services to DPH patients or clients	**Health commission** – if related directly to the Health Commission
Compliance – meeting legal regulations and contractual obligations	**Information Systems** – DPH IS Section related computer programs, data, security, protections, etc.
Contracts – contracts management rules & instructions	**Personnel** – employee rights and responsibilities
External Affairs – how employees should approach outside parties (i.e. City Attorney, media)	**Privacy** – HIPAA, and other privacy-related issues
Fiscal – policies from DPH accounting office, purchasing guidelines, travel reimbursement	**Workplace Safety** – occupational safety, worker's compensation, violence prevention

3. When writing a P&P, be clear, concise, and use simple language.
    a. Address the rule (policy) and how to implement it (procedures).
    b. Avoid jargon/unnecessary verbiage and too much technicality.
    c. Avoid information that will become quickly outdated.
    d. Overall, the P&P should be understandable to a new employee.
4. Once complete, submit the draft policy/procedure to the Office of Policy and Planning for review and approval.
    a. The Office of Policy and Planning will present to the Executive Team for feedback.
    b. The policy owner will be contacted to make necessary revisions and finalize the P&P.
5. Once approved, the P&P will appear on the DPH Policy & Procedures Library and in Fast Facts.
    a. The Policy owner must be readily available to interpret policies and resolve problems.

Revising an existing policy/procedure (every 3 years)

1. Review the policy in a timely manner
2. Use track changes to note the new reissue/revision date and any content changes, as necessary
3. Submit to the Office of Policy and Planning for review/approval, and reposting.