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Developing a Policy and Procedure Binder for the Polk County Resource Centers

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Polk County Resource Centers | Oregon Health & Science University School of Nursing



Background

- The Polk County Resource Centers contain 10 co-location partners that specialize in serving various client needs
- Approximately 500 clients served within the last 3 months (Polk County Resource Centers, 2017)

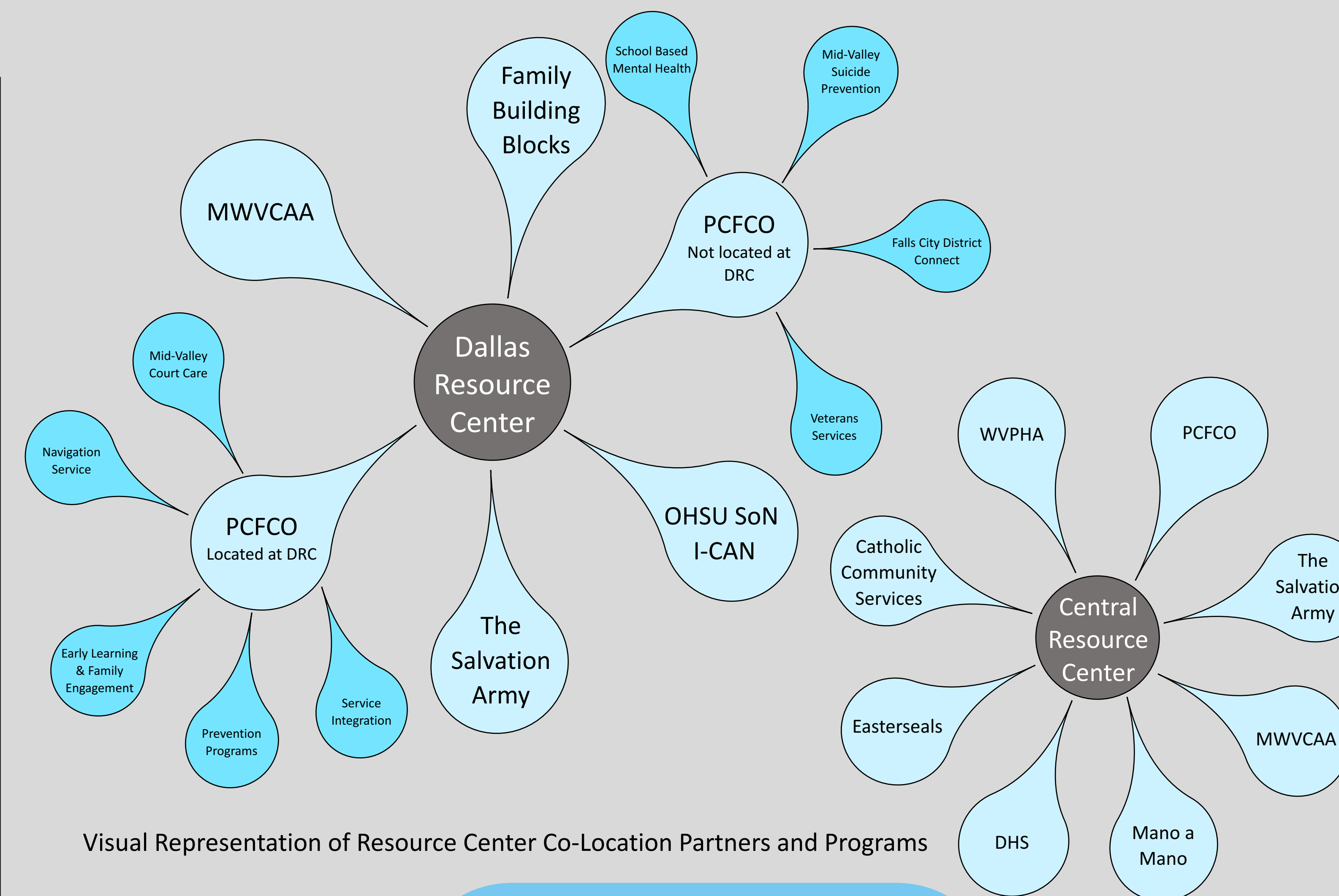


Dallas & Central Resource Centers, respectively (Polk County Resource Centers, n.d.)

- First point of client contact is front desk personnel
- Resource Centers lack orientation, policies, and procedures for front desk personnel, leading to delays in providing services for clients

Aim

- Establish the Polk County Resource Center Policies and Procedures Binder (PCB) to streamline services for clients
- Design the PCB to be easily revised
- Ensure the PCB is accessible to front desk personnel
- Deliver an orientation to the Resource Center personnel utilizing the completed PCB



Visual Representation of Resource Center Co-Location Partners and Programs

Discussion

- Literature shows that involving staff in the development and implementation of policies and procedures creates an awareness that fosters increased understanding and improved employee satisfaction ("Create a policy", 2017; New South Wales Industrial Relation, 2013; Yafang, 2011)
- Continuous communication and collaboration with co-location partners revealed necessity for the PCB
- The PCB was created for front desk personnel but can also be utilized by co-location partners
- Resource Center personnel expressed commitment to maintain the PCB
- Preliminary results of the PCB have shown a reduction in number of persons needed to fulfill a request, thus decreasing client wait time

Methodology

- Implemented Plan, Do, Study, Act Framework (Institute for Healthcare Improvement, n.d.)
- Conducted a literature review using CINAHL
- Collaborated with Resource Center personnel
- Created the PCB
- Encouraged continuous review and revisions of the PCB

Limitations

- Limited time to finalize the PCB based on feedback from multiple co-location partners
- Limited time to evaluate the effectiveness of the PCB after implementation
- Limited time, access, and experience at the Resource Centers may have resulted in minor gaps of knowledge reflected in the PCB

Recommendations

- Resource Centers should use the PCB to orient staff and connect clients to resources
- Encourage Resource Centers to identify staff responsible for evaluating PCB currency
- Advocate for the utilization of identified evidence-based framework to update PCB as necessary (Vernooij, Sanabria, Solà, Alonso-Coello, & Garcia, 2014)