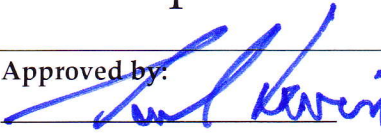
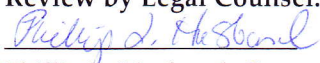


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| District of Columbia Department of Health<br><b>Procedure Title: Standard Operating Procedure Development</b>                              |   | <b>PROCEDURE 200.100</b><br><b>Implementing Office:</b><br>Office of the Director<br><b>Training Required:</b> Yes<br><b>Originally Issued:</b> 7/17/13<br><b>Revised/Reviewed:</b> |
| <b>Approved by:</b><br><br>Saul M. Levin, Agency Director | <b>Review by Legal Counsel:</b><br><br>Phillip L. Husband, General Counsel | <b>Effective Date:</b> 7/17/13<br><b>Valid Through Date:</b> 7/17/2015  |

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| <b>I. Authority</b>                   | Reorganization Plan No. 4 of 1996, Mayor's Order 1997-42   |
| <b>II. Reason for the Procedure</b>   | The purpose of this written procedure is to support the effective development of standard operating procedures (SOPs) that promote consistency and uniformity in the work processes of the Department. The primary audience for this guidance is agency managers responsible for ensuring the proper implementation of programs and administrative functions.  |
| <b>III. Applicability</b>             | This procedure applies to all DOH employees, contracted staff, volunteers, interns, and summer youth employees.  |
| <b>IV. Definitions &amp; Acronyms</b> | The definitions of the SOP content areas are provided in Section VII within the "Developing SOPs" section 2.   |
| <b>V. Contents</b>                    | <ol style="list-style-type: none"> <li>1. Which activities require SOPs</li> <li>2. Guidance for Developing SOPs</li> <li>3. Process for Reviewing and Approving SOPs</li> <li>4. Making SOPs Available to Staff</li> <li>5. Requirements for Updating SOPs</li> </ol>   |
| <b>VI. Procedures</b>                 | <ol style="list-style-type: none"> <li>1. <b>Which Activities Require SOPs</b> – In general, all operating processes should be documented and work expectations clarified. However, there are activities where the development of SOPs would be advantageous to promote consistent and uniform operations within DOH. These include:               <ul style="list-style-type: none"> <li>• Activities and processes that are unique to the Department;</li> <li>• Activities and processes where uniform behaviors are expected from staff;</li> <li>• Activities and processes where there is an opportunity to document the occurrence of best</li> </ul> </li> </ol> |

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|  | <p>practices;</p> <ul style="list-style-type: none"> <li>• Activities and processes that are covered by D.C. rules and applicable federal rules; and</li> <li>• Activities and processes where high employee turnover occurs and there is a need to maintain consistency with new staff.</li> </ul> <p><b>2. Developing SOPs</b></p> <p>Once a manager determines that an SOP is needed to document the appropriate process to which staff should adhere, there are two items for managers to use in developing the SOP. The first is the DOH SOP template and the second is the numerical reference sheet.</p> <p>The <b>DOH SOP Template</b> is available on the DOH intranet site. The content categories of the template include:</p> <ol style="list-style-type: none"> <li>Authority</li> <li>Reason for the Procedure</li> <li>Applicability</li> <li>Definitions</li> <li>Contents</li> <li>Procedures</li> <li>Contacts</li> <li>Related documents, Forms and Tools</li> </ol> <p><b>Definitions:</b></p> <p><u>Authority</u> cites the federal or District laws, regulations, administrative guidance, or other basis for the issuance of the procedure.</p> <p><u>Reason for the Procedure</u> explains why the procedure should exist and the problem or conflict the procedure seeks to address.</p> <p><u>Applicability</u> describes to “who” the procedure applies, e.g. all DOH employees, DOH employees authorized to drive government vehicles, etc.</p> <p><u>Definitions</u> provides an explanation and/or description for the terms used within the procedure that have specialized or particular meanings.</p> |
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|  | <p><u>Contents</u> provides a “Table of Contents” listing all elements included within the “Procedures” section.</p> <p><u>Procedures</u> describes, in comprehensive detail, all of the steps and activities required of the procedure.</p> <p><u>Contacts</u> identifies the responsible office that should be called to obtain clarification and/or interpretation of the procedure. List only the office or title of the person and a phone number rather than names, as points of contact may change.</p> <p><u>Related Documents, Forms and Tools</u> attaches to the policy all forms, instructions for forms, applications, samples or other tools that will help a reader implement the policy.</p> <p><b>Numerical Reference Sheet</b> provides the numbering system used to distinguish one procedure from another. The numbering system is based upon a separation of administrative functions by category and includes numbering for DOH administrations.</p> <p>10                      Index of Procedures Listed</p> <p>100 – 199            DOH Organization, Vision, Mission and Performance Management</p> <p>200 – 299            Administration Management, Customer Service and Government Affairs</p> <p>300 – 399            Legal Affairs and Risk Management</p> <p>400 – 499            Financial and Grants Management</p> <p>500 – 599            Personnel (Human Resources) Management</p> <p>600 – 699            Communications Management</p> <p>700 – 799            Information Technology Management</p> <p>800 – 899            Contracts and Procurement</p> <p>900 – 999            Facilities, Vehicle and Property Management</p> <p>1000 – 1999        Program Operations</p> <p>                         1100 – 1199        Center for Policy, Planning and Evaluation</p> <p>                         1200 – 1299        Community Health Administration</p> <p>                         1300 – 1399        Health Preparedness and Emergency Response Administration</p> <p>                         1400 – 1499        Health Regulation and Licensing Administration</p> <p>                         1500 – 1599        HIV/AIDS, Hepatitis, STD and TB Administration</p> |
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### 3. **Reviewing SOPs for Signature**

There are five key roles within the review and approval process for SOPs.

These are as follows:

#### a. **Initiator**

The Initiator is the employee who develops the initial draft of the SOP using the DOH SOP template.

Depending upon the level of the employee, a supervisor may be required to participate in the development of the SOP draft that is submitted to the Administrative Lead assigned to the implementing office.

#### b. **Administrative Lead**

The Administrative Lead within each Administration, whether that position is titled “Deputy Director of Operations (DDO)” or “Administrative Service Manager (ASM)”, will be the first point of review for the draft SOP. The particular DDO or ASM required for the review is determined by Administration in which the implementing office is housed. Each of the five Administrations within the Department, as well as the Office of the Director, has an assigned DDO or ASM.

In addition to being the first point of review, the Administrative Lead will assign the numerical reference number to the procedure.

#### c. **General Counsel**

Once the Administrative Lead has completed their review, the Office of the General Counsel will review the SOP for legal sufficiency and recommend whether or not approval should be granted by the Agency Director.

#### d. **Chief Operating Officer (COO)**

Upon receipt of a recommendation from the General Counsel, the COO will be provided an opportunity to be the final review prior to the Director. The COO may sign in place of the Director, if required.

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|   | <p><b>e. Director</b><br/>         The Director of the Department will be the approving authority and be required to sign the procedure.</p> <p><b>4. Publishing SOPs</b><br/>         Once a SOP has been signed, indicating approval, the COO, or her/his designee, will be responsible for posting procedures to the intranet site for easy access. The DOH intranet site will serve as the official repository for DOH policies and procedures.</p> <p><b>5. Accountability and Trainings</b><br/>         Many of the SOPs developed will require that training be provided to the applicable staff. The implementing office is required to maintain records of all trainings, including training agendas, training materials and sign-in sheets.</p> <p>As appropriate, applicable staff may be required to sign their acknowledgement of an existing SOP.</p> <p><b>6. Updating SOPs</b><br/>         SOPs should be reviewed ninety (90) days before the 'Valid Through Date' is reached, that the implementing office begin to review the existing procedure for updates and necessary revisions.</p> <p>Absent a review, the procedure will remain in effect until a revision has occurred.</p> |
| <b>VII. Contacts</b>                            | The Office of the Director, Chief Operating Officer at (202) – 442- 5955.   |
| <b>VIII. Related Documents, Forms and Tools</b> | Attachments:<br>DOH SOP Template  |