

Policies and Procedures Assessment

1. Review current policies and procedures and determine which of them support and which of them prohibit or impede the introduction of the new practice in whole or in part. Specify what would have to change to remove the impediments.
2. Review service definitions and units defined and determine which of them are consistent or inconsistent with the services in the new practice (e.g. systems of care or multi-systemic therapy versus individual therapy sessions for behaviorally involved children). For those that are inconsistent, specify how they would have to change to support the new practice.
3. Who controls the policies and procedures and service definitions? Are they easily changed? If not, is there anyone who controls these changes that has exhibited an interest in supporting innovations in the past or who might be interested in the populations or outcomes the new practice is meant to affect?
4. What forms are consistent or inconsistent with the new practice (assessment tools, intake forms, documentation forms, reporting forms)? If inconsistent, specify how and what it would take to make them consistent.
5. Who mandates the use of these forms? Are they easily changeable or eliminated? If not, can they be done in a way that minimizes their impact on the program or practice?
6. Are there computer screens in use that make the implementation of the new practice difficult? Are there computer screens or programs that could prompt or assist practitioners in using the new practice? Who controls these decisions?
7. What is the history and purpose of each of these policies, procedures, definitions, forms, and computer screens/programs? Are there champions of these current processes that will object to changing them? If so, why?
8. Are there program staff or stakeholders committed to the new practice willing to offer time or expertise to make necessary changes? Are they able to propose policies and procedures, service definitions, forms or computer programs that will encourage and support the new practice while also providing the organization the controls or information it needs?

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A PDF version of this manual is available at www.tacinc.org or www.acmha.org