

Stakeholder Responsibility Summary

The following provides a comprehensive listing of responsibilities, organized by stakeholder, for the development, approval, implementation and review of policy documents across Alberta Health Services (AHS).

[Policy Development](#) | [Document Management](#) | [Requestor](#) | [Sponsor](#) | [Lead/Owner](#) | [Subject Matter Experts](#) | [Executive Committees](#) | [Vice President](#) | [Sector/Zone Leadership](#) | [Clinical & Corporate Operations](#)

In addition to the above, the following is a list of stakeholders whose services may be required:

[Provincial Policy & Forms Committee](#) | [Health Professions Strategy & Practice](#) | [Legal Services](#) | [Clinical Ethics](#) | [Chief Ethics & Compliance Officer](#) | [Patient](#) | [Physicians](#) | [Communications](#) | [Education](#) | [Evaluation Experts](#) | [Health Information/Records Management](#)

Policy Development (Policy & Forms Department)

****Provides guidance and/or assistance at any stage of the policy development process****

Policy Development

- Acknowledge the inquiry or policy request within 3 business days
- Log the inquiry/request, monitor status, and prepare reports for the Provincial Policy & Forms Committee
- May contact policy owners of Zone/Local documents to explore efforts to translate into a Provincial scope
- Obtain written documentation of the approval decision
- Announce policy by way of the E-Bulletin and Newsletter
- Prepare summary report of feedback received through the Policy & Forms inquiry line pertaining to the policy

Policy Advisor or Designate

- Contact the Requestor to discuss the inquiry or policy request and advise on next steps
- Consult with Health Professions Strategy & Practice and Legal Services as appropriate, pending the topic and document type
- Assist to clarify information of the request and map out next steps
- Assist to translate confirmed next steps into a planning tool document (e.g. work plan or project charter)
- Assist to clarify evidence-based practice, and where applicable, legislative requirements or regulated/unregulated provider requirements, expectations or standards
- Translate content onto policy template using plain language principles and ensure compliance with the *Policy Writing Guide*
- Maintain version control of policy drafts
- Prepare a policy draft to be used for consultation activities
- Assist to clarify implementation and review/evaluation approaches
- Provide guidance in selecting a suitable consultation option and in identifying individuals or groups to consult with
- Assist to conduct the required consultation activity, including preparation of consultation tools (e.g. survey questions) and summary consultation reports
- Assist to refine the draft policy and implementation and review/evaluation approaches based on consultation feedback
- Assist to confirm the approval authority and composition of approval package (for new policies and revisions)
- Assist the Lead/Owner in preparing and/or submitting the approval package
- Advise the Sponsor and Lead/Owner regarding the need to review an existing policy

Policy & Forms Director, Senior Policy Advisor or Designate

- Co-present to Executive Committee(s) for all documents that are Provincial and 'AHS-wide' in nature

Document Management (Policy & Forms Department)

- Maintains the Policy & Forms webpage, organizing policies according to applicability by program/service area, zone and topic, and combinations thereof
- Posts new policies or policy revisions to the Policy & Forms webpage
- Answer questions and assists in making policies available to their intended audience
- Address inquiries pertaining to the retention and archival of policy documents
- Maintain, protect and preserve policies throughout the document's lifecycle

Requestor

- Anyone providing care or services or acting on behalf of AHS.

- Contact Policy Development for all inquiries or requests for policy development or revision
- Complete the *Policy Project Request Form* with information presently available

Sponsor

- Sponsorship for policies of a Provincial scope is determined in accordance to the responsibilities and jurisdiction assigned to each Vice President (VP) and/or each direct report to President & CEO. A VP may choose to delegate sponsorship to one of their immediate direct reports or to a member of one of the Executive Committees. In select circumstances, it may be appropriate to utilize a Co-Sponsorship model with two or more VPs.
- Sponsorship of Zone/Local policies must demonstrate a level of authority that aligns with the intended scope and impacted stakeholders.

- Review the request and determine if a policy (new or revision) is necessary to resolve the issue
- Authorize new policy development or revision work and begin to confirm required resources
- Designate a Lead/Owner and may offer suggestions of Subject Matter Experts
- Contribute (as required) to inform policy content and implementation and review/evaluation details
- Approve the consultation option and the consultation stakeholders
- Promote the consultation activities
- Endorse the approval package prior to seeking approval
- Accountable for executing the implementation approach/plan, to include communication, education and practice support change as required
- Authorize a review or evaluation of existing policy, including allocation of required resources
- Determine, in consultation with the Lead/Owner if an existing policy is still required

Lead / Owner

➤ Identified and selected by the Sponsor.

- Clarify information of the request and map out next steps
- Translate confirmed next steps into a planning tool document (e.g. work plan or project charter)
- Identify and confirm Subject Matter Experts
- Assume lead role in 'actioning' the work plan or project charter
- Act as a liaison between the Sponsor, Subject Matter Experts and the Policy Advisor
- Assist to determine the most important content elements and direction the document will take
- Assist to identify evidence-based practice, and where applicable, legislative requirements
- Assist to clarify, where applicable, regulated/unregulated provider requirements, expectations or standards
- Obtain consensus among Subject Matter Experts on content
- Assist to confirm policy draft to be utilized for consultation efforts
- Clarify implementation and review/evaluation approaches
- Determine the consultation approach and consultation stakeholders
- Obtain approval from the Sponsor for the recommended consultation approach and consultation stakeholders
- Assist Subject Matter Experts in refining the draft policy based on the consultation feedback
- Modify the implementation and review/evaluation approaches based on the consultation feedback
- Determine (in concert with the Sponsor) the policy revision approval authority and approval package based on the degree of change and impact
- Prepare approval package
- Submit approval package
- Co-present to Executive Committee(s) for all documents that are Provincial and 'AHS-wide' in nature
- Responsible for executing the implementation approach/plan, to include communication, education and practice support change as required
- Consult with Sponsor about need to review or evaluate an existing policy
- Determine the approach that will be utilized for the review or evaluation
- Assist to determine, in consultation with the Sponsor if a policy is still required

Subject Matter Experts

➤ Identified and selected by the Lead/Owner with input (as appropriate) from the Sponsor.

- Act as a spokesperson and liaison for their area of expertise as well as the stakeholder demographic they represent
- Provide input in the planning process
- Determine the most important content elements to include, and direction the document will take
- Identify evidence-based practice, and where applicable, legislative requirements
- Clarify, where applicable, regulated/unregulated provider requirements, expectations or standards
- Confirm policy draft to be utilized for consultation efforts
- Assist to clarify implementation and review/evaluation approaches
- Refine the draft policy based on the consultation feedback
- Upon request of the Sponsor or Lead/Owner will assist to advise if an existing policy is still required
- Examine content of an existing policy to ensure it is current and reflective of evidence-based practice
- Identify content changes to existing policies, if applicable

Executive Committees

- COEC: Approve clinical documents topics or document topics with a mix of clinical and corporate content.
- CSHREC: Approve corporate document topics.
- QSEC: Approve documents with topics related to quality and patient safety.
- IM/IT: Approve documents with topics related to information access, privacy, risk and security.
- ELT: Approve documents with topics of political sensitivity or enterprise risk management, or per direction provided by an Executive Committee or the President & CEO.

- Approve Provincial 'AHS-wide' policies (e.g. *Hand Hygiene, Access to Information: Physical, Electronic, Remote*)
- At the discretion of the VP, may be approached for consultation and/or approval of Provincial 'Program or Portfolio' policies

Vice President

- Direct report to the President & CEO.

- May approve 'Provincial Program or Portfolio policies (e.g. *Safe Surgery Checklist, ALC Accommodation Charges*)
- At their discretion, may delegate approval responsibilities
- May approve Provincial 'AHS-Wide' policy revisions with changes that are NOT considered significant
- Advise Executive when approval of Provincial 'AHS-Wide' policy revision occurs

* Delegation decisions require written confirmation (*Policy Approval Authority Delegation* sent to policy@ahs.ca)

Sector / Zone Leadership

- Approve Zone/Local documents (e.g. *Intravenous Medication – North Zone, Sucrose Analgesia – Stollery Hospital*)
- At their discretion, may delegate approval responsibilities

*Delegation decisions require written confirmation (*Policy Approval Authority Delegation* sent to policy@ahs.ca)

Clinical & Corporate Operations

- Assist in efforts to translate and apply the policy requirements into day-to-day practice

Stakeholder Responsibility Summary

The following outlines a list of stakeholders whose services may be required:

Provincial Policy & Forms Committee

- Monitor organizational compliance with the *Policy Development Framework* and *Policy Development Steps*, and makes recommendations for improvement
- Monitor policy development and implementation progress
- Advise in complex circumstances (where required)

Health Professions Strategy & Practice (HPSP)

- Advise on practice support document requests and/or regulated/unregulated provider practice questions
- Advise on policy topics that expressly articulate details of regulated/unregulated provider requirements, expectations or standards
- Lead and support practice change efforts (to include the preparation and dissemination of education material) for affected health care professionals

Legal Services

- Advise on legal ramifications, including patient safety and organizational risk
- Advise on policy topics that relate to legislative requirements or which has content that is potentially contentious and/or which may result in significant consequences to patients, staff and physicians, or AHS

Clinical Ethics

- Advise on policy topics that include clinically-based ethical issues and/or ethically challenging situations

Chief Ethics & Compliance Officer

- Advise on policy topics that expressly relate to the Code of Conduct, Conflict of Interest Bylaw or the Safe Disclosure/Whistleblower policy

Patient Advisor / Patient & Family Advisory Group / Wisdom Council

- Advise on the patient perspective
- Advise on policy topics that impact the patient experience or patient safety

Physician Representative / Physician Leaders or Stakeholder Groups

- Advise on the physician perspective
- Advise on topics that have an impact on physician practice

Communications

- Author and disseminate messaging about the new policy or policy revision

Departments dedicated to Educational Services

- Prepare and disseminate educational material to support the correct application of the policy

Evaluation Experts

- Advise on review processes and evaluation approaches to potentially utilize

Health Information / Records Management

- Advise on best practices with respect to record/information management