



Appendix 0.5

Policy Writing Guidance

This document contains questions to consider, guidance, and additional resources to utilize when planning, drafting, or modifying an accessibility-related policy at your organization. The information below is not exhaustive. Consult your organization's compliance office or department (if applicable) when drafting.

Questions to Consider

Any questions that are not applicable can be skipped.

WHAT is the reason for the policy?

- Compliance with federal and/or state requirements
- Set expectations/accountability for staff, leadership, or patients
- Limit liability
- Improve care quality or safety
- Other: _____

HOW does this policy align with other organizational priorities?

WHAT funding is necessary for the policy change?

WHO will the policy apply to? Select all that apply.

- Clinical staff
- Non-clinical staff
- Leadership
- Patients
- Visitors
- Other: _____

WHO (department, individual(s), team (s)) is typically responsible for organizational policies?

WHO will you include to help draft the policy?

WHO will review drafts and ultimately approve the policy?

HOW will you communicate the policy to staff, providers, patients, scheduling, medical assistants, managers, etc.?

- Training
- Other: _____

HOW will you measure compliance with the policy?

Sample Steps for Creating or Changing Policy

1. Build a team. You should include a variety of roles, such as leadership, providers, front desk staff, medical assistants, schedulers, etc. Each role will know how your policy could be integrated in their workflows. This will also help with buy-in during implementation.
2. Write a first draft of your policy or modification. Have your organization's mission and/or vision statement(s), as well as your reason for creating or modifying the policy, in mind.
3. Work with your team to edit your draft. Ensure your policy is stated clearly so that all staff, patients, leadership, and community members can understand it.
4. Set a date effective for your policy.
5. Seek approval from appropriate areas in your organization.
6. Schedule short-term and long-term reviews to monitor implementation and effectiveness of your policy.

Additional Resources

Below are resources for policy writing compiled by other institutions and two sample policies.

- [University of Colorado Office of Policy and Efficiency: User Guide to Writing Policies \(PDF\)](https://www.cu.edu/sites/default/files/APSwritingguide.pdf) <https://www.cu.edu/sites/default/files/APSwritingguide.pdf>
- [Weill Cornell Medicine Office of Compliance: Policy Writing 101](#)
- [U.S. Department of Health and Human Services Example Nondiscrimination Policy \(PDF\)](#)
- [Sample Nondiscrimination Policy: Santa Clara Valley Healthcare \(PDF\)](https://compliance.weill.cornell.edu/compliance/policy-office/policy-writing-101) <https://compliance.weill.cornell.edu/compliance/policy-office/policy-writing-101>