

Liberty Healthcare Corporation and Affiliates (Liberty) Standard Operating Policies

Title:	Standard Operating Procedure	Effective Date:	10/01/2013
Author:	Sue Nayda	Last Review Date:	09/10/2021
Location:	Corporate HQ	Last Revision Date:	01/08/2017
Functional Area:	Administration		

POLICY

Liberty Healthcare Corporation and its Affiliates (Liberty) maintains a Standard Operating Procedure (SOP) Manual as an integral part of Liberty's successful performance management initiatives. The SOP Manual promotes quality through the consistent implementation of business process and procedures. The SOP Manual contains approved Policies and Procedures that describe company policies and standard procedures that are followed for various business process at the corporate office and across the entire company. The SOP Manual serves to disseminate policy and procedure information among employees and subcontractors dealing with the relevant business functions with a view to make the business operations person-independent. This well formulated set of policies and procedures enables Liberty to perform core business procedures more efficiently and effectively by eliminating or reducing system variation, resulting in a high level of consistent conformance and customer satisfaction.

PROCEDURE

The SOP Manual defines detailed written protocols to achieve uniformity of performance for critical business processes, particularly those impacting multiple functions or across departments. A business process is a collection of related, structured activities or tasks that produce a specific service or product for a customer. The individual who takes responsibility for drafting the policy and procedure document and accompanying forms, utilizing the steps outlined in the attached flow chart, is identified as the Business Process Owner (BPO) for purpose of this SOP.

The BPO utilizes check lists, flow charts and other step by step tools to outline the way activities or tasks are to be performed. Stakeholders are individuals involved in or affected by the process; their input is solicited and incorporated into drafts of the policy.

The SOP Manual is published as a set of .pdf Policy and Procedure documents on the company Intranet, following approval by the corporate management team. The Manual is organized into the following sections:

1. Administration
2. Recruiting and New Hire Processing
3. Human Resources
4. Corporate Compliance and HIPAA
5. Accounting and Payroll
6. Legal and Business Insurance
7. Marketing and Business Development
8. Performance
9. Operations

The SOP Manual is published on the Company's Intranet and is also located at Shared/General Access/SOP Manual.

All new and revised Policy and Procedure Documents must be presented to the Corporate Management Team for approval prior to publication. At the time of presentation, the BPO must also provide a plan for training impacted staff on the new Policy and Procedure. The training should be provided at the time the document is published.

Annually, all SOP's must be reviewed by the BPO. The review date must be updated, and if revisions are made, the SOP must go through the approval process again.

DEFINITIONS

Business Process – is an activity or a set of activities that will provide employees and subcontractors with a reference to common business practices, or tasks. A business process is best defined as any function within the organization that enables the organization to successfully deliver its products or services.

Business Process Owner – is the Liberty employee who has ultimate authority for the performance of a business process. The Business Process Owner is identified as the “author” on the policy and procedure document.

Stakeholder – Any Liberty person, group or team that can affect or be affected by the actions, tasks or objectives outlined in the business process. Liberty requires the input of key individuals, teams and/or work groups that are significantly affected (positively or negatively) by a business process in the development of policies and procedures.

The attached flow chart depicts the process of development of Policies and Procedures at Liberty.

Approved By: _____

Revision History

Version	Date	Author	Summary of Changes
#1	10/01/2013	Sue Nayda	Policy Created
#2	01/08/2017	Sue Nayda	Reviewed with slight changes
#3	09/11/2020	Sue Nayda	Reviewed with no changes
#4	09/10/2021	Sue Nayda	Reviewed with no changes

Liberty Healthcare Corporation and Affiliates Flow Chart of Policy & Procedure and Form Development

