

**LOUISIANA STATE UNIVERSITY
HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA**


POLICY NUMBER: 5001-17

CATEGORY: Policies, Procedures and Memoranda

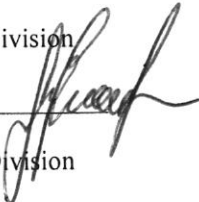
CONTENT: Explanation of LSU-Health Care Services Division Policy Issuance System

EFFECTIVE DATE: Issued: March 20, 1996
Revised: February 6, 2002
Revised: July 13, 2004
Revised: June 23, 2006
Revised/Reviewed: September 27, 2007
Reviewed: July 8, 2009
Reviewed: June 10, 2010
Reviewed: June 2, 2011
Reviewed: September 20, 2012
Reviewed: October 5, 2013
Reviewed: January 26, 2015
Reviewed: April 29, 2016
Reviewed: June 1, 2017

INQUIRIES TO: Angela Gooden, Executive Projects Section
LSU-Health Care Services Division
Post Office Box 91308 Baton Rouge, LA 70821
(225) 354-7017 Fax (225) 354-4953


Deputy Chief Executive Officer
LSU Health Care Services Division
Date 6/12/17


Director of Facility Planning
LSU Health Care Services Division
Date 6/9/17


Executive Project Manager
LSU Health Care Services Division
Date 7-7-17

Issued: March 20, 1996
Revised: June 23, 2006
Revised/Reviewed: September 27, 2007
Reviewed: July 8, 2009
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HEALTH CARE SERVICES DIVISION POLICY ISSUANCE SYSTEM

I. Statement of Purpose, Scope and Applicability

A. Purpose:

The LSU Health Care Services Division (HCSD) policy issuance system provides the mechanism through which policies and procedures are established, revised, amended, adopted, disseminated and maintained, via a policy manual, within the Division. The Policy Issuance staff of the Executive Project Section of the HCSD Central Office-ABO is responsible for the efficient flow of policy and procedure drafts. All new/revised policies and procedures must be approved and signed by the policy lead, the Deputy Chief Executive Officer and/or the Chief Executive Officer.

B. Scope and Applicability:

All policies in HCSD that: (1) are initiated in the Central Office/ ABO; (2) affect more than one section of the HCSD system; or (3) affect an HCSD facility will be promulgated through the central office policy issuance system. Policies and procedures applicable only internally to an HCSD Facility are exempted from the policy issuance system, but copies should be sent to Policy Issuance for file retention.

C. Role of Policy Issuance:

Policy Issuance will develop definitions, standards, and formats for policies, and, in some cases, assist in developing policies, procedures, and memoranda. A policy is a principle or regulation; a procedure is a method for implementing a policy; and a memorandum is for emergencies or for information dispensing. Memoranda will not be formally issued through the policy issuance system, but may be distributed through the Policy Issuance distribution system.

D. Questions:

Questions regarding whether a policy should be sent through the policy issuance system should be directed to Policy Issuance.

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II. Steps in Policy Issuance System

Policy Issuance has developed a Subject Classification Coded Index. (See Attachment A). Policies and procedures are identified by their primary subject code for placement in the *HCSO POLICY MANUAL* and for reader identification. Policy Issuance will code a policy or procedure by its appropriate subject code, classification and topic.

The routing of a draft through the Review and Comment Procedure is given via the following steps:

Step 1

- Initiating Unit
- (a) The initiating unit writes the draft (see Attachments C & D) and attaches the Policy Identification Format (Attachment B).
 - (b) The initiating unit obtains its administrator's signature of approval on the Policy Identification Format (Attachment B).
 - (c) The initiating unit submits the draft to Policy Issuance along with the Policy Identification Format (Attachment B) and Policy Issuance Form I (Attachment E).

Step 2

- Policy Issuance Procedures
- (a) Policy Issuance (i.e., The HCSO Executive Project Section) reviews the draft Policy Identification Format and Policy Issuance Form I (Attachments B & E) for conformity to standards (writing standards and style), established definitions and completeness.
 - (b) Policy Issuance logs the draft according to its code, which includes date, subject, and completes its section of the Policy Identification Format (Attachment B).
 - (c) Policy Issuance sends the draft with Policy Identification Format and Policy Issuance Form I (Attachments B & E) to the respective facility Policy Coordinator with a cc: to Senior Leadership Staff, Facility Administrator and Facility Compliance Officers, applicable staff for a 30-day review.

Certain policies, based on federal, state, local law or regulatory agency guideline may require immediate implementation or a "fast track comment and review" period (i.e. 7-14 days). If any policies fall into either of these categories, the initiating unit lead, will submit a request to the Policy Issuance lead detailing the reason(s) why the 30 day review and comment period should be waived and provide a synopsis of the federal, state, local law or regulatory agency guideline(s) that require(s) immediate implementation or "fast track comment, review" (i.e. 7-14 days). The Policy issuance lead must approve any and all requests for immediate implementation and/or fast track review. If said approval is not granted, the normal thirty (30) day review and comment period shall be implemented.

Facility Policy Coordinator shall be responsible for forwarding draft policies and gathering comments or suggested revisions to the Facility Administrator, Facility Chief Financial Officer, Facility Human Resource Director, Medical Director, Facility Compliance Officers, Facility Patient Financial Service Manager, personnel who are or would be directly affected by the policy, and any other appropriate personnel. All reviewers must either comment, listing noted revisions, or indicate "no change(s) necessary". If the reviewer has no change(s), the reviewer will check the box noted "no change(s) necessary," sign the bottom of the Policy Issuance I form, and send the signed form to his or her respective Policy Coordinator. In the instance of Central Office staff, if the reviewer has no change(s), he or she will check the box noted "no changes necessary," sign the bottom of the Policy Issuance I form and send the signed form to Policy Issuance. If the reviewer has suggested changes or comments, these changes/comments shall be returned to his or her Policy Coordinator. The Policy Coordinator will compile comments, reconcile conflicts and get back one set of comments or recommended revisions via E-mail or FAX to Policy Issuance on or before the expiration of the 30-day review period. In the instance of Central Office/ ABO staff, if the reviewer has suggested changes or comments, these shall be given to Policy Issuance.

Step 3

Review Period

At the expiration of the time allotted for review and comment (usually 30 days), unless otherwise specified, the comments are returned to Policy Issuance and then Policy Issuance forwards the draft with comments, if applicable, to the Initiating Unit.

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Step 4

Initiating Unit Reconciliation

The Initiating Unit, lead, receives the comments and either incorporates the requested changes in the draft or indicates why changes are not made. Each respondent with substantive comments shall receive notification from the Initiating Unit, related to the comments. A copy of each written response by the Initiating Unit will be submitted to Policy Issuance along with the final drafts. No policy shall be finalized and issued with substantive unresolved issues remaining.

Step 5

Policy Issuance Re-review

- (a) If the draft is changed significantly (anything that would change the content, language or meaning of a policy/procedure) as a result of comments received, the policy with changes incorporated, will be disseminated for review again and the 30 day routing and review process will begin again. If the draft stands as written and/or there are no substantive changes to the draft policy, the draft policy will be finalized by policy issuance as written by the initiating unit, lead.

Step 6

Finalization

- (a) Policy Issuance will send the finalized policy, and a synopsis of the policy or changes, to the lead for his/her review and signature.
- (b) The Initiating Unit should be prepared to provide a completed Policy Issuance Form II (Attachment F) and Policy Issuance Form III (Attachment G) showing changes requested, by whom, and action taken on any controversial policies.
- (c) The lead will forward the signed copy to the Deputy CEO for his/her review and signature.
- (d) The Deputy CEO may, if applicable, forward the signed copy to the CEO for his/her signature.
- (e) The CEO may, if applicable, make comments and/or sign and return the policy to Policy Issuance.

- (f) The CEO forwards the signed policy to Policy Issuance.

Step 7

Policy Distribution Policy Issuance distributes approved, finalized policy and/or procedures, via email to the Policy Coordinator who in turn will disseminate the finalized policy to the Chief Executive Officer, Deputy Chief Executive Officer, Senior Leadership Staff, Facility Administrators, Facility Compliance Officers, Facility Policy Coordinators, Chief Financial Officers, Medical Directors, and Human Resource Directors. The Facility Policy Coordinator is responsible for disseminating the policy to other appropriate managers and staff. Appropriate managers are required to disseminate the policy to appropriate staff under their management.

III. Accessibility

Finalized policies will be posted in pdf format for view and print at <http://www.lsuhsospitals.org/policies/default.htm>. Upon signature an email alert will be sent to the Facility Policy Coordinator advising the policy has been finalized and requesting the policy coordinator print the policy and new table of contents for the facility policy manual and/or see applicable section policy link, restricted/public, at the website noted above. Facility Policy Coordinator will be required to disseminate the finalized policy to appropriate facility staff and retain a copy of the finalized policy on file for reference and review purposes.

IV. Review

All LSUHCSD policies will be reviewed annually by the lead of each initiating unit. The Policy Issuance lead will forward an email notice along with the "Memorandum and Acknowledgment of Review of LSU HCSD Policy" form to each initiating unit lead. The initiating unit lead will sign and date the forms acknowledging their review of the policy within the time specified and/or any changes, amendments, revisions to the existing policy. If there are no changes, the initiating lead will sign the acknowledgment form and return it via email or hard copy to Policy Issuance on or before the expiration of the review period, noting "no changes". Policy issuance will keep all annual review forms received from the lead units in the respective policy file for audit and review. Policy issuance will then note the date reviewed by the initiating unit lead in the "Effective" date section of the policy. If the initiating unit, lead, has changes, amendments, revisions to the existing policy, steps/procedures 2-7 as noted above will be followed and implemented.

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ATTACHMENT B
SAMPLE POLICY IDENTIFICATION FORMAT

LOUISIANA STATE UNIVERSITY
HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA

POLICY NUMBER:

CATEGORY:

CONTENT:

(ATTACHMENT:)
(AUTHORITY:)
(REGULATION REFERENCE:)

EFFECTIVE DATE:

(BACKGROUND:)

INQUIRIES TO:

Approved: _____
Initiating Unit Head

Chief Executive Officer
LSU Health Care Services Division

Date

Deputy Chief Executive Officer
LSU Health Care Services Division

Date

Chief Medical Officer
LSU Health Care Services Division

Date

Issued: March 20, 1996
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ATTACHMENT C
SAMPLE POLICY

LOUISIANA STATE UNIVERSITY
HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA

POLICY NUMBER: 4531-17

CATEGORY: Human Resources

CONTENT: Administrative On-Call Policy

EFFECTIVE DATE: March 10, 2008
REVIEWED: March 10, 2009
REVIEWED/REVISED: March 10, 2010
REVIEWED: March 10, 2011
REVIEWED: March 10, 2012
REVIEWED: March 10, 2013
REVIEWED: March 10, 2014
REVIEWED: March 10, 2015
REVIEWED: March 10, 2016
REVIEWED: March 10, 2017

INQUIRIES TO: Human Resources, LSU- Health Care Services Division
Post Office Box 91308
Baton Rouge, LA 70803
Telephone: 225-354-4843 Fax: 225-354-_____

Chief Executive Officer
LSU Health Care Services Division

Date

Deputy Chief Executive Officer
LSU Health Care Services Division

Date

Human Resources Administrator
LSU Health Care Services Division

Date

Issued: March 20, 1996
Revised: June 23, 2006
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ATTACHMENT D
LSU HEALTH CARE SERVICES DIVISION
ADMINISTRATIVE ON-CALL POLICY

- I. Policy Statement: It is the policy of the LSU- Health Care Services Division (HCSD) to provide administrative coverage at its facilities after normal operating hours and on weekends. It is, further, the policy of the HCSD to compensate its employees in a fair and equitable manner for services performed on behalf of the Agency.

NOTE: Authority is in accordance with Civil Service Rule 6.28(b)

- II. Applicability: This policy shall apply to classified employees in all facilities within the HCSD.
- III. Responsibilities: It shall be the responsibility of each Acute Care Hospital Administrator to establish written procedures for an internal Administrative On-Call Rotation for their hospital.
- IV. Procedure: Written procedures will include at a minimum the following:
- A. A list of positions that will serve as “administrator on-call”. No administrative staff will be on-call more than once in a three-week period.
 - B. An established time frame each “administrator on-call” will be responsible. To include at a minimum the following:
 - 1. Must wear a beeper at all times during the on-call period.
 - 2. Must be able to return to the facility within a 45-minute time frame if needed.
 - 3. Must return phone calls within 15 minutes of being paged.
- V. Compensation: Administrator on-call will be compensated as follows:
At a rate NTE \$2.25 per hour for each hour the employee is serving on-call or the equivalent value in compensatory time. NOTE: Refer to Civil Service General Circulars No. 929 and No. 1110
- VI. Exceptions: Requests for exception to this policy shall be submitted in writing to the HCSD Human Resource Department for approval by the Chief Executive Officer.

Issued: March 20, 1996
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ATTACHMENT E
LOUISIANA STATE UNIVERSITY HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA
SAMPLE POLICY ISSUANCE FORM I

To: CEO
Deputy CEO
Senior Leadership Staff
Hospital Administrators
Hospital Policy Coordinators

From: Angela Gooden, Policy Issuance

Re: Policy # 4531-17 Administrative On Call Policy

Date: February 10, 2017

PLEASE REVIEW the attached draft policy with all those appropriate under your management. **Hospital Policy Coordinators shall be responsible for forwarding draft policies and gathering comments or suggested revisions from Hospital Chief Financial Officers, Hospital Human Resources Directors, Medical Directors, Hospital Compliance Officers, Hospital Patient Financial Services Managers, and any other appropriate personnel.** All reviewers must either comment, listing noted revisions, or indicate "no changes necessary". If the reviewer has no changes, the reviewer will check the box noted "no changes necessary," sign the bottom of the Policy Issuance I form, and send the signed form to his or her respective Policy Coordinator. In the instance of Central Office staff, if the reviewer has no changes, he or she will check the box noted "no changes necessary," sign the bottom of the Policy Issuance I form and send the signed form to Policy Issuance. If the reviewer has suggested changes or comments, these shall be returned to his or her respective Policy Coordinator. The Policy Coordinator will compile comments, reconcile conflicts and get back one set of comments or recommended revisions via E-mail or FAX to Policy Issuance on or before the date noted below. In the instance of Central Office ABO staff, if the review has suggested changes or comments, these shall be given to Policy Issuance.

This draft originated in the LSU HCSD Human Resource Section. If you have any questions about this policy, please call Kathy Townsend at 225-354-4843. **Policy Coordinators, MUST RETURN** all completed Policy Issuance Forms from the appropriate hospital departments to Angela Gooden via email agoode@lsuhsc.edu or care of:

LSU- Health Care Services Division Post Office Box 91308 Baton Rouge, LA 70803
Phone: 225-354-7013 Fax: 225-354-4953

This form with suggested changes and comments must be received from the CEO, Senior Leadership Staff, Hospital Administrators, Hospital Compliance Officers, and Hospital Policy Coordinators to the Policy Issuance by **Thursday, March 10, 2017.**

Special Review Requests:
Please check one of the following:
() **No changes necessary**
() **Comments attached**

Signature	Representing	Date

Issued: March 20, 1996 Revised: June 23, 2006 Reviewed/Revised: September 27, 2007 Reviewed: July 8, 2009 Reviewed: June 10, 2010 Reviewed: June 2, 2011 Reviewed: September 20, 2012 Reviewed: October 5, 2013 Reviewed: January 26, 2015 Reviewed: April 29, 2016 Reviewed: June 1, 2017	Policy 5001-17 Page 5001.11
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ATTACHMENT F

SAMPLE POLICY ISSUANCE FORM II

DATE

MEMORANDUM

TO: Chief Executive Officer, Health Care Services Division
Deputy Chief Executive Officer, Health Care Services Division

FROM: Angela Gooden, Health Care Services Division Policy Issuance

RE: Finalized Policy

The attached finalized policy and/or procedures, _____, was reviewed and approved by, Leadership Staff, Hospital Administrators, Hospital Compliance Officers and Policy Coordinators, except as indicated in the attached comments (___ pages).

The comments were sent to the Initiating Unit. They have incorporated the comments into the draft or indicated the reasons why the comments were not incorporated (___ pages attached). The Initiating Unit is _____, if you have questions regarding these decisions.

Major provisions for this new/revised policy are:

If you do not approve, please attach comments and return to Policy Issuance. If you approve, please sign the policy and forward the package to Policy Issuance, to distribute the finalized policy and attachments.

Please return all materials to Policy Issuance.

AG/ap
Attachments

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SAMPLE MEMORANDUM

TO: Kathy Townsend Wayne Wilbright Lanette Buie
Director CEO Deputy CEO
Human Resources

FROM: Angela Gooden, Executive Project Manager/Officer

RE: Policy No. 4531-17- Administrative On-Call Policy

DATE: February 1, 2017

Attached for your signature, is reviewed policy 4531-17-“Administrative On-Call”. In compliance with our yearly review of policies, this policy and been reviewed by the lead and per written notice, no subsequent changes have been made to the policy since the last revision date.

Kathy please review, sign and pass to Lanette Buie for her signature. Lanette once you have signed same please forward to Dr. Wayne Wilbright for his review and signature. Dr. Wilbright upon your signature, please return to me for further dissemination. Thank you.

Attachments

Issued: March 20, 1996
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SAMPLE MEMORANDUM

TO: Lanette Buie Dr. Wayne Wilbright
Deputy CEO CEO

FROM: Angela Gooden, Executive Project Manager/Officer

RE: Policy No. 8514-17-False Claims Acts (FCA) Policy

DATE: January 13, 2017

Attached for your signature, is new policy 8514-17, "False Claims Act (FCA)". The purpose of this policy is to comply with the Deficit Reduction Act of 2005. This policy will assist Louisiana State University Health Care Services Division (LSU HCSD) employees, medical staff, vendors, and Business Associates (personnel) to understand the provisions of the federal and state laws regarding submitting a false claim for reimbursement and all the associated implications, as well as to inform all personnel of their right to report violations of federal and state law.

It is the policy of LSU HCSD to submit only claims that are complete and accurate in all respects, thus avoiding the submission of false claims. Detailed information regarding both state and federal false claims laws is provided in Attachment I to this policy.

LSU HCSD personnel should also be aware that they may notify the government themselves if they believe the hospital does not respond appropriately when given notification of a potential violation. LSU HCSD is prohibited from taking any adverse actions whatsoever against the employee or clinician should said person notify the government directly. [Refer to the Code of Conduct and 8505-17 Whistleblower & Non-Retaliation policy].

All personnel responsible for any part of a claim submission shall be familiar with this policy and the information in Attachment I. Anyone found to be in violation of this policy will be subject to disciplinary action, up to and including termination of employment or services.

Lanette please review, sign and pass to Dr. Wilbright for his signature. Dr. Wilbright upon your signature, please return to me for further dissemination. Thank you.

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SAMPLE EMAIL REQUEST-ANNUAL POLICY REVIEW

Policy issuance is requesting each HCSD lead, review each of the policies within their policy categories. This review will be considered our annual policy compliance review. Each year, we will conduct a review in compliance with state and federal reporting agencies. If the policy within your section "stands as written", (no changes are to be made to the existing policy), please complete and date the below *Acknowledgement of Review* form as noted and forward to Policy Issuance c/o Angela Gooden.

If based on the review, the policy will need to be updated, amended, revised, etc., please notify me via email so the proper revisions can be made to the existing policy and pursuant to LSU HCSD 5001-17, *Policy Issuance Policy*, routed through the policy issuance process.

We are requesting the below *Acknowledgement of Review* form be completed for **each** policy within your category. All *Acknowledgement of Review* forms will need to be forwarded to me on or before **Monday, February 16, 2017**. You may contact me at 225-354-7013 for further questions. We thank you in advance for your compliance.

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Sample Memorandum and Acknowledgement of Review of LSU HCSD Policy

In compliance with CMS/Joint Commission guidelines, we are requesting each policy lead review each policy within their respective departments and provide written acknowledgement the policy has been reviewed in its entirety and there are no changes to the existing LSU HCSD policy (example- 8502-17).

If any changes to the existing policy are required, the policy lead will need to contact Policy Issuance, Angela Gooden, (225) 354-7013 in order to update, amend, and revise the existing policy and begin the policy issuance process.

Policy Issuance is requesting you review your section's policies in their entirety and provide acknowledgement of review on or before Monday, February 16, 2017. If you have any questions or need additional information, you may contact Angela Gooden at 225-354-7013.

Acknowledgement of Review of LSU HCSD Policy

The following policy has gone through the required review, comment, posting and dissemination periods and by signature has been approved by LSU HCSD policy lead and CEOs. The policy is posted on the LSU HCSD website for review.

I have reviewed LSU HCSD Policy _____ and as of _____, _____, 2017, there are no changes, amendments, revisions at this time.

Signature of Policy Lead

Date

Printed Name of Policy Lead

Policy Issuance

Date

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ATTACHMENT G

SAMPLE POLICY ISSUANCE FORM III

HCS D PROPOSED POLICY REVIEW AND COMMENT FORM

Page in Draft	Section	Comment/Suggested Revision	Rationale	Civil Service Rule/Legal Reference, if any

Issued: March 20, 1996
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