

NWF Health Network Policy & Procedure

Series: 800: Quality Assurance and Improvement

Policy Name: Media Policy

Policy Number: 803

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Policy

It is the policy of NWF Health Network (NWFHN), to be transparent by responding to information requests from the general public and media as allowed by law and according to statute, while protecting the privacy of children and families in our system of care.

Procedure

- A. The CEO or designee will speak for NWFHN when approached by the media regarding specific issues or cases, activities, emergency processes, and operations/management.
- B. All staff of NWFHN and its CMOs who are approached by the media on such matters will refer the reporter to the CEO or designee and will contact the CEO to make them aware of the inquiry.
- C. Public requests for information regarding specific issues, processes or policies and for statistical data on the NWFHN system of care will also be handled by the NWFHN CEO or the CEO's designee for agency communications.
- D. Any employee of NWFHN or its CMOs who receives a request for public information will refer the request to the CEO or designee and will contact the CEO or designee by email or telephone to make them aware of the inquiry.
- E. Employees of NWFHN and its CMOs or contracted providers will not discuss or venture an opinion about other staff, children/clients, service plans, treatment plans, or NWFHN with anyone in the media or public, according to the confidentiality agreement signed upon employment.
- F. Employee comments to persons requesting information shall be limited to general items, such as the types of services provided by NWFHN and its CMOs.
- G. The CEO or designee will notify the appropriate DCF Circuit office when NWFHN has been contacted by members of the media about matters that may result in the reporter contacting the Circuit office.