

Coverage review and schedule change

Standard operating procedure (SOP) | MOB-SOP-003

Document type	Standard operating procedure (SOP)
Title	Coverage review and schedule change
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Approver and signature	{{roles.clinical_director.name}}, Clinical director Signature: _____ Date: _____
Effective date	{{document.effective_date}}
Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	Standard 13 (Mobile Clinic and Outreach), criterion 13.8
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Coverage is reviewed each quarter against the population the service is for.
2. Groups not reached, such as people with disability or displaced people, are named.
3. The schedule is changed to reach them, and the change is recorded (MOB-REG-002).
4. Results are shared with the clinical lead.

Stop and get help straight away if: a group known to be missed is not named or not reached, with no schedule change.

1. Purpose

To find the people a mobile service does not reach, and change the schedule (13.8).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

To find the people a mobile service does not reach, and change the schedule (13.8).

5. Responsibilities

Role	Duties in this SOP	Competence needed
Outreach lead	Runs the review	Clinician
Community liaison	Reports the groups not reached	Community worker

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Records and forms named in this document	Current version	Checked before use

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Review.	• Compare people reached against the population each quarter (MOB-REG-002).	Each quarter.
2	Name the gap.	• Name each group not reached and why.	Groups named.
3	Change.	• Change the schedule to reach each group, and record the change.	Changed and recorded.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Quarterly coverage reviews completed	100%	Quarterly	Outreach lead	Escalate to clinical director

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
MOB-REG-002	Coverage review register	Register

16. Evidence

ID	Source and status
E-009	Based on the WHO guideline on health policy and system support to optimize community health worker programmes (2018).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval