

Standard Operating Procedure (SOP)

Monitoring, Follow-Up, and Case Closure Process

This SOP details the **monitoring, follow-up, and case closure process**, ensuring systematic tracking of case progress, timely follow-up actions, and proper documentation for case resolution. It outlines roles and responsibilities, criteria for case closure, communication protocols, and measures to maintain quality and compliance throughout the case lifecycle, promoting efficient and effective case management.

1. Purpose

To establish clear and consistent procedures for monitoring cases, following up on required actions, and closing cases efficiently with complete and accurate documentation.

2. Scope

This SOP applies to all staff and departments involved in case management.

3. Roles and Responsibilities

| Role | Responsibilities |
|--------------|--|
| Case Manager | <ul style="list-style-type: none">• Monitor case progress• Lead follow-up activities• Document case developments• Recommend case closure when appropriate |
| Team Members | <ul style="list-style-type: none">• Support monitoring and follow-up efforts• Provide timely updates to Case Manager |
| Supervisor | <ul style="list-style-type: none">• Review and authorize case closure• Ensure compliance with SOP |

4. Procedure

- Monitoring**
 - Log new cases into the case management system.
 - Set timelines and milestones for follow-up.
 - Review case status on a regular (e.g., weekly) basis.
- Follow-Up**
 - Identify and document pending actions or information needed.
 - Assign and track follow-up tasks to responsible team members.
 - Communicate with all stakeholders regarding case updates and action items.
- Case Closure**
 - Verify completion of all required actions and documentation.
 - Consult with stakeholders to confirm resolution and satisfaction.
 - Submit case closure request to Supervisor.
 - Supervisor reviews and confirms case closure criteria are met.
 - Mark case as closed and archive all case files appropriately.

5. Case Closure Criteria

- All required follow-up actions completed and documented
- No outstanding issues or concerns
- Stakeholders notified and in agreement with closure
- Case file contains all necessary documentation and approvals

6. Communication Protocols

- Provide regular case status updates to stakeholders

- Document all communications relevant to case progress
- Escalate unresolved or urgent issues to Supervisor without delay

7. Quality and Compliance Measures

- Perform periodic audits of case files and closure documentation
- Ensure adherence to relevant privacy, legal, and regulatory requirements
- Provide training to staff on SOP implementation and updates

8. Review and Update

This SOP will be reviewed annually or as needed to reflect changes in process, policy, or regulation.