

HARDIN COUNTY GENERAL HOSPITAL HOSPITAL-WIDE POLICY

Title: Organizational Plan of Care
Policy Number: 101
Regulation:

Effective Date: 10/2012
Med Staff:
Admin:

I. POLICY

INTRODUCTION:

Hardin County General Hospital (HCGH) is a (25) bed Critical Access Hospital licensed by the Illinois Department of Public Health which includes a hospital-based rural health clinic.

The leadership at HCGH & Clinic consists of the Board of Directors, Administrative Staff, and Providers. They are responsible for developing and implementing an effective planning process and communicating the institution's goals, vision and mission.

Acute Care clinical services within the organization include: Medicine, Nursing Services, Emergency Care, Education, Radiology, Mammography, Ultrasound, Laboratory, Respiratory Therapy, Rehabilitation Services (Physical Therapy) and Social Services.

Contract services include: Occupational Therapy, Speech Therapy, MRI, Bone Density and Pharmacy.

Clinic services include, but are not limited to:

HOSPITAL MISSION STATEMENT:

Hardin County General Hospital & Clinic's mission is to offer the best quality patient care with the most caring, qualified, and professional personnel, and medical staff available.

HOSPITAL VISION STATEMENT:

Our vision is to lead in providing and developing the highest quality health care services that far exceed the expectation of our patients.

HOSPITAL VALUES:

Service – Teamwork – Attitude – Respect – Standards (STARS)

FINANCIAL PERFORMANCE:

We strive to have the financial strength to weather external economic and industry pressures, maintain HCGH & Clinic's commitment to Quality Improvement, and to continuously improve our systems, processes, facilities, technology and organizational culture.

QUALITY IMPROVEMENT:

HCGH & Clinic Quality Improvement philosophy and methods are supported and practiced both system-wide and hospital-wide as part of our daily work life.

INNOVATION AND LEADERSHIP:

HCGH & Clinic is an innovator and leader and will be recognized for Quality Improvement, development of health care programs and services, and community participation.

HOSPITAL PHILOSOPHY STATEMENT:

The HCGH & Clinic Board of Directors, Administrator and Staff acknowledge the need for humanistic concepts and supports a compassionate and caring approach to patients, family members and co-workers. We believe that each patient has psychosocial, economic, spiritual, and physical needs which comprise the total person and that we have a responsibility to assist patients in meeting their needs at their individual state of wellness.

We believe that health care practice and medical technology are continually changing, and that the Board of Directors, Administrator and Staff must keep abreast of current trends in order to support management programs, orientation programs for new personnel, and the education of all our employees at our hospital.

We believe we have a responsibility to work with all employees in coordinating and improving patient care services.

We believe that we have a special responsibility to our co-workers to maintain good working relations with one another. We realize that as individuals we must assume the initiative and responsibility to provide a pleasant work environment. Through open and honest communication and respect for one another, we will be better prepared to work as a cohesive unit in providing care to our patients.

SCOPE OF CARE:

The scope of care provided is a composite of all hospital departments. Each area that provides care is included in this plan of care. The scope of care provided in all areas is described in their individual plan and will include:

- The volume, types and acuity of patients served;
- Operating hours;
- The range of services provided.

STAFF COMPETENCY:

Requirements for staff will vary in each area based on their scope of service and will include:

- Legal requirements;
- Hospital requirements for Proof of Competency;
- Educational requirements.

ASSESSMENT:

As early as possible in the care of the patient, the needs of the patient are identified. Identifying the needs of the patient and the system of communication used to see that the proper staff is assigned to provide proper treatment will be outlined in the written Nursing Organizational Plan.

STAFFING PATTERNS:

The required number and mix of staff members to provide for patient needs varies with each department. Departmental policies and procedures will outline the methods used to predict needs based on patient acuity, workload units, procedures or treatments, or minimum staff requirements.

AREAS WHERE CARE IS PROVIDED:

Patient care services at HCGH are delivered through an organized and systemic process designed to ensure the delivery of safe, effective, timely care and treatment. These services are planned, coordinated, provided, delegated, and supervised by professional health care providers that function collaboratively to achieve positive patient outcomes.

Patient service departments are those that have direct contact with patients. The full scope of patient care is provided only by those professionals who are also competent to assess patients and plan care based on findings from that assessment. Patient support is provided by a variety of individuals which may not have direct contact with patients, but who support the care provided by the hands on care providers.

Departments that provide patient services and/or patient care:

Nursing Services: Central Supply, Emergency Department, Infection Control, Stress Testing, General Acute Care.

Rural Health Clinic: The clinic provides outpatient health services to pediatric, adolescent, adult, and geriatric patients.

Other Services: Laboratory, Pharmacy, Respiratory Therapy, Sleep Studies, EKG, Radiology, Mammography, CT Scanning, MRI, Rehabilitation Services: Physical Therapy, Occupational Therapy, Speech Therapy, Social Services, Public Relations, Discharge Planning, Dietary Services, Medical Staff, Medical Education, Ultrasound and.

Departments that provide patient support:

Administration	Admitting/Business Office
Housekeeping	Maintenance/Safety/Security
Accounting	Human Resources/Payroll
Laundry	Quality Improvement
Material Management	Risk Management/Utilization Review
Health Information Management	Voluntary Services
HIPPA/Compliance	

ANNUAL REVIEW:

Annual review of the Organizational Plan of Care will be conducted with revisions as necessary. Ongoing review will be made to:

- Meet changing patient care needs or findings;
- Consider the department and hospital's ability to attract and develop appropriate staff;
- React to relevant information from staffing variance reports;
- React to Performance Improvement, Risk Management, Utilization Review, information needs and other evaluation activities;
- Improve care through education and innovation of new systems;
- Assure a comparable level of care as provided to patients no matter where they are in HCGH.

DIRECT PATIENT CARE SERVICE DEPARTMENTS

NURSING SERVICES:

See the attached addendum (Nursing Services Organizational Plan of Care)

LABORATORY SERVICES:

The Medical Laboratory Department provides diagnostic studies including Arterial Blood Gas analysis (ABGs) on inpatients and outpatients. The patient population served may vary from pediatric to geriatric. Patients may be ambulatory or non-ambulatory and are referred as inpatient, outpatient or emergency department patients.

The Medical Laboratory is open 24 hours per day 7 days per week. There is a technologist or technician in the laboratory or on call 24 hours per day.

The Medical Laboratory is staffed by a consulting Pathologist, Medical Technologists, Medical Laboratory Technicians and Phlebotomists.

Diagnostic testing not performed in this facility will be referred to the LAB CORP of America, Kentucky.

The clinical laboratory is affiliated with the American Red Cross of Paducah, Kentucky. All blood for transfusions is obtained through the American Red Cross.

PHARMACY:

Pharmacy services include medication distribution, drug monitoring, patient assessment, and patient education. Services extend to all age groups and are available for inpatients and emergency department patients. The Pharmacy is open from 7:00 a.m. until 3:30 p.m. Monday through Friday and as needed on Saturday (dependent of patient census). During hours of operation, it is staffed with no less than one Consulting Registered Pharmacist, plus a varying number of Pharmacy Technicians. After hours and on weekends, services are provided from a "Night Cabinet" stocked with the most commonly prescribed drugs. In an emergency, a Pharmacist is available by phone 24 hours a day, 7 days a week.

Inpatient dispensing is provided through a 24 hour (72 hours over the weekend) period. This is done with a replacement unit dose system. General floor stocking of drugs is minimal. Pharmacy provides guidelines for IV admixture program. Nursing performs the actual mixing. Schedule II narcotics are controlled through the use of narcotic control forms. Schedule III, IV, and V medications are dispensed through the unit dose system. Proof of use is documented on the pharmacy patient profile.

RESPIRATORY SERVICES:

Respiratory services are available 24 hours a day for all age groups from the neonate to the older adult. Inpatients, outpatients, and emergency department patients are served. Respiratory Therapy, upon a provider's order, evaluates cardiopulmonary function, performs prescribed treatments and assesses effectiveness of treatment. Respiratory Therapy sets up and maintains ventilators with parameters ordered by the physician. Common procedures performed by this department include:

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| • Oxygen administration | Pulse Oximetry |
| • Administration of aerosolized medications | Chest Physiotherapy |
| • Incentive Spirometry | EKGs |
| • Pulmonary Function Testing | Sputum induction and suctioning |
| • Sleep Studies | |

In the absence of Respiratory Therapy staff, licensed Nursing personnel administer treatments and perform incentive spirometry, and all trained nursing staff obtain EKGs. All procedures are performed at the bedside with the exception of the Pulmonary Function and Sleep Studies.

Respiratory Therapy is open 24 hours day, 7 days week and is performed by Certified Therapists and licensed nurses. During those hours that in-house staffing is not provided, appropriate staff will be available in an emergency by telephone or pager and responds in 30 minutes or less.

RADIOLOGY / ULTRASOUND:

The Radiology Department provides diagnostic studies on inpatient and outpatients. The patient population served may vary from pediatric to geriatric. Patients may be ambulatory or non-ambulatory, and referred as inpatient, outpatient from the emergency department.

The Radiology Department offers a full range of diagnostic services. The following services are available:

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| • Barium studies | Chest, Abdomen, Extremities X-rays |
| • Ultrasound | CT Scanning |
| • MRI | Mammography |
| • Bone Density Study | |

The Radiology Department is open 24 hours per day 7 days per week. There is a Radiological Technologist in X-ray or on call 24 hours a day. During those hours that in-house staffing is not provided, appropriate staff will be available by telephone or pager and respond in 30 minutes or less.

The Radiology Department is serviced by a contracted Board Certified Radiologist and Radiological Technologists.

Diagnostic studies not performed at this facility will be referred to a facility based on the patient's preference.

REHABILITATION DEPARTMENT:

PHYSICAL THERAPY:

Physical Therapy is a department with multiple inpatient and outpatient services. This department provides skilled care to Southern Illinois residents of all ages and backgrounds, with acute and/or chronic physical impairment. Hospital inpatient, all outpatients and work center clients are treated between the operation hours of 7:00 a.m. and 5:30 p.m., Monday through Friday. Referrals are taken from local and Metropolitan physicians by verbal and written order. Referral diagnosis include a variety of musculoskeletal conditions (back, neck and joint sprains, strains, and tenonitis), neurological conditions (CVA, head injury, Parkinson's, Multiple Sclerosis, Guillain Barré, Cerebral Palsy, spinal cord injury, radicular syndromes), cardiopulmonary conditions (COPD, CHF) and burns, open wounds/ulcers. Length of treatment varies with diagnosis and its onset, varying from one day to two years, but usually one to three months.

Services are provided by a Physical Therapist/Director, Physical Therapy Assistant, and Physical Therapist Technician. A Physical Therapist performs the initial evaluation prior to treatment, determining the appropriate plan and provision of care with related goals. Appropriate treatments are then delegated to the Physical Therapy Assistant and Physical Therapy Technician. Evaluation and treatment services are supplemented by documentation of care to include regular progress notes in patients' charts and periodic written correspondence with the referring physician.

Procedures performed by Physical Therapy Services personnel include:

- Evaluation
- Wheel Chair
- TENS
- Therapeutic Exercises: ROM strengthening, coordination, developmental, isokinetic, expressive and receptive language, and oral motor.
- Body mechanics instruction
- Brace fitting
- Mobilization
- Functional Capacity
- Transfer and gait training
- Back/neck school
- Jobst pump and family education

These procedures are often supplemented by the therapeutic modalities of ultrasound, electrical stimulation, TENS, hot and ice packs, cervical/lumbar, whirlpool, paraffin, ice massage, iontophoresis and phonophoresis.

OCCUPATIONAL THERAPY:

This department provides skilled care to multiple inpatients and outpatients at the hospital during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Referrals are taken from the surrounding area hospitals and physicians for an array of diagnosis, including but not limited to:

- Orthopedic injuries of the upper extremities (i.e., fractures of the hand or arm, lacerations and surgical repairs of tendons and nerves);
- Acquired conditions such as tendonitis, lateral epicondylitis and cubital and carpal tunnel;
- Joint replacements and amputations;

- CVA, head injury, and spinal cord injury;
- Cerebral Palsy and Multiple Sclerosis;
- COPD, CHF; and
- Burns

Occupational Therapy (OT) also provides treatment to individuals who have decreased strength and coordination or who have difficulty completing the activities of daily living (ADL) that will enable them to live independently and safely at home.

Treatments focused and performed by OT are as follows:

- Initial Evaluation
- Transfer Training
- Compensatory Techniques
- Energy Conservation Techniques
- ADL
- Wheelchair Education
- Fabricated Static Splints
- Sitting and Standing Balance
- Home Management Skills
- Adaptive Equipment Education
- Therapeutic Modalities (i.e., ultrasound, iontophoresis, paraffin, ice massage, hot and cold packs)

The overall goal in these settings is to help the patient return to his/her prior level of function.

SPEECH AND LANGUAGE THERAPY:

Speech Therapy involves the study, diagnosis, and treatment of disorders that relate to speech, language, swallowing, fluency, voice, and communication.

Speech Therapy is carried out by a licensed Speech-Language Pathologist on an as needed basis Monday through Friday.

Speech disorders can affect both children and adults. People ranging in age from 3 years old to adult are seen in the inpatient and outpatient areas.

The causes of speech disorders include:

- Developmental Delays;
- Traumatic Brain Injury;
- Stroke;
- Cerebral Palsy;
- Hearing Loss;
- Voice Quality Problems;
- Head/Neck Cancer;
- Parkinson's Disease; and
- Alzheimer's Disease.

The symptoms of speech disorders include:

- Memory loss;

- Difficulty attending to tasks;
- Aphasia (difficulty expressing or understanding communication);
- Dysarthria (slurred speech);
- Dysphagia (difficulty eating and swallowing);
- Stuttering; and
- Change in pitch or sound of the voice.

Our Speech-Language Pathologist at HCGH offer VitalStim® Therapy, a non-invasive, external electrical stimulation therapy cleared to market by the FDA in 2002 for the treatment of swallowing disorders. VitalStim is used to aid muscle strengthening to rehabilitate the swallow.

SOCIAL SERVICES/DISCHARGE PLANNING:

Referrals for all medical Social Work Services for pediatric to geriatric inpatients, outpatients, and emergency department are accepted from providers, hospital personnel, patients, families, outside agencies and others. Referrals may be made in person, by telephone or by order entry. All modalities of psychosocial services are available including crisis intervention, situational counseling, specialized discharge planning and liaison with agencies in the community. Social Service works closely with the interdisciplinary team to develop a holistic discharge plan. The plan is successfully executed by all team members working together with the patient/family. Interdisciplinary discharge planning is done to coordinate patient discharge needs in an efficient manner.

Continuity of care for each patient may be initiated during pre-admission planning, upon admission or at any stage of hospitalization. Development of the plan of care is a coordinated, confidential, disciplinary process which recognizes patient preference, needs and self-care potential.

Individualized discharge management is patient oriented, maintains patient advocacy and ensures patient access and choices of services during hospitalization and post-discharge. Collaboration between the community, facility and professional disciplines provide an invaluable health link which safeguards the patient and profession by facilitating the process of informed decision making by patients and families. The Social Service Director is present Monday through Thursday from 7:00 a.m. to 3:30 p.m. and is on call as needed.

DIETARY:

The Dietary Department provides meals for patients ranging in age from pediatric through geriatric. In addition, nutrition support, counseling, instruction and consultation are available to inpatients and outpatients. Meals required after routine hours may be obtained by Nursing Services. Nourishments are stocked in the patient care area. Dietary personnel deliver the trays to the patient area. Nursing personnel sets up the trays for the patients. Any patient needing assistance with their tray should ask nursing for help. It is the responsibility of nursing personnel to collect trays after the meals from the patient rooms and place on dietary cart in the hallway. Dietary will take the cart to the dietary department. Dietary orders for inpatients are sent to their department by nursing personnel, which includes consults or changes in diet. Initial diet requisitions include information entered by nursing personnel which includes diet ordered as well as any known food allergies. Food/drug interaction education is done by nurses in conjunction with Pharmacy and Dietary personnel.

Dietary personnel are responsible for the sanitary preparation and serving of patient meals. The Dietary Department is staffed 7 days a week from 6:00 a.m. through 7:30 p.m. Dietary consultation is provided by a licensed Dietitian, such consultation to be at regular intervals and a minimum of 8 hours monthly. At other times, consultation with the Dietitian is available by phone and/or fax. Information on patient care areas to guide nursing personnel in dietary education and food/drug interaction and education to supplement or serve in lieu of education counseling by the Dietitian is provided by Dietary and available at the Nurses Station.

MEDICAL STAFF:

Scope of care of each practicing and licensed member of the Medical Staff is delineated through the clinical privileging process according to the Bylaws of the Medical Staff.

Providers are on-site or on call to meet patient care needs 24 hours a day, 7 days a week. At least one physician is on call 24 hours a day and will attend to emergency situations or other patient care areas until the attending can assume care of the patient.

A physician or mid-level practitioner is available to furnish patient care services at all times the clinic operates. The mid-level practitioner will furnish patient care services at least 50% of the scheduled operating hours:

Clinic Hours:

1. Medical coverage for the clinic will be during the following office hours:
 - a) Physician = Monday through Friday from 9:00 a.m. to 5:00 p.m.
 - b) Nurse Practitioner = Monday through Thursday 9:00 a.m. to 5:00 p.m.
Friday 9:00 a.m. to 12:00 p.m.
 - c) Physician Assistant = Monday 9:00 a.m. to 12:00 p.m.
Thursday through Friday 9:00 a.m. to 5:00 p.m.
2. The clinic closes (does not schedule patients) from 12:00 p.m. to 1:00 p.m. for staff lunch breaks.
3. At least 2 weeks notice will be given to the public at large in the local newspaper if permanent changes in the office hours are to be made.

After Hours Coverage:

In the event of a medical emergency, patients seeking care when the clinic is closed are to go to the Emergency Room at Hardin County General Hospital where a physician is on call at all times.

Requirements of staff are available in the Bylaws and Rules and Regulations of the Medical Staff.

EDUCATION:

Education is the responsibility of the Administration, Department Heads and all Supervisors. The three key functions of this responsibility are orientation, staff development and patient education. Program focus and format emphasizes assessment of competency and validation of learning.

Patient education is ultimately the responsibility of each patient care provider. Inpatient and outpatient teaching is available. All age groups are served with parent(s) being educated in lieu of those patients too young to learn necessary skills/process pertinent information. Each Department head is responsible for training and inservice to their Supervisors and staff. Results of the staff competencies are presented annually at the January Board of Director's meeting or a meeting soon after when statistics are completed. Patient care providers are available 24 hours a day, 7 days a week for patient education needs.

RURAL HEALTH CLINIC:

A. The clinic provides outpatient health services to pediatric, adolescent, adult, and geriatric patients. The services that are provided by the clinic include, but are not limited to the following basic scope of services:

1. Illness prevention
2. Immunization
3. Patient health education
4. Management of acute and chronic illnesses
5. Complete physicals (routine, including well child/developmental exams)
6. Minor Surgery
7. Emergency stabilization
8. Tympanogram
9. Diagnostic laboratory procedures, including:
 - a) Urinalysis, by dipstick
 - b) Hemaglobin
 - c) Glucose
 - d) Occult blood examinations
 - e) Pregnancy testing (urine)
 - f) Microbiology specimen collection
 - g) Respiratory culture collection
 - h) Sputum collection
 - i) Urine cultures – ordering and collection
 - j) Urogenital culture collection

B. The basic scope of services include those diagnostic and therapeutic services and supplies that are commonly furnished in a medical practice or at the entry point into the health system. This is accomplished by the following direct services:

1. Prevention of illness and promotion of health through complete physical exams, annual checkups, well childcare and patient education.
2. Diagnosis of problems presented at the medical clinic by taking health histories, doing

appropriate physical exams, lab tests, EKG's, pap smears, pregnancy tests and other diagnostic procedures.

3. Treatment of immediate problems and chronic illnesses with drug prescriptions, injections, and other procedures as necessary.
4. Emergency care for minor injuries such as cuts, wounds, animal bites and falls. The ambulance service, if needed, is available through the local service.
5. Counseling regarding questions patients may have about their physical or mental health.
6. Referral of patients with special needs to medical specialists, public and private health and social services agencies.
7. Referral and follow-up treatment to patients who require hospitalization, emergency room care, nursing home or home medical care.
8. Specimens requiring testing not available at the clinic are referred to one of the following laboratories:
 - a) Hardin County General Hospital
 - b) Lab Corp

PATIENT SUPPORT SERVICES

ADMINISTRATION:

All departments have an appointed administrative representative. The administrative staff is comprised of the Chief Executive Officer (CEO), Director of Ancillary Services (DAS), Chief Financial Officer (CFO), Director of Nursing Services (DNS), Director of Utilization Review/Risk management, Director of Social Services (DSS), Director of Quality Improvement and Director of Clinic. During normal working hours Monday through Friday, there is at least one member of Administration on site. The House Supervisors serve as the Administrative person in charge after hours with the Administrator to be called in case of emergency. The Administrative staff rotates on call duty from 4:30 p.m. on Friday through 8:00 a.m. Monday.

ACCOUNTING:

General Accounting is open Monday through Friday from 8:00 a.m. to 5:00 p.m. and prepares and maintains all of the financial books and records for the hospital and distributes all funds for supplies, services and capital assets. In accomplishing this, the Accounts Payable Department assures itself that all merchandise was received and services rendered through internal controls, communication with Materials Management and hospital department managers. Accounts Receivable is maintained and balanced daily with cash deposits made on a daily basis to the local financial institution. General accounting reports on a monthly basis the departmental financial results, both revenue and expenses to hospital Administration and the Board of Directors. An annual audit is performed by an external auditor to review the internal controls and accuracy of the financial records and annual reports. This department also prepares the annual hospital Operating Budget and the Capital Expenditure budget along with input from all third parties. Also assists in the annual Cost Report preparation contract negotiations with insurance companies and vendors and provides information to the IRS for 990 preparations.

The Payroll Department is responsible for the time and attendance system of the hospital and the preparation and distribution of hospital employees' pay on a biweekly basis. This includes preparing all payroll reports and statistics as well as annual W-2 forms.

ADMITTING:

The admitting process governs the flow of patients and services as a processing point through which all patients must pass.

Admitting personnel are vital to the successful operation of the hospital and must understand the relationships of this department to all other departments. In this position they help maintain a sound public relations program in the community as well as maintains good relations between other hospital personnel. In order to carry out the department's functions properly, admitting personnel must:

- Register/route patients promptly and in an orderly manner to the various services to the hospital;
- Maintain accurate records of patients in the hospital;
- Inspire inpatients, a feeling of trust and friendship by admitting them efficiently and graciously.

Satisfactory patient-hospital relationships are the challenging responsibility of the Admitting Department as well as obtaining accurate information to process claims.

The Admitting/reception desk is open from 7:00 a.m. to 7:30 p.m., Monday through Friday, 7:00 a.m. to 11:00 p.m. on Saturday, Sunday and holidays. The Emergency Room (ER) Registration desk is open Monday through Friday from 7:00 a.m. to 11:00 p.m.

Any person qualifying for the care delivered by this institution will be admitted regardless of race, color, creed, handicap, social status, national origin, or ability to pay for services. He/she must, however, be admitted by a physician on our staff with admitting privileges.

Assignment of beds is done in accordance with the medical and social needs of the patient as determined by the medical staff and Nursing Services. The following is the procedure:

- If patient is admitted through admissions, the Admitting Clerk contacts Nursing Services;
- Indicates patient name, age, sex and diagnosis;
- Nursing services assigns the room number;
- Admitting Clerk records room number in the patient register;
- When direct admission to nursing unit, nursing notifies admissions of room number.

BUSINESS OFFICE:

This department verifies Medicare and third party payer benefits and is responsible for billing and collection of all patient accounts. It assists patients by providing representatives to answer questions or address concerns via telephone or in person. All billing is done based on CMS, HIPPA and all other federal and state regulations and in accordance with Medicare compliance. All errors are reported to the Medicare Compliance Team and reviewed. It refers Financial Applications for payment plan or charity consideration to credit and collections. Data processing is responsible for the provision of hardware, software and the support necessary to ensure proper

functioning and design of the systems needed to provide timely, reliable and valid information for patient care area and support departments.

The Business Office is open from 7:00 a.m. to 4:30 p.m., Monday through Friday and is staffed with one Business Office Supervisor, one Credit and Collections Agent and adequate billers/data processors. The admissions/receptionists are cross-trained for the Business Office when needed.

HEALTH INFORMATION MANAGEMENT:

The Health Information Management (HIM) Department is responsible for the processing, filing and retrieval of all inpatient and outpatient medical records. The HIM Department is staffed 5 days a week from 7:00 a.m. to 4:30 p.m. A clinical record is maintained for each patient that is seen at the hospital. The Providers have access to medical records 7 days a week, 24 hours a day. The patient care area personnel have access to medical records when HIM personnel are not available. All records are maintained according to Illinois Department of Public Health regulations and HIPPA requirements.

HOUSEKEEPING:

The Housekeeping Department is responsible for keeping the Hospital and Clinic cleaned in accordance with the housekeeping standards required by the 77 Illinois Administrative Code. All cleaning solutions are approved by the infection Control Committee.

Housekeeping is staffed 7 days a week from 7:00 a.m. to 3:30 p.m. and is available after hours if needed.

A member of housekeeping participates in the quarterly Health Safety / Infection control Committee meetings.

HUMAN RESOURCES:

Human Resources functions as a support department to insure the hospital is current and will in the future be prepared to meet its mission and goals with an adequate number of well qualified, competent staff throughout the organization. Human Resources is responsible for record keeping, administering employment wage and salary programs, employee relations, and benefit programs. Human Resources facilitate the selection of quality employees by recruiting, advertising, screening, interviewing and referencing job applications. They also maintain all licensing and educational requirements of the hospital staff.

Human Resources is responsible for maintaining job descriptions and general evaluations for all positions. Competency assessment and job evaluation statistics are presented and reviewed annually at the January Board of Directors meeting. Human Resources is responsible for insuring all federal, state and local laws and regulations are met in matters relating to employment, employee relations, benefits, and other employee matters. Human Resources maintains the Personnel Policy and Procedure manual which pertains to all employees and is the hospital liaison for workers compensation and all employee benefit plans.

Human Resources provide information, guidance, and support for the facility through competency, assessment and evaluation reporting to Management and the Board of Directors.

The Human Resources Manager is available from 7:00 a.m. to 3:30 p.m., Monday through Friday and by appointment when needed.

LAUNDRY:

Laundry is responsible for keeping the linen closet adequately stocked 7 days a week and providing other departments with linens as needed. During those hours that inhouse staffing is not provided, Laundry personnel are to be contacted if needed. The collection of soiled linen from designated areas of the hospital is the responsibility of the Laundry Department.

Laundry is staffed with 3 full time Laundry personnel. The Laundry Department is covered 7 days a week from 7:00 a.m. to 3:30 p.m. and subject to call in case of an emergency.

MATERIALS MANAGEMENT:

The Purchasing Agent supports the hospital mission for quality patient care through the purchase, receipt and distribution of patient care supplies and equipment. The Purchasing Agent uses standard purchasing procedures, maintains inventory, and delivers supplies to departments and reviews costs and quality of products. The purchasing Agent is available from 7:00 a.m. to 3:30 p.m., Monday through Friday. The Maintenance Supervisor has access to the Warehouse for receiving and distribution when the Purchasing agent is not available.

MAINTENANCE:

The primary responsibilities essential in the Plant Operations and Maintenance Program are:

- the maintenance and operation of all hospital buildings,
- grounds and ground structures,
- plan components,
- utilities (including electric, water systems, steam, air, gas, fuel oil),
- sanitary systems,
- refrigerator units,
- ventilation and air conditioning systems,
- hospital internal communications,
- fire alarm systems,
- roads and parking areas,
- plant security,
- internal and external lighting.

Where authorized, responsibilities will include repairs, alterations, minor construction and remodeling related to maintenance. Not included would be the disposal of garbage, trash and refuse and work that needs to be contracted. These are ordered by work order, and then prioritized by patient and non-patient needs. Services are provided in the hospital, public areas, and offices. A safe, clean and structurally sound environment shall be achieved in the hospital through development and implementation of the Plant Operation and Maintenance Program, the development and training of personnel, and the evaluation of goals of the department to assure correlation with the goals of HCGH.

Regular hours are 7 days a week, 7:00 a.m. to 3:30 p.m. During those hours that in-house staffing is not provided, appropriate staff will be available by telephone or pager and will respond within 30 minutes.

QUALITY IMPROVEMENT:

The Director of Quality Improvement (QI) is responsible for coordinating quality improvement programs for patient and support services. This department is responsible for the overall coordination of both Medical Staff and institutional quality assessment and improvement activities. This includes the mechanisms for:

- data collection
- data integration
- data display and report preparation
- data trending

The QI Director reports directly to the CEO regarding management functions and is also a member of key quality management committees. The scope of the activities of the department includes quality management, support of Medical Staff quality management activities and clinical data management.

The QI Director is also responsible for developing:

- specific quality management and improvement plans;
- delineating scope of care and important aspects of care;
- developing clinical indicators and thresholds for evaluation;
- establishing mechanisms for peer and outcome review;
- implementing the Quality Management and Improvement Plan;
- identifying and documenting the: findings, pertinent discussion, conclusions, recommendations, actions, and follow-up on the effectiveness of actions taken to improve care;
- using the results of quality improvement data;
- establishing specific strategic quality goals; and
- involving patients through survey tools and focus groups.

The QI Department is staffed by one full time Director 5 days a week, Monday through Friday from 7:30 a.m. to 4:00 p.m.

INFORMATION TECHNOLOGY:

The primary responsibilities in Information Technology (IT) include:

- Maintaining all hospital servers and information pathways;
- Telephone systems;
- Computer systems;
- Computer Firewalls;
- Computer security;
- Video surveillance;
- Installation and maintenance of software packages; and
- Liaison with contracted technology vendors.

The HCGH & Clinic IT Department is the primary staff for installation, troubleshooting, and general maintenance of all hospital computer equipment. When appropriate, outside technology vendors are arranged by service contract to maintain specialized equipment.

Regular hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. Staff is available as needed after hours.

UTILIZATION REVIEW/RISK MANAGEMENT:

The Utilization Review/Risk Management (UR/RM) Coordinator is responsible for UR/RM activities. UR personnel monitor length of patient stays, utilization of resources, and patient outcomes. Medical records of high risk patients and deceased patients are reviewed and potential problems reported to the CEO. The manager of this department is notified of any significant occurrences to patients, visitors, or staff which have the potential for serious harm. Personnel interact on a regular basis with the UR/RM Department.

Risk Management provides direction and support to hospital and Medical Staff. The RM Department is to be notified in a timely manner of all incidents. An incident is defined as “any happening which is not consistent with the planned care of a patient or the routine operation of the hospital”. Notification of serious incidents should be made immediately to RM and the CEO.

UR/RM is staffed by the UR/RM Coordinator and one full time assistant. Their hours are from 7:00 a.m. to 3:30 p.m., Monday through Friday.

VOLUNTARY SERVICES:

The Voluntary (Auxiliary) services primarily consists of overseeing the Hospital Gift Shop. The Gift Shop is in operation 7 days a week from 1:00 to 4:00 p.m. and is managed by members of the Auxiliary.

The Auxiliary is also responsible for volunteering to assist with Community Blood Drives in conjunction with the American Red Cross.

Spiritual care and related services is available to all persons in the hospital, regardless of religious affiliation. Additional spiritual care is provided from Community resources.

II. DEFINITIONS

N/A

III. RESPONSIBILITY

HCGH & Clinic Board of Directors, Administration, Medical Staff, all other Employees and Contractors.

IV. EQUIPMENT

N/A

V. PROCEDURES

INFECTION CONTROL: N/A

N/A

VI. DOCUMENTATION

N/A