

# **LAC+USC MEDICAL CENTER DISCHARGE LOUNGE SCOPE OF SERVICES**

## **Departmental Purpose**

Discharge Lounge serves as an important component of the Patient Flow and the continuum of care in the LAC+USC Medical Center. The unit exists to provide an area for patients to wait for the completion of the discharge process. The focus is on providing a comfortable resting area while the patient receives reinforcement of health teaching and follow-up clinic appointments, and to provide for bed availability for a patient waiting to be admitted to an acute care unit.

## **Types and Ages of Patients Served**

The Discharge Lounge serves adolescents, adult and geriatric patients with the major focus of facilitating bed availability for patients by expediting the discharge process and admitting patients to Inpatient Tower's designated medical surgical units.

## **Methods Used to Assess Patient Needs**

An interdisciplinary approach to patient discharge care management is used to assist the patient in making an educated decision about his/her care health care maintenance upon discharge. Nursing and Medicine/Surgical Services house staff work collaboratively under the direction of the medicine or surgical services attending to develop and implement a discharge plan of care. Additional collaboration exists with various ancillary and support services which include but are not limited to Social Services, Pastoral Care, Pharmacy, Food and Nutrition, Epidemiology, Wound Ostomy Care Nursing, Home Health Nursing, Physical Therapy, Occupational Therapy, Respiratory Therapy, Pain Management, and Utilization Review.

## **Scope of Service and Complexity of Care**

The Discharge Lounge exists to enhance patient flow. The service provides nursing care to ensure a smooth transition and valuable experience for patients upon discharge from the LAC+USC Medical Center. The nursing staff does this by facilitating discharge from the acute care setting to the community; and ensuring continuity of care by encouraging compliance with follow up care and treatment.

The unit cares for these patients for the purpose of:

- a. Providing a pleasant and safe waiting experience for patients upon discharge.
- b. Patient/significant other education regarding management of illness post hospitalization, to improve self-care abilities, health maintenance and rehabilitation. Teaching is directed toward the present treatment regimen and prevention of complications.
- c. Securing clinic appointments, discharge medications, and patient property/valuables.
- d. Facilitating resolution & follow-up of patient's social needs.

## **Volume and Quality Control Indicators**

- Patient Experience
- Patient/Family Teaching
- Patient Identification
- Environmental Rounds

*Reviewed/Refreshed: November 2012; January 2016; June 2020*

*Approved: August 2020*

*PC – Discharge Lounge – Scope of Services*

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## **Recognized Standards**

Care is provided consistent with applicable regulatory, accreditation, and professional standards inclusive of but are not limited to the Centers for Medicare and Medicaid Services, California Department of Public Health, OSHA, Joint Commission, Food and Drug Administration, California Board of Registered Nursing, California Board of Licensed Vocational Nursing, American Nurses Association, American Medical Association, National Institute of Health, and others.

## **Availability of Necessary Staff**

The unit operates 16 hours a day, 7 days a week. The nursing staff reports to a Nurse Manager (NM) who works collaboratively with the Assistant Nursing Director I and the Chief Nursing Officer. The Nurse Manager is responsible for providing sufficient quantity of nursing staff to meet the needs of the patients based on acuity and census of the unit. She is responsible for the quality of the nursing care provided and the performance of the assigned staff. Staff on the unit has specific competency assessments for their professional level and/or job description. Registered Nurses, Licensed Vocation Nurses and Nursing Attendants provide patient care.

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