

**LAC+USC MEDICAL CENTER
AMBULATORY CARE SERVICES
RADIATION ONCOLOGY CLINIC
CLINIC TOWER A1B
SCOPE OF SERVICES**

Department Purpose:

The Radiation Oncology Clinic provides state of cutting-edge radiation therapy and clinical services individualized to patient's disease. The department is also strongly committed to research and teaching of residents in radiation oncology.

Patients Served:

Typically, patients referred to the Radiation Oncology Department have confirmed diagnoses of malignant disease (there are some non-malignant conditions for which radiation therapy may be indicated, as well). Patients are referred from within the LAC+USC Medical Center, private (non-DHS) Skilled Nursing Facilities, convalescent homes and community-based physicians. Patient treatment plans, including duration, are developed for each patient. Emergency treatment is available for patients who need such care. The clinical conditions of patients may range from acutely ill, requiring urgent care, to chronically ill, requiring long-term follow-up care.

The department aims to provide services in a culturally sensitive manner and accommodates patients with limited English proficiency.

Ages of Patients Served:

The Department of Radiation Oncology provides services to patients of all ages (adolescent, adults and geriatrics). Service is available by appointment by an accepted referral via E-consult or inpatient referral.

Method Used To Assess Patient Needs:

The Department of Radiation Oncology assesses patients' by a multidisciplinary team approach that comprising of medicine, physics, radiation therapists, and nursing professionals who collaborate to develop appropriate treatment care plans for each patient. The initial plan of care is based on a patient's first medical evaluation, radiotherapeutic examinations, and procedures performed during clinic visit (information from referring providers is incorporated in patient care as appropriate to diagnose and/or treat patients). After completion of radiation therapy, patients are referred back to their primary care provider or referring physician.

Scope of Services & Complexity of Care:

Services provided by the Department of Radiation Oncology include, but are not limited to, assessment (determining the nature of the problem), which involves conducting a comprehensive patient interview, clinical and diagnostic history, physical examination (this information is used to establish the necessity- and method- for performing the radiotherapeutic procedure; completion or arrangement of procedure and establishment of radiation doses and variations in therapeutic procedures; patient safety checks; consultation; and providing specialized nursing care to patients undergoing radiation oncology/treatments/radioactive implants. Emergency services are available based on patient treatment needs and/or condition

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Scope of Services & Complexity of Care conti.:

In addition to the ongoing interaction among patient care teams, patient care/treatment issues are addressed in multi-modality conferences and tumor boards.

Patients may be enrolled in research protocol studies sponsored by the National Cancer Institute and/or USC-Norris Cancer Center sponsored clinical studies.

Volume & Quality Control Indicators:

- Clinic/service volume
- Clinic/service wait time report
- Broken Appointment Rate (no show rate)
- Radiation therapy service wait time (how long before the next available slot)
- Brachytherapy procedure volume
- Pharmacy rounds
- Patient complaint/grievance Report
- Environmental safety rounds
- Patient Satisfaction Surveys
- Patient Satisfaction/Patient Experience Survey Data to report feedback on timely appointments, physician communication, helpful & courteous staff, patient rating of doctors
- HEDIS Performance Measures
- DSRIP Waiver Measures

Performance Improvement Indicators:

- Pain assessment and documentation
- Improve patient flow by ensuring all patients are disposed in ORCHID.
- Improve patient flow by ensuring all patients receiving radiation treatment are scheduled on ARIA and ORCHID.

Recognized Standards:

Medical and nursing practices are governed by standards established by professional organizational, state, and county regulatory agencies, which include California State Department of Consumer Affairs, State and County Departments of Health Services, the Joint Commission, Occupational Health and Safety Act, American College of Radiology and American College of Radiation Oncology.

Availability of Necessary Staff/Emergency Services:

Radiation Oncology Department staff comprise of providers, registered nurses, licensed vocational nurses, nursing attendant, health physicists, radiation therapy technologists, clerical support, and volunteer workers. The clinic's nurse manager is responsible for assigning nursing staff based on patient and clinic operational needs.

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Availability of Necessary Staff/Emergency Services conti.:

The supervising radiation therapy technologist is responsible for assigning therapists based on needs of patients undergoing treatment. Both work collaboratively with the medical staff in assessing the clinic performance.

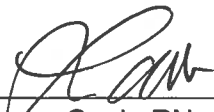
The nurse manager reviews and reallocates nursing staff assignments of supervised clinics within the Ambulatory Care Services on a daily basis in order to provide adequate nursing coverage for the Radiation Oncology Department. Staff in Radiation Oncology Clinic collaborates with social services, nutrition services, transportation services, rehabilitation services, dental services, home health services, and pastoral care based to ensure that patient needs are addressed.

The clinic is open from 7:30 AM – 4:00 pm. After hours, weekends, and holiday service is provided on an emergency callback basis. The callback team comprises a radiation oncology attending physician, resident physician and radiation therapist, who are available within one hour of being called.

Organizational Structure of Department:

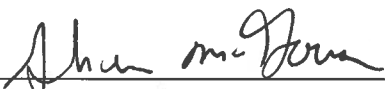
The medical and health physicists staff report to the department's medical director or his/her designee, who reports to the Medical Center's chief medical officer. Nursing and clinic-support staff report to the clinic's assigned nurse manager, who reports to the nursing director/administrator for the Ambulatory Care Services and indirectly to the administrator for the Department of Radiation Oncology.

Department operations, including radiation therapy personnel, are under the administrator for Radiation Oncology. Radiation therapy technologists report to the supervising radiation therapy technologist, who reports directly to the Radiation Oncology Department's administrator (the Department of Radiology's chief technologists provides oversight for technological-therapeutic areas which overlap between both departments) and indirectly to the department's medical director. Staff competency is assessed on an annual basis.




Leslie Astorga-Cook, RN
Nurse Manager, A1B Radiation Oncology

10/13/22
Date



Shawn McGowan, RN, MSN
Clinical Nursing Director II

9/06/22
Date



Wei-An (Andy) Lee, D.O.
Specialty Care Medical Director
Ambulatory Care

11/2/2022
Date