

**LAC+USC MEDICAL CENTER
AMBULATORY CARE SERVICES
Clinic Tower A2C
Adult Oncology**

SCOPE OF SERVICES

Department Purpose: The Adult Oncology Clinic is an important component of the continuum of care in the LAC+USC Medical Center. The clinic provides specialized medical and nursing care to patients with urgent and non-urgent medical and surgical problems and/or requiring long-term follow up.

Type & Ages of Patients Served: The types of patients seen in the clinic are those suffering from short-term acute surgical problems or chronic long-term illnesses. The clinic primarily sees adult patients from all socio-economic and culturally diverse populations of the County. Patients are referred from the emergency room, inpatient settings following discharge, community-based physicians, health centers, skilled nursing facilities, and other County facilities.

Method Used to Assess Patient Needs: Patients are seen on a scheduled basis., unscheduled patients may be seen with the approval of the Attending Physician. Patients may be referred back to their primary care provider or continue to be seen the subspecialty clinics. Patient care is coordinated by the Registered Nurse who collaborates with the medical staff and other disciplines in providing necessary treatment, teaching and /or referrals to other ancillary services or agencies.

Scope of Services & Complexity of Care: Services are provided to patients with diverse complaints ranging from acute problems requiring urgent interventions to chronic complaints that need evaluation. Each sub-specialty clinic provides a definitive scope of care. The following sub-specialty clinics exist in the clinic: Oncology, Hematology Lab Check, Neuro -Oncology, and Palliative Care

The scope of care in the Medicine Specialty Clinic is for the purpose of:

- Listening and understanding our customer
- Improving the patient experience, safety, education and outcomes
- Building staff awareness and capacity

Volume and Quality Control Indicators

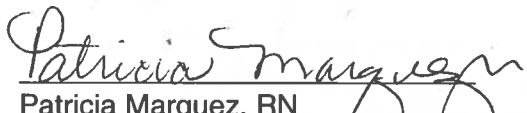
- Monthly visit count by total clinic volume and each individual clinic
- Monthly Cycle Time Report
- Monthly Broken Appointment Rate
- Pharmacy Rounds
- Patient Satisfaction Survey
- Administrative/Environmental Safety Rounds

Performance Improvement Indicators

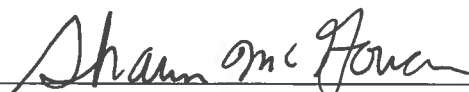
- Pain audit: assessment, management and documentation
- Redesign of clinic to reduce no show rate <10%
- Reduction of cycle time
- Oral Chemotherapy Education Program

Recognized Standards: Nursing and Medical practice are governed by standards, from professional organizational and state regulatory agencies inclusive of California State Department of Consumer Affairs, State and County Departments of Health Services, Joint Commission for the Accreditation of Healthcare Organizations, Occupational Health and Safety Act, Title 22, and various specialty medical and nursing associations.

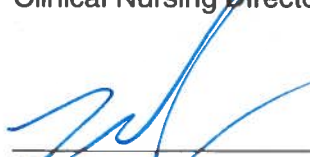
Availability of Necessary Staff: Clinic hours are 8 AM – 5 PM. Clinic staff reports to a Nurse Manager who reports to the Ambulatory Care Clinical Nursing Director. Provider staff reports to the Service Chief. Staff is composed of providers, Registered nurses, Licensed Vocational nurses, Clerical Support, Nursing attendant and volunteer workers. The Nurse Manager is responsible for assigning staff based on the needs of the clinic. S/he is responsible for working collaboratively with the medical staff and assessing the performance of staff in the clinic. Ancillary services include Radiology, EKG technicians, Laboratory services, Cast Technicians, Rehabilitation Services, Physical therapy, and Occupational therapy, VNA Home Health, Social Services and Orthotics. Staff competency is assessed on an annual basis. Managers/Assistant Nurse Manager review and revise staff assignment on a daily basis to meet patient care needs. Staff in the Medicine Specialty clinic collaborates with the enterostomal therapist, social services, food and nutrition services, rehabilitation services, and pastoral care based on the needs of the patient.


 Patricia Marquez, RN
 Nurse Manager, A2C Oncology/Hematology

09-23-22
 Date


 Shawn McGowan, RN, MSN
 Clinical Nursing Director II

10/31/22
 Date


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

11/3/22
 Date