

**LAC+USC MEDICAL CENTER
AMBULATORY CARE SERVICES
Clinic Tower A2E
OTOLARYNGOLOGY CLINIC**

SCOPE OF SERVICES

Department Purpose: The Otolaryngology Clinic is an important component of the continuum of care for patients in the LAC+USC Medical Center and those referred internally and from other LA County facilities. The clinic provides specialized medical, surgical and nursing care to patients with urgent and non-urgent diagnosis and treatment of the ear, nose and throat conditions.

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 infants, children, adolescents, adult, and geriatric patients from all socio-economic and culturally diverse populations of LA County. Patients are referred from the emergency room, inpatient settings following discharge, community-based physicians, comprehensive 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 to their primary care provider once the acute illness has resolved or continue to be seen the subspecialty clinic for chronic conditions. Patient care is coordinated by the medical and nursing team who collaborate with 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 acute or chronic ear, nose or throat diseases to receive medical and nursing care in an outpatient setting. Types of services provided might include audiology testing, minor surgical procedures such as biopsies or myringotomy, closed nasal fracture reduction, pre-operative evaluation, and follow-up care for post-operative and/or chronic conditions.

Volume and Quality Control Indicators

- Monthly visit count by total clinic volume and each clinic activity
- Monthly Cycle Time
- Monthly Broken Appointment Rate
- Pharmacy Rounds
- Patient Satisfaction Survey
- Quarterly Patient Complaint/Grievance Report
- Environmental Safety Rounds
- Patient Identification

Revision: 12/2017; 12/20/2020; 04/2022

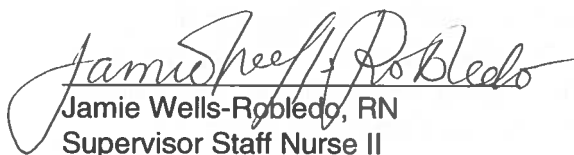
Ambulatory Care Services – Clinic Tower A2E Otolaryngology Clinic – Scope of Services

Performance Improvement Indicators

- Pain audit: assessment, management, and documentation
- Modification of scheduling process
- Redesign of clinic ongoing
- Reduction of cycle time
- Ambulatory Fire Drill Flow
- Patient Safety: Identify patient correctly with full name and DOB
- Safety risk assessment and prevention

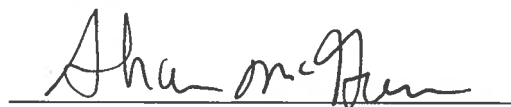
Recognized Standards: Nursing and Medical practice are governed by standards, from professional organizational and state regulatory agencies inclusive of California State Department of Consumer Affairs, State and County Departments of Health Services, Joint Commission for the Accreditation of Healthcare Organizations, Occupational Health and Safety Act, Title 22, and professional organizations such as the American academy of Otolaryngology and the American Speech-Language-Hearing Association.

Availability of Necessary Staff: Clinic hours are 8 AM – 5 PM. Clinic staff reports to a Nurse Manager who reports to the Clinical Nursing Director for Ambulatory Care Services. Medical Providers which include Attending Physicians and Resident Physician staff report to the Division Chief or his/her designee who subsequently reports to the Chief Medical Officer. Staff is composed of Physicians, Graduate Physicians, 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, Rehabilitation Services, Physical Therapy, Occupational Therapy, Speech Therapy, and Audiologists. Staff competency is assessed on an annual basis. Managers/Assistant Nurse Manager review and revise staff assignment daily to meet patient care needs.



Jamie Wells-Robledo, RN
Supervisor Staff Nurse II
A2E Otolaryngology

9/13/22
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

11/3/2022
Date

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