



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: ADMINISTRATIVE OFFICER OF THE DAY
(AOD)**

Policy No.: A108
Supersedes: May 18, 2016
Reviewed: October 26, 2021
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PURPOSE

To provide administrative coverage during evenings, nights, weekends, and holidays.

POLICY

The Administrative Officer of the Day (AOD) shall follow the procedures below when assuming AOD duty. The AOD shall report certain incidents or changes to the Chief Executive Officer (CEO) and submit an email to the Chief Executive Officer (CEO) or Chief Operations Officer (COO) at the end of the AOD week.

PROCEDURE

1. Assignment to this AOD duty will be made by the Chief Operations Officer and will be listed on the Administrator on Duty Schedule.
2. The AOD Duty will commence at 8:00 a.m. on Wednesday and end at 8:00 a.m. on the following Wednesday. The AOD responsibilities span from 5:00 p.m. to 8:00 a.m. Monday through Friday and 24 hours a day Saturday, Sunday and holidays. During these times, the AOD shall at all times be available by telephone or pager, either at their home or a location near Rancho, and shall keep the telephone operator informed as to his/her whereabouts.
3. The AOD shall respond to the page or telephone call as soon as possible. AOD shall inform the Telephone Operator if they are experiencing problems with pager or cell and provide an alternate number to be reached at by telephone operators.
4. The individual making a change in his/her schedule must inform the Chief Operations Officer in writing of the person who will be the replacement, with copies to the Supervising Telephone Operator and the Chief, Office of Public Safety.
5. Based on the criteria below, the Administrative Nursing Supervisor (ANS) shall instruct the Telephone Operator to notify the AOD. The AOD will assess the incident to determine if it meets any of the criteria to report it to the CEO. If the incident or event is to be reported to the CEO, the AOD shall inform the Telephone Operator and ANS that the CEO is being notified.

EFFECTIVE DATE:

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

6. The following criteria shall be used by the ANS and AOD to determine which type of incidents or events to report to the CEO during hospital after hours. Incidents shall be reported to the CEO if they meet any one or more of the following criteria:
 - a. Incident is of a serious nature and can endanger the health and safety of patients and or staff.
 - b. Incident disrupts hospital operations and/or utilities for more than 15 minutes.
 - c. Incident has the potential for having a negative impact on the image of the hospital due to media coverage.
 - d. Incident is a reportable event under the Joint Commission, State Department of Public Health, Centers for Medicare and Medi-Cal Services (CMS), DHS, or other regulatory agencies.
 - e. Incident involves a serious crime, emergency on campus grounds or a natural or community disaster.
 - f. Media, any regulatory agency, or public officials appear at the hospital for any reason.
 - g. Major program change in progress of which the CEO should be aware.
7. After AOD has determined the incident is one that should be reported to the CEO, the AOD shall inform the CEO of the incident and keep the CEO informed of any developments and the final resolution of the incident. AOD shall stay in contact with the ANS to coordinate any necessary actions to handle the incident. AOD may return to the hospital if the incident warrants such action.
8. AOD shall record all notifications received from the Telephone Operator and ANS via email at the end of AOD week.
9. The Telephone Operator shall maintain a log of all calls received from ANS and all calls made to the AOD during the shift.
10. The AOD shall communicate with the next AOD any situations, issues or follow up the incoming AOD needs to be aware of. This notification should occur immediately at the conclusion of AOD duty. The AOD shall also provide a copy of his/her AOD log to incoming AOD.

Examples of reportable events to AOD and CEO

- *Telephone downtime lasting more than 30 minutes*
- *Natural disaster - flood in building due to inclement weather or major plumbing problems*
- *Power outage of more than 15 minutes (within community or internal)*
- *Water contamination or shortage*
- *Emergency in surrounding community/neighborhood that might require Rancho to receive patients*
- *Civil unrest*

- *Bomb threats (Code Yellow)*
- *Joint Commission or State unannounced visit*
- *Crime committed by patient or staff*
- *Behavioral Team action involving injury or arrest (Code Gold)*
- *Alarm/equipment malfunctions (fire, security, oxygen) critical to patient care*
- *Work stoppage*
- *Code Red, Code Pink, Code Purple, Code Silver, Code Triage, Code Green*
- *Adverse events (e.g. serious injury to patient, Joint Commission Sentinel events)*
- *Patient transfer to another acute hospital for emergency care*
- *Difficult discharge after hours*
- *Major programmatic change (grant funding received, curtailed, terminated)*

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