



# Rancho Los Amigos National Rehabilitation Center PHYSICAL THERAPY DEPARTMENT POLICY AND PROCEDURE

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## QUALITY CONTROL

**Policy No.:** 110  
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**Page:** 1 of 2

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**PURPOSE:** To define supervisory relationships and communicate methods used to ensure the delivery of quality patient care by the Physical Therapy Department.

**POLICY:** All personnel that provide patient care are under the direct supervision of senior staff that are licensed physical therapists. Supervision of clerical staff in the treatment area is provided by the clinical manager/supervisor or their delegate. Supervision of lead clerical staff in the Physical Therapy Administrative Office is provided by the Director of Physical Therapy and the direct supervisor of each staff member.

Performance evaluations are written by each employee's immediate supervisor or delegated to the next level of supervision when necessary due to employee resignations, vacancies or leave of absences.

Quality control mechanisms consist of a variety of methods used to monitor the quality of care provided to patients and to provide staff development.

### I. PERFORMANCE EVALUATIONS

During the first six-month probationary period, performance of each staff is reviewed by the supervisor at the end of the three and six month periods. The performance evaluation is documented in the employee's personnel file. A copy is also maintained in the Physical Therapy departmental file. Thereafter, performance evaluations are completed on an annual basis.

### II. QUALITY CONTROL

- A. Management ensures that staff receives the orientation and training necessary to provide the highest quality service possible within the constraints of available staff and other resources.
- B. Orientation includes policy review, mentoring, direct observation, co-treatment, consultation or other methods unique to a specific service or treatment area.
- C. The clinical manager or a delegate reviews patient programs and related

duties at a weekly meeting with new staff and at frequencies determined by the clinical manager for more experienced staff. These reviews may serve as both mentor sessions and supervision.

- D. Regularly scheduled patient review sessions with physical therapists are conducted by managers and peers to review patient progress and determine solutions to patient related problems. These patient review sessions may include co-treating with the staff member, mentoring the staff member and providing supervision associated with clinical management of the patients.
- E. The Physical Therapy quality assessment and improvement process provides an objective and systematic method of monitoring, evaluating and enhancing quality of patient care and clinical performance.

  
Director, Physical Therapy Department