

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: OUTPATIENT SERVICES: ORGANIZATION AND SCOPE

Policy No.: B829

Supersedes: July 6, 2017

Review Date: August 11, 2023

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PURPOSE:

To provide a guide to patient care services provided in Outpatient Services at Rancho Los Amigos National Rehabilitation Center (RLANRC).

POLICY:

Services provided by Outpatient Services are guided by the needs of the persons served and the mission, vision, and values of RLANRC. Outpatient Services provides primary care outpatient services within patient-centered medical homes, and general and specialized medical and rehabilitation services for adults and children with physical disabilities and chronic medical conditions.

I. Overview

Outpatient Services is an integral partner in the continuum of care of adults and children with disabilities and chronic medical conditions. It is organized to support Rancho's Centers of Excellence and utilizes Rancho's medical and rehabilitation services, as well as primary and preventative care under each patient-centered medical home. The main categories of the patient-centered medical homes are:

- Neuro- Stroke primary care (RLA PC Neuro Adult)
- Neuro-Trauma primary care (RLA PC SCI Adult)
- Medical-Surgical primary care (RLA PC Adult)
- Neuro-Developmental Disabilities primary care
- Pediatric primary care (RLA PC Peds; SHARK Program)

II. Organizational/Functional Relationships

The organizational structure and functional relationships of Outpatient Services and RLANRC are designed to clearly delineate accountability, authority, and responsibility for patient care activities. The Chief Executive Officer (CEO) and Chief Medical Officer (CMO) have delegated responsibility for patient care activities of the Primary Care Medical Director, Specialty Care Medical Director, Assistant Nursing Director - Administration, and Area Administrator, working collaboratively to manage strategic development, day-to-day operations, and performance improvement activities.

The Outpatient Leadership Committee is a hospital committee that reports to Executive Council (EC) through the area administrator and Chief Operating Officer (COO). The committee has representation from the medical staff department, nursing, rehabilitation therapy, social work, psychology, laboratory, pharmacy, medical imaging, patient access, and executive leadership, etc.

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The Medical Directors, Assistant Nursing Director - Administration, and area administrator participate in various committees to support business and clinical operations, including Executive Council, Medical Executive Committee, Quality, Risk, and Safety Committee, Survey Readiness Committee, Patient and Family Advisory Council, etc.

To facilitate coordinated transition from inpatient to outpatient, clinic medical providers may collaborate with inpatient teams by attending team conferences or other service coordination activities.

III. Persons Served

Outpatient Services provide care for adults and children. The criteria are set by the program chief or designee for each clinic. Persons served within the Outpatient Services are those who have completed a treatment program, are referred by an external source, or are empaneled by their health plan to a DHS or Rancho patient-centered medical home. Community referrals must meet clinic medical criteria. Patients must also meet financial and residential criteria.

IV. Services Provided

Outpatient Services provide a myriad of services, including but not limited to the following:

Specialized Programs:

- Anti-coagulation
- Behavioral Health
- Cardiology
- Dentistry
- Diabetes Limb Preservation
- ENT
- Epilepsy
- Movement Disorders
- Nephrology
- Neurology
- Neuro-Optometry
- Ortho Joint
- Podiatry
- Post-Polio Syndrome
- Pulmonology
- Psychiatry
- Psychology
- Rheumatology
- Social Work
- Spasticity
- Spine Neurosurgery
- Urology/ Women's Health
- Vascular

Rehabilitation Therapy:

- Occupational Therapy
- Physical Therapy
- Speech and Language Pathology
- Audiology
- Cardiac Rehab

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Center for Applied Rehabilitation Technology (CART)
Pathokinesiology
Vocational Rehabilitation
Wheelchair & Seating Center

Ancillary Services:

Laboratory
Pharmacy
Diagnostic Cardiology
Electrophysiology
Pulmonary Function Laboratory

Support Services:

Member Services
Patient Access Center (PAC)