

LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject: ADMINISTRATIVE OFFICER OF THE DAY (AOD)	Original Issue Date: 1/27/04	Policy #: 100.1
	Supersedes: 2/21/23	Effective Date: 6/9/23
Policy Owner(s): Admin for Decedent Affairs Executive Sponsor(s): Chief Operations Officer		
Departments Consulted: Support Services Nursing Services Office of Public Affairs	Reviewed & Approved by: Attending Staff Association Executive Staff Committee Senior Executive Officer	Approved by: Chief Operations Officer
		Chief Executive Officer

PURPOSE

To describe the duties and responsibilities of the Administrative Officer of the Day (AOD).

POLICY

The Chief Executive Officer shall designate a qualified management representative to provide Medical Center administrative coverage and make decisions critical to the operations of the Medical Center after regular administrative working hours (evenings, nights, weekends, and holidays).

The Telephone Office shall maintain a current contact listing of AOD names, work telephone numbers, pager numbers, cell phone numbers, and/or home telephone numbers.

PROCEDURE

When the Medical Center administrative office is closed, managers, supervisors, or their designees shall contact the facility Administrative Nursing Office (ANO) for all business requiring immediate administrative attention. When a situation arises that requires administrative assistance or communication, the ANO will contact the AOD via the Medical Center Telephone Operator.

The AOD shall be notified immediately of any situation that may result in a major interruption of Medical Center operations, delivery of patient care, and/or relationships with the community. Such situations include:

- Internal and external disaster
- Fire
- Bomb threat
- Utility failure
- Serious patient incident
- Eloped or abducted patient
- Closure to incoming trauma patients
- Regulatory agency personnel on-site

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- High profile patients or visitors
- News media on-site
- Authorizing the call back of staff for critical repairs when urgently required.

The facility ANO shall respond to administrative issues not requiring the intervention or immediate notification of the AOD. Such issues may include:

- Implementing routine bed closures due to nursing staffing shortages or other issues that do not cause closure to incoming trauma patients.
- Notifying the Public Information Officer (PIO) regarding request for Health Insurance Portability and Accountability Act of 1996 (HIPAA) patient information to the news media.
- Authorizing employee access via Los Angeles County Sheriff's Department to locked rooms when appropriate.

In the absence of the Public Information Officer (PIO), the AOD shall act in that capacity (except for releasing permitted patient information to the news media, which will be managed by the facility ANO).

The AOD shall contact the departmental manager, Medical Officer of the Day (MOD), Nursing Officer of the Day (NOD), PIO, Senior Executive Council (SEC) member, Chief Operations Officer (COO), or Chief Executive Officer (CEO) concerning matters within their respective jurisdictions, when appropriate.

The facility AOD shall provide a written report of significant activities on each weekday to the CEO, and Executive Leadership.

The AOD shall provide a report of significant activities to the CEO, SEC members, other AODs, and designated managers on the workday following his or her service during the Daily Operations & Safety Executive (DOSE) Briefing.

RESPONSIBILITY

- Medical Center Chief Executive Officer
- Senior Executive Council
- Attending Staff Association, Executive Committee
- Administrators
- Nursing Administration
- Department Managers
- Telecommunications
- Public Information Officer
- Administrative Officers of the Day

REFERENCES

45 Code of Federal Regulations, Section 164.510

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California Code of Regulations, Article 7, Section 70701 G (2)
DHS Policy #350, Administrative Officer of the Day (AOD)

Medical Center Policy #132, Media Access
AOD Guidelines for Responding to Media Requests for Protected Health Information

REVISION DATES

January 27, 2004; November 24, 2009; November 9, 2010; December 10, 2013; March 14, 2017;
March 21, 2020; June 9, 2023