

# LOS ANGELES GENERAL MEDICAL CENTER

## DEPARTMENT OF NURSING SERVICES POLICY

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Subject: <b>NURSING SUPERVISION- HOURS OF OPERATION</b>	Original	Policy #	
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Departments Consulted:	Reviewed & Approved by: Professional Practice Committee Nurse Executive Council	Approved by:  (signature on file) Nancy Blake Chief Nursing Officer	

### **PURPOSE**

To provide information regarding supervisory coverage during hours of operation at the Los Angeles General Medical Center.

### **POLICY**

Nursing services at the Los Angeles Medical Center and off –site facilities are provided based on patient care needs 24 hours a day on inpatient units and during hours of operation in the ambulatory care settings. The Department of Nursing ensures there is supervisory and resource coverage for all hours of operation.

### **PROCEDURE**

The Clinical Nursing Director is responsible for the administration of nursing care in his/her service. Each Clinical Nursing Director can be accessed through his/her designated office. In the absence of the Clinical Nursing Director/designee, the Nursing Supervisor is in charge of each inpatient service and functions as the resource for the nursing units.

After hours supervision is provided through the Administrative Nursing Office and Support Services (Room C4G112).

- Ambulatory Care late Nurse Manager is designated for any clinical issues.

The Office of the Chief Nursing Officer is located within the Administrative suites in the Los Angeles General Medical Center. A Nursing Officer of the Day (NOD) is available as a resource 24 hours a day.

The NOD is available to serve as a resource to the Nursing Supervisor and to collaborate with the AOD and MOD on patient related activities.

Outside of regular business hours, in the absence of the Chief Nursing Officer, a Nursing Supervisor on duty represents the Chief Nursing Officer and is the liaison to medical and hospital administration. The Nursing Supervisor is a resource to nursing personnel for consultation and guidance, such as regarding personnel matters that require immediate attention. Specific responsibilities of the R.N. assigned to the Area Nursing Office each shift include:

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Department of Nursing Services Policy Manual**

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- Clinical rounding an all units to determine patient status, level of staff function, problem identification/resolution
- Direct response to all patient care emergencies
- Assistance to the staff by seeing problem/difficult patients
- Allocation of human and material resources such as reassignment of personnel, distribution of supplies/equipment, and access to closed department areas (i.e., medical records, pharmacy)
- Staffing during the shift of coverage and planning for upcoming shift and coordination of all on-call staff
- Coordinating of complex admissions and transfers
- Appropriately referring public relations/media issues
- Supporting the Clinical Nursing Directors
- Contributing to QA activities of data collection in the areas of clinical monitoring of patient care events

A senior attending provider is assigned as the Medical Officer of the Day (MOD) for off-shift and weekend/holiday coverage. The MOD serves as the lead provider of the organization and is vested with the authority of the Office of the Medical Director (Refer to Medical Center Policy #103 Medical Chain of Command).

An administrator is assigned as the Administrator of the Day (AOD) for off-shift and weekend/holiday administrative coverage. The AOD collaborates as needed with the Nursing Supervisor in the Area Nursing Office.

Each support service has a call system through which emergency or special requests are handled.

### **REFERENCE**

California Code of Regulations, Title 22, Section 70217

### **REVISION DATES**

1992, 1993, 1995, 1996, 1997, 05/98, 03/05, 09/06, 09/08, 04/13, 11/17, 9/20, 09/23