



Rancho Los Amigos National Rehabilitation Center

INFORMATION MANAGEMENT SERVICES POLICY AND PROCEDURE

SUBJECT: INTRANET UPDATING PROCEDURES

Policy No.: 512

Supersedes:

Revision Date: 6/16/03

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I. PURPOSE

To establish procedures for ensuring that information on the “Rancho-Online” Intranet are updated in accordance with an established schedule. This policy ensures that the appropriate staff are aware of their roles and responsibilities for updating the content posted in Rancho-Online.

II. POLICY

The content in Rancho-Online should be up-to-date. The Web Master and appropriate departmental personnel will adhere to a master schedule of updates for Intranet content areas (see attachment A).

III. PROCEDURE

- A. The Web Master will alert responsible staff (Primary Contacts) within each department of the deadlines to submit postings to the Intranet. (Refer to Attachment A.)
- B. Individuals serving as the Departmental Primary Contacts will be responsible for gathering and submitting approvals (as appropriate) from the **Operations Council (OPS)** for content area updates and new requests.
- C. The Web Master will update the content area within 5 business days of receipt of the completed request, unless otherwise specified.
- D. Acceptable file formats for posting on the Intranet are as follows:
 - Text Files: WordPerfect (.wpd), Microsoft Word (.doc), plain text (.txt), hypertext Markup Language (.htm), or Adobe Acrobat (.pdf).
 - Image/graphic files: Graphic Interchange Format (.gif) or Joint Photographic Experts Group Format (.jpg).
 - Database files: dBase (.dbf), Microsoft Access (.mdb), or comma delimited (.csv)
 - Sound files are not accepted at this time.
 - Video files are not accepted at this time.
- E. Questions or comments related to updating the content of the Intranet should be directed to the Web Master or designee at Information Management Services, extension 7373.

Attachment: Rancho-Online Content Maintenance Schedule – Attachment A

EFFECTIVE DATE:
APPROVED BY:

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

Attachment A

Rancho-Online Content Maintenance Schedule

Note: This is not a complete list of Intranet content areas. Only sections that require physical updates are listed. Sections are in alphabetical order.

Café Amigos Menu

Description: This section contains the lunch menu from the Café Amigos cafeteria.
Schedule: Menus are updated five weeks in advance and should be received by IMS no later than the 20th day of the month for the following month's menu.
Primary Contact: Mike Aguallo (Retail Manager) x 7151
Reminder Notice: A reminder will be sent from the Web Master via e-mail to the primary contact one week prior to the above due date; followed by daily reminders.

Calendar of Events

Description: This section contains the hospital wide event calendar.
Schedule: Monthly updates should be received by IMS no later than the 20th day of the month for the following month.
Primary Contact: Lydia Cabico (Computer Graphics/Medical Illustrator) x 8211.
Reminder Notice: A reminder will be sent from the Web Master via e-mail to the primary contact one week prior to the above due date; followed by daily reminders.

Forms

Description: This section contains campus wide forms and applications, by department.
Schedule: none
Primary Contact: Primary contacts from each department are responsible in notifying the Web Master for updates and revisions.

JCAHO Manual

Description: This section contains the JCAHO manual.
Schedule: A yearly subscription with Quarterly updates is maintained by administration. (Quarterly updates occur in the following months: Feb, May, Aug, Nov.)
Primary Contact: Maggie Hocutt (Administration) x 7022
Reminder Notice: A reminder will be sent from the Web Master via e-mail to the primary contact on the first day of the following month if the update is not received, i.e., Mar, Jun, Sep, Dec.

LA Supervisor's Transcripts

Description: This section contains the weekly Board of Supervisors meeting transcripts.
Schedule: IMS receives weekly updates via PacBell subscription from ISD, one business day after any meeting.
Primary Contact: ISD Help Desk @ 940-3305
Reminder Notice: none

Patient Education

Description: This section contains patient education programs and materials.
Schedule: Unscheduled updates occur with version updates from the Education and Staff Development Department.
Primary Contact: **Shanpin Fanchiang, Ph.D.** (Education and Staff Development Dept.) x 6083
Reminder Notice: none

Policy & Procedures

Description: This section contains the hospital and departmental policy and procedures, by department.
Schedule: Unscheduled
Primary Contacts: Primary contacts from each department are responsible for notifying the Web Master of updates and revisions.

The following table contains the departmental contacts for P&Ps on the Intranet. These individuals will have read and update rights to ONLY their respective departmental P&Ps:

Department	Contact	Phone
Administration	Verenice Zepeda	X 7035
Allied Health Division: (Physical Therapy, Occupational Therapy, Communication Disorders, and Social Work)	Monica Tognella	X 7341
Ambulatory Care	Linda Wassmuth / Evangelina Sanchez	X 6665 X 6550
Building Crafts	TBD	
Dental	TBD	
Education and Staff Development	TBD	
Environmental Services	TBD	
Facility Support Services	TBD	
Finance	Cheree Law	X 7347
Health Information Management	Amada Lascano	X 7150
Information Management Services (IMS)	Manny Rosales	X 6180
Marketing	TBD	
Materials Management	TBD	
Medical Administration	TBD	
Nursing Administration	Lynn Loufek	X 6886
Pharmacy	TBD	
Psychology	TBD	
Public Safety	TBD	
Quality Resources	TBD	
Volunteer Services	TBD	
TBD – To be determined		

Archiving policies and procedures

The procedure for creating a history of policies and procedures has been set-up by naming convention. This procedure is optional and is at the discretion of the department. This will allow designated individuals, such as the departmental contact the ability to access prior versions of specific policies and procedures for reference provided the procedure is followed.

The current naming convention contains the following elements: (e.g., Admin – A102 Program Accessibility.doc)

1. Abbreviated department name (e.g., Administration is “Admin”)
2. The policy number (e.g., A102)
3. Title of the policy and procedure followed by the file extension (e.g., Program Accessibility.doc)

Naming convention for archiving prior versions of policies and procedures

Add a six-digit policy and procedure effective date to the end of the policy name followed by the file extension, For example,

IMS – 113 Emergencies 010298.doc (previous version)
 IMS – 113 Emergencies.doc (latest version)

The *current* or latest version of the policy and procedure should *not* have the date in the name.

User Guides - Affinity

Description: This section contains user and setup guides for the Hospital Information System/Affinity (HIS/Affinity).
 Schedule: Unscheduled version updates from QuadraMed are sent to RLANRC IMS Department.
 Primary Contact: Allan Hander (Information Management Services) x 8471
 Reminder Notice: none