

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES**SUBJECT:** CLINICAL RESOURCE MANAGEMENT**POLICY NO.** 296

PURPOSE:: To provide a health care delivery process that utilizes a standardized approach to clinical decision-making to provide quality patient care and optimum use of resources.

POLICY:: Clinical Resource Management (CRM) shall be the Department's approach to the delivery of health care services to its patient population through the strategic management of the clinical resources available.

CRM is characterized by:

- Diagnosis-specific evidence-based best practices
- A focus on high volume, high risk and/or problem-prone diagnosis.
- Continuous improvement through the collection, evaluation, and utilization of process and outcome data.
- Program design, development, and implementation oversight carried out by teams of multidisciplinary clinical experts including both Leaders and Labor throughout the Department.

CRM shall be composed of three major initiatives:

Inpatient Clinical Pathways (ICPs): Interdisciplinary care plans that organize optimal sequencing and timing of major interventions for patients with selected diagnoses. They shall be designed to minimize delays and/or errors and optimize quality patient care as well as the use of resources.

ICPs shall be designed, developed, and implemented on a continual basis for specific diagnoses according to established program criteria, focusing on the inpatient setting.

Disease Management: Coordinated programs for treating patients with chronic diseases across the continuum of care, focusing on the outpatient setting.

Case Management: The collaborative process of coordinating services among health professionals and services and setting for individual patients to meet their health care needs.

EFFECTIVE DATE: Jul 01, 2001

SUPERCEDES:

APPROVED: Signature on File
