

LAC+USC MEDICAL CENTER TRANSPORTATION DEPARTMENT SCOPE OF SERVICES

Departmental Purpose

Transportation Department serves as an important component of support services in the continuum of care in the LAC+USC Medical Center. Transportation exists to provide transport of patients in the acute care units to and from diagnostic and procedural areas.

Types and Ages of Patients Served

The Transportation services include pediatric, adolescent, adult and geriatric patients with the major focus of facilitating safe, expedient transport of patients within the medical center. The services provide support to ensure the safety of patients during transport at the LAC+USC Medical Center.

Scope of Service and Complexity of Care

The Transportation Department exists to ensure safe transport of patients. The Transportation Department participates in patient flow by ensuring the expedient transport of discharged patients from the acute care units to the Discharge Waiting Unit or to their families at the designated pick up location.

Volume and Quality Control Indicators

- Patient Identification
- Environmental Rounds
- Response Time to Service Request
- Patient Safety

Recognized Standards

Care is provided consistent with applicable regulatory, accreditation, and professional standards inclusive of but are not limited to the Centers for Medicare and Medicaid Services, California Department of Public Health, OSHA, Joint Commission, Food and Drug Administration, California Board of Registered Nursing, California Board of Licensed Vocational Nursing, American Nurses Association, American Medical Association, National Institute of Health, and others.

Availability of Necessary Staff

The unit operates 24 hours a day, 7 days a week. The nursing staff reports to a Nurse Manager (NM) who works collaboratively with the Chief of Medicine and Surgical Services. The Nurse Manager is responsible for providing sufficient quantity of nursing staff to meet the needs of the patients based on quantity of request received via Order Management and Teletracking systems. She is responsible for the quality of the support care provided and the performance of the assigned staff. Staff on the unit has specific competency assessments for their professional level and/or job description. Registered Nurses, Nursing Attendants, and Unit Staff Assistants provide support care.

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