

LAC+USC MEDICAL CENTER WOMEN'S CLINICS (A3A/A3B) SCOPE OF SERVICES

Department Purpose

The Women's Clinics (A3A/A3B) are an important component of the continuum of care in the LAC + USC Medical Center. The Women's Clinics provide a wide spectrum of primary and specialty clinics in Obstetrics and Gynecology, Family Planning and Reproductive Endocrinology. The goal for the department is to promote continuity of health care and to provide quality nursing service and medical management using a multidisciplinary approach.

Types & Ages of Patients Served

Patients present to the Women's Clinics for conditions or complications associated with the female reproductive system which may be obstetrical or gynecological. They range in ages from adolescent through the geriatric age groupings.

Method Used to Access Patient Needs

Patients with high risk obstetrical or gynecological problems are examined by a physician and are sent through interagency referrals or from within the Medical Center for consultation and follow up. There is also a self-referral service for routine obstetrical care provided by the Nurse Midwifery Service. Patients are followed throughout pregnancy.

Scope of Services & Complexity of Care

The Women's Clinics are located within the 3rd floor of the Clinic Tower. The Obstetrics Clinic is located within Clinic A3A, and the Gynecology Clinic is located within A3B. The A3A Obstetrics Clinic provides care for High Risk, Medical Special Problems, Diabetes, Rh/Genetics and Antepartum Testing and uncomplicated pregnancy care. The A3B Gynecology Clinic is composed of Endocrine and Infertility, Hysteroscopy/Hydrosonography, Urology/Gynecology, Breast Treatment and Diagnosis, Women's Health and Family Planning Clinics.

Volume & Quality Control Indicators

- Monthly visit count by total clinic volume and each individual clinic
- Pharmacy Rounds
- Medication History
- Monthly Patient Complaint/Grievance Report
- Environmental Safety Rounds
- Patient Satisfaction Survey
- Pain Management
- Monthly Ambulatory QI Audits

Performance Improvement Indicators

- Post-Partum Appointment Compliance
- Baby Friendly Breast-Feeding Education Compliance
- Maternal Depression Screening
- Cycle Time

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Recognized Standards

Services and functions shall be developed and implemented in a manner consistent with applicable regulatory and advisory standards. These include Joint Commission, DHS and Title 22, ACOG, and CMS.

Availability of Necessary Staff

Staff is composed of Providers, Registered Nurses, Licensed Vocational Nurses, Community Workers, Nursing Attendants, Clerical support and Volunteer workers. The nursing staff report to a Nurse Manager (NM) who works collaboratively with medical staff. The NM is responsible for assigning staff based upon the needs of the clinic. She/he is responsible for the performance of staff in the unit.