

**LAC+USC MEDICAL CENTER**  
**DIAGNOSTIC & TREATMENT SPECIAL PROCEDURES**  
**B4A – UROLOGY SPECIAL PROCEDURE AREA**  
**SCOPE OF SERVICES**

**Departmental Purpose**

The Urology Unit serves as an important component of the continuum of care in the LAC+USC Medical Center. The Unit exists to provide diagnostic procedures and treatment to both inpatients and outpatients who have urology diseases and disorders.

**Types and Ages of Patients Served**

The Urology Service cares for adult and geriatric inpatients and referrals from the Department of Emergency Medicine, Outpatient Department, and in-house consultation for treatment, recommendations and disposition of patient with urological disorders.

**Methods Used to Assess Patient Needs**

An interdisciplinary approach to patient care management is used to assist the patient in making an educated decision about his/her care. Nursing works in collaboration with Urology house staff under the direction of the Chairman of the Department of Urology to provide diagnosis and treatment of the diseases of the GU system. Additional collaboration exists with Social Services, the Department of Radiology, Epidemiology, Pharmacy, Financial Services, Outpatient Clinics and Department of Emergency.

**Scope of Service and Complexity of Care**

The Urology patient care involves the highest level of nursing and medical management using multidisciplinary team approach: providing a safe environment which is therapeutic and conducive to healing and restoration to patient's optimal level of functioning, providing treatment necessary to minimize symptoms, preventing complications associated with disease and disorder, preventing the transmission of infection, promoting patient comfort, performing required diagnostic and therapeutic procedure, educating patient/family to improve self-care abilities, health maintenance and rehabilitation, facilitating discharge from the acute care setting to the community, and ensuring continuity of care by reinforcing compliance with follow up care and treatment.

**Quality Control Indicators**

The indicators that are monitored are:

- Patient Experience
- Environmental Rounds
- Pharmacy Rounds
- Pain Management
- Patient Identification
- Specimen Labeling
- Pre-Procedure Verification
- Patient/Family Teaching
- Scope Testing
- Infection Control

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**Performance Improvement Indicators**

- Decrease Cycle Time on Chronic Foley Changes

**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, Department of Mental Health, Food and Drug Administration, California Board of Registered Nursing, California Board of Licensed Vocational Nursing, American Nurses Association, American Medical Association, and others.

**Availability of Necessary Staff**

The hours of operation are Monday through Friday 0700 – 1730, excluding holidays, with on call services available after regular hours, weekends and holidays. The nursing staff reports to a Nurse Manager (NM) who collaborates with the Chairman of the Department of Urology. The Nurse Manager is responsible for providing sufficient quantities of nursing staff to meet the acuity needs of the patients and the census of the unit. The Nurse Manager is responsible for the quality of the nursing care provided and the performance of the assigned staff.

A Supervising Staff Nurse (SSN) is assigned to the unit and is responsible for shift supervision of nursing staff and oversight of nursing care as well as direct patient care duties as needed. Urology Unit Staff has specific competency assessments for their professional level and/or job description. Registered Nurses and Nursing Attendants provide patient care. Clerical Staff and Patient Service Representatives provide support Service.