

LAC+USC MEDICAL CENTER

ENT, OMF, EYE EMERGENCY EVALUATION – C7G

SCOPE OF SERVICES

Department Purpose

IPT C7G Unit is an Extended Emergency Evaluation Area that consists of three services: Otolaryngology, Ophthalmology, and Oral Maxillofacial Surgery. The C7G Unit operates twenty-four (24) hours a day, seven (7) days a week. The C7G Extended Emergency Evaluation Area serves as an important component of the continuum of care in the LAC+USC Medical Center. The unit exists to provide nursing care to patients of all ages who have acute airway management disorders, facial trauma and/or infections with various otolaryngological, and eye emergency disorder.

Type & Ages of Patients Served

The ENT, OMF and EYE Services cares for children, adolescents, adult, and geriatric inpatients and referrals from the Department of Emergency Medicine, Outpatient Department, Pediatric Emergency room and in-house consultations for treatment, recommendations and disposition of patients with head, neck, head, eye, oral and maxillofacial disorders.

Method Used to Access Patient Needs

An interdisciplinary approach to patient care management is used to assist patients in making educated decisions about his/her care. Nursing works in collaboration with Otolaryngology, Oral Maxillofacial and Ophthalmology house staff, under the direction of the Chairman of the Department of Otolaryngology, ophthalmology, and Oral Maxillofacial Surgery to develop and implement a plan of care. Additional collaboration exists with Out-patient clinics, Social Services, Department of Radiology, Epidemiology, ET Nurse, Home Health Nursing, Pharmacy, Physical Therapy, Occupational Therapy, Respiratory Therapy, Pain Management Team, and Utilization Review.

Scope of Services & Complexity of Care

The IPT C7G Service 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

- Patient Experience
- Fall Prevention
- Pharmacy Rounds
- Patient/Family Teaching
- Patient Identification
- Infection Control

Reviewed/Refreshed: December 2012; January 2016; June 2020

Approved: August 2020

C7G – ENT, OMF, Eye Emergency Evaluation – Scope of Services

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Quality Control Indicators conti.

- Environmental Rounds
- Pain Management
- Pre-Procedure Verification
- Specimen Labeling
- Scope Testing

Performance Improvement Indicators

- Universal Protocol

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, Association for the Advancement of Medical Instrumentation (AAMI), Joint Commission, Food and Drug Administration, California Board of Registered 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 collaborates with the Chairman of the Department of Otolaryngology, Ophthalmology, and Department of Oral Maxillofacial Surgery. The Nurse Manager is responsible for providing sufficient quantities of nursing staff to meet the acuity needs of the patients and match the census of the unit. The Nurse Manager is responsible for the quality of nursing care provided and the performance of the assigned staff.

A Supervising Staff Nurse 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. Registered Nurses and Nursing Attendants provide patient care and C7G Unit Staff have specific competency assessments for their professional level and/or job description.