

# **LAC+USC MEDICAL CENTER EMERGENCY DEPARTMENT OBSERVATION AREA SCOPE OF SERVICES**

## **Departmental Purpose**

The Emergency Department Observation Area (EDOA) is a 17-bed area located on the first floor of the Clinic Tower providing observation level care to emergency patients who do not meet criteria for admission nor discharge home. Patients are held for observation with the expectation of discharge home after less than 24 hours of observation. The Ortho Evaluation Area (OET) is a five (5) bed unit that exists to provide advanced orthopedic treatment to patients who are stabilized and discharged from the ED, and scheduled to return to the OET clinic for advanced orthopedic treatment and possible scheduling for surgery, as needed.

## **Types and Ages of Patients Served**

The EDOA cares for acutely ill young adults, adult and geriatric patients admitted from the main Emergency Department or the Urgent Care Center with Observation Protocols written and approved by the ED Attending Physician. Some of the common medical related diagnoses are pyelonephritis, diabetes mellitus, cellulites, congestive heart failure, renal failure for dialysis treatment, dementia, anemia and asthma.

## **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, midlevel providers, emergency, orthopedic and surgical house staff, under the direction of the Department of Surgery and Emergency Medicine, act collaboratively with Utilization Review Nurses, Respiratory Therapists, Diagnostic Services (Radiology, Laboratory, EKG), Social Services, Pastoral Services, Financial Workers, and Dietary Services to develop and plan an appropriate plan of care with the patient.

## **Scope of Service and Complexity of Care**

The ED Observation Area cares for patients for the purpose of detecting early symptoms and performing diagnostic tests; preventing complications and promoting healing; evaluating and treating medical diagnoses; providing a therapeutic environment; educating patient/family to improve self-care abilities, health maintenance and rehabilitation; maintaining patient, evaluating and treating of chronic and episodic illness in the acute phase; and facilitating transfer to medicine wards or discharge from the acute setting. The OET, which is managed by orthopedic surgeons, cares for patients for the purpose of treating acute orthopedic injuries, providing a therapeutic environment, educating patient/family to improve self-care abilities, health maintenance and rehabilitation, and facilitating of transfer to surgical wards or discharge from the acute setting.

## **Volume & Quality Control Indicators**

- Number of inpatient admissions
- Length of Stay
- Number of EDOA Visits
- Transfusion Self-Monitoring
- Pain Compliance
- Pharmacy Rounds
- Environmental Rounds

*Reviewed/refreshed: October 2008; January 2011; December 2012; January 2016; June 2020*

*Approved: August 2020*

*EDOA – Emergency Department Observation Area – Scope of Services*

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**Performance Improvement Indicators**

- Meet standards for pain management
- Patient Experience
- Reducing inpatient admissions for placement
- Patient Hand Hygiene Education: Preventing Spread and Infection

**Recognized Standards**

Services and functions shall be developed and implemented in a manner consistent with the standards of regulatory and advisory agencies such as JC, CMS, DHS, American Nurses Association, California Board of Registered Nursing, California Board of License Vocational Nursing, OSHA, and Title 22.

**Availability of Necessary Staff**

The unit operates twenty four (24) hours a day, seven (7) days a week the nursing staff reports to a Nurse Manager (NM) who works collaboratively with the service Director of Emergency Medicine and chief of orthopedics, and midlevel providers for both services. 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. S/he is responsible for the quality of nursing care provided and the performance of assigned staff. Staff on the unit have specific competency assessments for their professional level and/or job description. The performance standards are consistent with the Department of Nursing Services and Education. Registered Nurses and Licensed Vocational Nurses provide patient care. A Nursing Attendant and Clerical Staff provide support.