

HOSPITAL PLAN FOR THE PROVISION OF PATIENT CARE

SCOPE:

- Patient Care Services

PURPOSE:

- Plan for the Provision of Patient Care Services outlines interdisciplinary practice and collaboration at Shriners Hospitals for Children® – Spokane, and supports a specialized age specific population, the mission, visions, and values of the organization.
- Shriners Hospitals for Children®-Spokane Mission, Vision and Values guide the plan for the provision of patient care. The strategic plan provides operational guidance to service lines in the plan for provision of care.

SUPPORTING PRINCIPLES:

- An interdisciplinary team is necessary to provide patient care services.
- Respect for the special and unique contributions brought by each staff member for quality and safety through teamwork.
- Family centered patient care, including culturally competent patient and family education.
- Adequate staff to provide care for quality outcomes.
- Support for the provision of human resources and financial resources to promote quality patient care, including a commitment to ongoing education and training of staff specializing in pediatric orthopaedic surgery.
- Facility and departmental policies, procedures and standards of practice guide clinical practice and are used to monitor, evaluate and improve the quality and appropriateness of patient care provided throughout Shriners Hospitals for Children®-Spokane.
- Development and implementation of mechanisms that support recruitment and retention of qualified staff.
- To ensure provision of care for all patients based on their assessed needs and their treatment plan.
- Patient care is provided in an atmosphere of privacy, dignity, and respect.

SCOPE OF PATIENT CARE SERVICES:

Patient Care Services are provided to all patients by a collaborative interdisciplinary team of professional and ancillary staff. Professional staff includes physicians, nurses, physical, recreational, and respiratory therapists, pharmacists, medical technologists, registered dietitians, educators, and social services. Other professional disciplines are available to patients via contract services, including, but not limited to Orthotists, and Prosthetists. The services provided are consistent with the mission, vision and values, and are in response to the identified needs of patients and families.

All members of the Patient Care Services Team at Shriners Hospitals for Children® –Spokane support and facilitate patient care activities to assure the delivery of safe, timely, effective, and appropriate pediatric orthopaedic care in a family centered environment.

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- **CLINICAL SERVICES**
 - An interdisciplinary approach is used in patient care programs to ensure comprehensive care for each patient.
 - Shriners Hospitals for Children® –Spokane is equipped and staffed to provide care for pediatric orthopedic patients through the Scope of Care developed with interdisciplinary team members, Administrative Leadership and the Medical Staff.
 - Both professional and ancillary staffs provide clinical services. Care provided by the professional staff includes patient assessment, development of a plan of care, collaboration and referral to internal and community care providers, and patient/family education. In addition, the professional staff collaborates to improve patient outcomes, provides supervision of ancillary staff, and support safety and education.

- **LEADERSHIP**
 - A qualified individual directs each department within the division of Patient Care Services. The Directors and Managers are responsible for planning, directing, implementing, coordinating, and improving service both departmentally and organizationally. This is accomplished through the following:
 - Identifying age-specific patient care needs
 - Ensuring appropriate and qualified staff
 - Conducting continuing education and performance appraisals
 - Utilizing staff based on patient care needs and level of care required
 - Annual budget assessment and planning process
 - Improving organizational performance and safety
 - Managing risks, safety requirements, and infection prevention
 - Assuring customer satisfaction
 - Evaluating and enhancing department operations
 - Developing department goals and objectives
 - Evaluating accomplishment of goals and objectives

- **COMMUNITY SERVED**
 - Provide the highest quality of care to children with neuromusculoskeletal conditions, burn injuries, and other special health care needs within a compassionate, family-centered and collaborative care environment.
 - The health care programs of Shriners Hospitals for Children® –Spokane provide services for children and families from Montana, Northern Idaho, Washington, Alaska, British Columbia, Alberta, Northwest Territories and Mexico. The hospital accepts patients from any geographic location as well as appropriate referrals from any of the other 21 Shrine Hospitals.
 - This mission is carried out without regard to race, color, creed, sex, or sect, or ability of a patient or family to pay.

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- INTEGRATION OF PATIENT CARE SERVICES
 - Patient Care Services are integrated to ensure delivery of patient/family-centered care which addresses multiple needs of the children and their families. Directors and Managers collaborate on the development of policies, procedures and standards which address patient care issues through participation in the following:
 - Hospital-wide committees such as Performance Improvement, Infection Control, Safety and Risk Management, Blood Utilization, Pharmacy and Therapeutics, MR/UR, Products, Surgical Services, Radiation Safety, Ethics, Pain Management, Continuum of Care meeting, Surgery Scheduling, and IS Steering Committee.
 - Performance Improvement Project Teams
 - Patient Care Services Council
 - Nursing Leadership, Nurse Staffing Council, Nursing Practice Council and Education Council.
 - Interdisciplinary rounds, meetings and care conferences as required.
 - Members of the interdisciplinary team meet regularly to assess, discuss, and plan interventions related to specific patient concerns, challenges, and progress toward desired outcomes.

REVIEW AND EVALUATION OF THE PLAN FOR PROVISION OF CARE

- The Patient Care Services Council reviews the Plan for Provision of Care to evaluate Scope of Care. The evaluation focuses on the areas of human resources, operating expenses, capital expenses, needs analysis of physical resources, and service line development.
- The factors considered in the review include:
 - Scope of Care and Strategic Plan
 - Patient requirements and staffing needs
 - Recruitment and retention planning
 - Information from performance improvement, risk management, utilization of resources and safety
 - Space allocation
 - Capital and operational requirements
- The Plan for Provision of Patient Care is reviewed and approved by Patient Care Services Council, Administrative Leadership, the Medical Staff, and the Board of Governors.
- Any Changes or additions to this policy require providing an updated copy of this policy to the Department of Health within 30 days of approval, in addition to posting updated policy on the SHC website (WAC 246-320-141).

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APPROVALS


**HOSPITAL PLAN FOR THE PROVISION OF PATIENT CARE
SHRINERS HOSPITALS FOR CHILDREN® – SPOKANE**



Chairman, Board of Governors

5/19/14

Date



Administrator

5/28/14

Date



Chief of Staff

5-30-14

Date



Director of Patient Care Services

5/30/14

Date

DEPT RESPONSIBLE FOR REVIEW:

- Director of Patient Care Services
 - MEC
 - Board of Governors