
HOSPITAL PLAN FOR THE PROVISION OF PATIENT CARE

PURPOSE:

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

SUPPORTING PRINCIPLES:

- An interdisciplinary team collaborates to provide patient care services.
- Each team member provides special and unique contributions of quality care and safety through teamwork, and supports a healthy work environment.
- Family centered patient care, includes cultural awareness and patient/family education.
- Staffing plans are developed to provide care for quality outcomes and safety.
- Support for the provision of human resources and financial resources to promote quality patient care, include a commitment to ongoing education, research and training of staff specializing in pediatric orthopaedic care.
- 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 through competency evaluations and performance improvement programs.
- Development, implementation, and evaluation of mechanisms that support recruitment and retention of qualified staff are monitored by facility leadership.
- The plan ensures 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 support staff. Professional staff includes physicians, nurses, physical, recreational, and respiratory therapists, radiology technologist, pharmacists, laboratory technologists, registered dietitians, educators, care managers 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 services 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 support 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 support staff, to include 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 competency and performance evaluations
 - Utilizing and adjusting staff levels 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 exceed expectations
 - Evaluating and enhancing department operations for efficiencies
 - Developing department goals and objectives to support facility strategic plan
 - Evaluating accomplishment of goals and objectives quarterly with an annual evaluation

- 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, 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. Foreign patients are accepted through approval of the Board of Governors.
 - 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, Surgery Scheduling, and IS Steering Committee work collaboratively to meet regulatory standards and to improve processes.
 - Operational and process councils:
 - Patient Care Services Council
 - Nursing Leadership, Nurse Staffing Council, Clinical Practice Council and Education Council.
 - Interdisciplinary rounds, meetings and care conferences as required.
 - For complex care planning members of the interdisciplinary team meet 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 biannually. The evaluation focuses on the areas of human resources, operating expenses, capital expenses, needs analysis of physical resources, equipment, technology, and service line development.
- The factors considered in the review include:
 - Scope of Care and Strategic Plan
 - Patient requirements and staffing needs and skill mix
 - Recruitment and retention planning
 - Information from performance improvement, risk management, utilization of resources and safety
 - Space allocation, equipment and process flows
 - 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.

NOTE: Any Changes or additions to this plan require providing an updated copy 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**



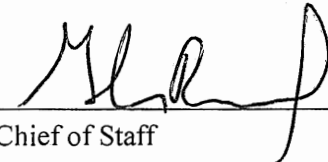
Chairman, Board of Governors

7/15/2019
Date



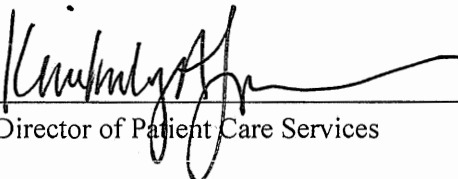
Administrator

7/15/19
Date



Chief of Staff

7/15/19
Date



Director of Patient Care Services

7/15/19
Date

DEPT RESPONSIBLE FOR REVIEW:

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