

**List of Laguna Honda Hospital and Rehabilitation Center (LHH)
Hospital-wide/Department Policies and Procedures
Submitted to the Joint Conference Committee (JCC) for Approval on
January 14, 2020**

Hospital-wide Policies and Procedures

Revised Policies

<u>Policies</u>	<u>Comments</u>
01-13 Fraud, Waste and Abuse	Revised to clarify that this policy applies to all Department of Public Health (DPH) workforce members including employees, residents, contracted staff, students, volunteers, medical staff and individuals representing or working at LHH.
22-01 Abuse and Neglect Prevention, Identification, Investigation, Protection, Reporting and Response	Revised to clarify the role of the mandated reporter and notification requirements; and updated Appendix A Investigation of Alleged Abuse Form.
22-07 Physical Restraints	Revised to add definition for chemical restraint.
24-06 Resident and Visitor Complaints/Grievances (re-titled)	Revised to include visitors in the policy; the Grievance Official was changed from Risk Management Nurses to the Assistant Hospital Administrator; contents from Suggestion boxes shall be picked up by a designee from Administration and routed to the Grievance Official; and complaints/grievances shall have a final resolution in 30 business days. Attachments C and D have been updated with new templates for Grievance Acknowledgement and Response.
24-08 Off Campus Appointments or Activities	Revised to add new procedure for patients eligible for Veterans Affairs transportation services.
25-05 Hazardous Drugs Management	Revised to be consistent with ZSFG practice and personal protective equipment recommendations that are built into the electronic health record (EHR) Medication Administration Record (MAR) – only one pair of chemotherapy gloves is required to handle solid tablet and capsule dosage forms.
45-02 Employee Development Fund	Revised to reflect Epic implementation with updated Fund codes; and for funding requests to be submitted to the Learning and Development Manager.
50-11 Procurement Card	Revised to require pre-approval prior to expenditures made with procurement cards (P-Card), except for Disaster Response and Fastrak replenishment; included examples of allowable purchases; updated Attachment A and added Attachment B and C.
55-01 Payor Eligibility, Certification and Coverage	Revised for Epic workflow and documentation including completing the Pre-Admission Screening Resident Review (PASRR) in the EHR; and to reflect use of InterQual Adult Acute Rehab Level of Care Criteria for admissions
55-02 Processing of Long Term Care Treatment Authorization Requests (TAR)	Revised to add procedure for TAR Clerk to update the Bed Days Table in the EHR when the TAR is approved/modified.

55-04 Triple Check Process	Revised for Epic workflow and documentation.
60-04 Unusual Occurrences (UO)	Revised to align with procedures in LHHPP 22-01; and revised policy statement to state that any LHH employee may complete a UO report.
70-01 C9 Heat Emergency Plan	Revised to align with Public Health Emergency Preparedness and Response (PHEPR); and establish procedures for alerting the Nursing Office and monitoring high risk residents when the interior temperature in a care area reaches 80°F or higher.
72-01 C22 Influenza Immunization	Revised to align with Epic workflow in which education documentation may only occur after vaccine has been ordered; and clarified standard procedure used by the registered nurse (RN) for the flu vaccine screen.
72-01 C26 Guidelines for Prevention and Control of Tuberculosis	Revised to align with Epic workflow for only one documentation of Tuberculosis Skin Test (TST) reading time; TST shall be read at 48 hours from placement.
76-01 Secured Neighborhood Safety Standard	Revised to add that inspection of outer egress doors in each household shall be conducted during environmental care rounds; and clarified staff response to household exit doors.
90-04 Parking on the Laguna Honda Campus	Revised to reflect current procedures for parking at LHH.

Deleted Policies

<u>Policies</u>	<u>Comments</u>
50-01 Accounting Financial Standards	Delete from hospital-wide policy and convert to Accounting department policy.
50-05 Signature Card for Expense Payments	Delete from hospital-wide policy and convert to Accounting department policy.

Department: Clinical Nutrition Services

New Policies

<u>Policies</u>	<u>Comments</u>
1.2 Nutrition Screening and Assessment Documentation for Acute Hospital Admissions	Created to provide medical nutrition therapy for patients admitted to the LHH Acute unit and communication the nutrition plan of care to the Resident Care Team.

Department: Medical Staff

Revised Policies

<u>Policies</u>	<u>Comments</u>
001-03 Laguna Honda Acute Medical Unit Admission Guidelines	Revised policy to state that LHH residents who meet criteria for intensity of care and severity of illness shall be transferred to the Acute Medical Unit; and removed procedures that are no longer relevant.

Department: Nursing Services

Revised Policies

<u>Policies</u>	<u>Comments</u>
J 1.0 Medication Administration	Revised to reflect EHR workflow and clarify procedures for disposition of medications.

Department: Pharmacy Services

Revised Policies

<u>Policies</u>	<u>Comments</u>
02.01.02 Disposition of Medications	Revised to specify that “Pharmaceutical Waste Containers shall be used to dispose of any medications that are opened but not administered, including partially used medications and any remaining crushed, dissolved or disguised medications that are not hazardous.”

*The following policies and procedures have been reviewed by LHH and ZSFG Committees.

San Francisco Department of Public Health (SFPDH)

Revised Policies

<u>Policies</u>	<u>Comments</u>
Order Entry	Revised to incorporate medication ordering verbiage to outline the process for pharmacists when refusing to verify a medication order that has already been given by a nurse; and removed Nutrition from the list of non-providers who may write orders.