Administrative Policy Number: 20.10

TITLE: NEUROTRAUMA (TRAUMATIC BRAIN INJURY-TBI) PROGRAM AT SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER (SFGH)

PURPOSE

The purpose of this policy is to define the processes and activities that maximize the provision of care to the neurotrauma patient, ensuring that the quality of neurotrauma patient care provided at SFGH is commensurate with the hospital’s designation as a certified Joint Commission Traumatic Brain Injury (TBI) Program and Level 1 Trauma Center, its mission, and goals.

STATEMENT OF POLICY

The SFGH Neurotrauma (TBI) Program is consistent with:

- Disease-specific care certification as developed by the Joint Commission on Accreditation of Healthcare Organizations
- The Joint Commission accreditation standards and compliance with the national patient safety goals.
- The guidelines for care established by the Brain Trauma Foundation, the American Association of Neurological Surgeons, and the Congress of Neurological Surgeons.
  - Guidelines for the Surgical Management of Traumatic Brain Injury
  - Guidelines for the Management of Severe Traumatic Brain Injury
  - Guidelines for the Acute Medical Management of Severe Traumatic Brain Injury of Infants, Children, and Adolescents
- Clinical evidence supporting therapies advancing the care of traumatic brain injury as evaluated by the Neurological Surgery Service, introduced by the Neurotrauma Medical Director, and approved by the Medical Executive and other authorizing committees as appropriate
- Needs of our patient population and community served
- Hospital policies and procedures
- Medical Staff bylaws
- Performance Improvement and Patient Safety Programs (PIPS)
- Quality Council
- The Organization capability to provide the requisite staffing, facilities, and services (Hospital Plan for Provision of Patient Care)

GOALS

The goal is to facilitate care for patients with neurological injuries (TBI) through coordination, communication, and education across the care continuum using evidence-based practices. Additionally, to evaluate neurotrauma (TBI) care through the Neurotrauma Multidisciplinary Council and the performance improvement structure to ensure consistency in care delivery in accordance with the mission and goals of San
The Neurotrauma (TBI) Team is established and consists of:

- Neurotrauma Program Medical Director
- Neurotrauma Program Coordinator
- Neurological Surgery Attending Physicians
- Neurosurgical Nurse Practitioners
- PGY-1 rotating on the Neurosurgical Service at SFGH
- PGY-3 or PGY-4 rotating on the Neurosurgical Service at SFGH (Neurosurgical Chief Resident)
- Neurotrauma Fellow
- Neurological Surgery Clinical Nurse Specialist
- Neuropsychologist
- Neurotrauma Outreach Program (NTOP) Social Workers
- Traumatic Brain Injury Outcome Coordinator

The Neurotrauma Service will provide 24/7 coverage for neurological emergencies and management of the neurotrauma patient.

A member of the Neurotrauma Service will rapidly respond to the emergency department and provide neurological evaluation for those patients presenting with signs and symptoms of neurological injury. (See Appendix A: Guideline for Neurotrauma Response to Activation in the patient with Suspected TBI). After prompt evaluation, the Neurosurgical Attending will be notified via pager who will make the decision regarding admission and definitive treatment.

- Traumatic Brain Injury care is based upon the care guidelines established by the Brain Trauma Foundation, the American Association of Neurological Surgeons, and the Congress of Neurological Surgeons.
- Level of care and the admitting service is determined by the Neurotrauma Chief Resident after case review with the Neurosurgical Attending Physician. Regardless of the admitting service the Neurotrauma Team will assume responsibility for all care and decision-making that is associated with TBI management.
- Standardized and approved traumatic brain injury order sets and clinical practice guidelines (CPG’s) will be instituted and utilized to coordinate and guide the care of all TBI patients regardless of admitting service or admitting unit.

The Neurotrauma Medical Director is appointed by the San Francisco General Hospital and Trauma Center Chief of Neurological Surgery.

The Neurotrauma Medical Director has overall responsibility for assuring the implementation of a planned and systemic process for monitoring, evaluating and
improving Neurotrauma care: (See Appendix B: Neurotrauma Medical Director Job Description).

- Ensures the quality and appropriateness of patient care and treatment
- The clinical performance of individuals with privileges caring for patients with neurological injury
- Development and evaluation of Neurotrauma Program performance improvement activities
- Active participation in neurotrauma meetings, disseminating performance improvement data to multidisciplinary team.
- Assures that the neurotrauma performance improvement (PI) program meets all internal and external requirements as outlined by the Neurotrauma Performance Improvement and Patient Safety Policy (See Appendix C: Neurotrauma Performance Improvement and Patient Safety Policy and Appendix D: Data Verification and Validation Plan), the Trauma Program PI Process and in accordance with the PI Policy established by SFGH hospital administration.
- Receives communication directly from medical staff committees, investigates and responds accordingly.
- Reviews monthly morbidity and mortality reports presented to the Neurosurgical Surgery Department at the University of California, San Francisco (UCSF).
- Communicates directly with physicians and other staff about quality issues.
- Provides liaison between the Neurotrauma Program and hospital administration.
- Reports annually to the hospital Performance Improvement and Patient Safety Program (PIPS’).
- Ensures Attending Physician participation in PI projects and incorporates conclusions into individual practice.
- Directs the multidisciplinary functions of the Neurotrauma (TBI) Program.

- The Neurotrauma Program Coordinator, is appointed by the Medical Director of the Neurotrauma Program.

- The Neurotrauma Program Coordinator is responsible for oversight in collaboration with the Neurotrauma Medical Director for services provided to the Neurotrauma (TBI) patient population. The Neurotrauma Program Coordinator plans, coordinates, directs, and evaluates the care delivered to the neurotrauma patient by maintaining the Joint Commission TBI Certification Standards of performance and practice. Additionally, he/she coordinates educational programs for new evidence-based practice for the multidisciplinary team. (See Appendix E: Criteria Based Performance Expectations and Appraisal Report Neurotrauma Program Coordinator)
  - Directs and ensures education requirements for those staff caring for neurotrauma patients.
  - Evaluates performance improvement data in collaboration with the Neurotrauma Medical Director and ensures dissemination to the multidisciplinary team caring for the neurotrauma patient.
Leads the Neurotrauma Multidisciplinary Council meetings and disseminates quality indicator/assurance data.

Directs the development of patient educational materials.

Liaisons with Quality Management and provides oversight of data collection, analysis, and reporting.

Plans and assures deliverance of community outreach programs for TBI prevention and education.

Obtains patient data through review of records, and communication with all levels of health care providers as well as families/significant others in order to ensure appropriateness of patient care.

Identifies system and provider related issues in care delivery.

- The Neurotrauma Multi-disciplinary Council is composed of the following representatives
  - Hospital Administration/Leadership
  - Regulatory and Quality Management
  - Nursing Leadership from across the Care Continuum
  - Trauma Program Manager
  - Social Work/Neurotrauma Outreach
  - Physical Medicine & Rehabilitation
  - Rehabilitation
  - Nutrition
  - Radiology
  - Neuropsychology
  - Neurosurgery Nurse Practitioners
  - Neurosurgery Medical Staff

- The purpose of the Neurotrauma Multi-disciplinary Council is to ensure consistency in care delivery in accordance with the mission and goals of San Francisco General Hospital and Trauma Center and the Community Health Network. This shall include but is not limited to the following areas of program development and patient care
  - Changes in TBI Care Processes
  - Policy Creation, Review and Approval
  - Quality Measure and Data Review and Presentation
  - Neurotrauma (TBI) Program Performance Improvement
  - Education and Outreach

REPORTING RELATIONSHIP(S):

- The Neurotrauma (TBI) Program is a hospital-supported program under the Department of Neurological Surgery. The Neurotrauma (TBI) Program Medical Director and Program Coordinator are responsible for the establishment, maintenance and support of the Neurotrauma (TBI) Program in accordance with The Joint Commission Disease Specific Care Certification (DSC) standards. The Neurotrauma Program Coordinator is accountable to and reports to the Neurotrauma Program Medical Director and Chief Nursing Officer. The Neurotrauma Program Medical
Director is accountable to and reports to the hospital Chief Medical Officer (CMO). The SFGH Chief Medical Officer will report to the SFGH Chief Executive Officer (CEO) on behalf of the Neurotrauma (TBI) Program. The Neurotrauma (TBI) Program formally reports to the Quality Council, co-chaired by the CMO and CEO. Neurotrauma performance measure(s), improvement, and patient safety data are included in the Neurosurgery Service report to the hospital Performance Improvement and Patient Safety (PIPs) Committee.

- Performance improvement data will be disseminated to interdisciplinary services providing care to the neurotrauma (TBI) patient including but not limited to: the Neurotrauma Multidisciplinary Council, the SFGH Trauma Multidisciplinary Peer Review Committee, the Trauma Program Operational Process Performance Improvement Committee, the hospital Performance Improvement and Patient Safety (PIPs) Committee, the hospital Nursing Quality Forum (NQF), and the hospital Quality Council (QC).

**APPENDICES**

- Appendix A: Guidelines for Neurotrauma Response to Activation in the Patient with Suspected Traumatic Brain Injury
- Appendix B: Neurotrauma Medical Director Job Description
- Appendix C: Neurotrauma Performance Improvement and Patient Safety Policy
- Appendix D: Data Verification and Validation Plan
- Appendix E: Criteria Based Performance Expectations and Appraisal Report Neurotrauma Program Coordinator

**CROSS REFERENCES**

SFGH Administrative Policy & Procedures
- 8.09 Hospital Plan for Provision of Patient Care
- 17.01 Performance Improvement and Patient Safety Program (PIPS)
- 21.02 Sentinel Event Review Policy

**APPROVAL**

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<td>Medical Executive Committee</td>
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<td>Quality Council</td>
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<td>Neurosurgery: Geoff Manley MD 11/5/13</td>
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