LOUISIANA STATE UNIVERSITY
HEALTH SCIENCES CENTER - SHREVEPORT

2013 INTEGRATED PLAN FOR PROVISION
OF
HEALTH CARE SERVICES

_______________________
Joseph M. Miciotto
Administrator

_______________________
Kevin Sittig, M.D.,
Senior Associate Dean for Clinical Affairs/ Chief Medical Officer

Date Approved

Date Approved

REVIEWED/REVISED 9/03, 12/05, 12/06, 12/07, 2/08, 01/09, 01/10, 12/10, 12/11, 02/12, 01/13
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CLICK ON THE “Inside MyHSC” portal button on the bottom right hand side of the homepage
1. Scroll down the page and CLICK ON “HOSPITAL POLICY” section – once opened it will be the FIRST DOCUMENT listed at the top of the page
2. Staying on the same page as above (the HOSPITAL POLICY section) –
   - Scroll down the page and select the “HOSPITAL POLICY MANUALS” link -- it will also be found at section 1.5.1: “Information regarding Hospital Departments scope of services, workload data, and staffing is provided in the Integrated Plan for Provision of Healthcare Services”
A. LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER

This 459 licensed bed University Medical Center offers primary, secondary and tertiary care in Medicine, Surgery, Obstetrics/Gynecology, Psychiatry, Oncology and Pediatrics. The patients are both male and female and range in age from neonate to geriatrics. Patients at LSUHSC receive care in both inpatient and outpatient settings. Subspecialty care within Medical Service includes Cardiology, Nephrology, Pulmonary, Rheumatology and Infectious Disease, Dermatology, Endocrinology, Gastroenterology, and Hematology/Oncology. Surgical Services include General Surgery, Oncology Surgery, Neurosurgery, Burn Surgery, Cardiothoracic Surgery, Oral and Maxillofacial Surgery, Plastic and Reconstructive Surgery, Urologic Surgery, Transplant Surgery and Vascular Surgery. The Obstetric/Gynecologic subspecialties include Maternal-fetal Medicine, GYN Endocrinology, GYN Surgery, and GYN Oncology. Subspecialties within the Pediatric Department include Cardiology, Endocrinology, Gastroenterology, Genetics, Hematology/Oncology/Sickle Cell, Infectious Disease, Neonatology, Pulmonary/Allergy, and Genetics.

<table>
<thead>
<tr>
<th>Licensed Bed (as of FY 11-12)</th>
<th>FY 11-12 Workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>165</td>
</tr>
<tr>
<td>Surgical</td>
<td>109</td>
</tr>
<tr>
<td>ICU</td>
<td>44</td>
</tr>
<tr>
<td>Obstetrics</td>
<td>28</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>37</td>
</tr>
<tr>
<td>PICU</td>
<td>8</td>
</tr>
<tr>
<td>Psych. Care</td>
<td>51</td>
</tr>
<tr>
<td>Burn Care</td>
<td>17</td>
</tr>
<tr>
<td><strong>Total Licensed Beds</strong></td>
<td><strong>459</strong></td>
</tr>
<tr>
<td>Nursery</td>
<td>25</td>
</tr>
<tr>
<td>NICU</td>
<td>40</td>
</tr>
<tr>
<td>Labor &amp; Delivery</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total Non-licensed Beds</strong></td>
<td><strong>73</strong></td>
</tr>
<tr>
<td><strong>Total Beds (licensed+non-licensed)</strong></td>
<td><strong>532</strong></td>
</tr>
<tr>
<td><strong>Total Staffed Beds</strong></td>
<td><strong>502</strong></td>
</tr>
</tbody>
</table>
B. ACADEMIC AFFILIATIONS

Students

Louisiana State University Health Sciences Center provides an excellent environment for learning as well as patient care and research. Students with the following career interests rotate through the LSU Health Sciences Center.

- Audiology/Speech Pathology
- Cardiopulmonary Service
- Communication Disorders
- Dental Assistants
- Dietetics
- Child Life Therapy
- Emergency Medical Technicians
- CRNA
- Medical Technology
- Medical Assistants
- Surgical Technology
- Radiologic Technology
- Healthcare Management
- Medicine
- Nursing
- Occupational Therapy
- Pharmacy
- Physical Therapy
- Physician's Assistants
- Respiratory Therapy
- Health Information Technology
- Advanced Practice Nursing
- Recreational Therapy
- Nuclear Medicine
- Radiation Therapy

Affiliated Schools and Universities

- University of Arkansas
  - Nuclear Medical Students
- Bossier Parish Community College
  - Physical Therapist Assistant Students
  - Surgical Technology
  - Respiratory Technology
- Bossier Parish Emergency Medicine Service
  - Emergency Medical Technician
- Caddo Career Center
  - Nursing Assistants
- Caddo Fire District
  - Emergency Medical Technician
- Trinity University
  - Healthcare Administration
- LSU –S
  - Healthcare Administration
- Grambling State University
  - Nursing
- Louisiana Technical University
  - Dietetics
  - Health Information Technology
  - Audiology
  - Child-Life Therapy
- HICA
  - Pharmacy
- Idaho University
  - Pharmacy
Louisiana Technical College – Shreveport/Bossier Campus
   Emergency Medical Technician
   Louisiana Practical Nursing
University of Louisiana at Monroe
   Dental Hygiene
   Occupational Therapy Students
   Pharmacy
Marquette University @ Milwaukee, Wisconsin
   Physical Therapy Students (DPT)
Northwestern State University
   Nursing
   Radiologic Technology
Ohio Northern University
   Pharmacy
Panola Community College
   Certified Occupational Therapy Assistant Students
   Vocational Nursing
City of Shreveport
   JTPA
   Emergency Medical Technician
Sacred Heart University @ Fairfield, Connecticut
   Physical Therapy Students (DPT)
Shreveport Job Corp
   Ward Clerk
   Medical Assistant
   Dental Assistant
   Physical Therapy
Southern Arkansas Community College @ El Dorado, Arkansas
   Physical Therapist Assistant Students
Southern University
   Cardio-vascular Techs
   Therapeutic Recreation
   Health Information Technology
   Radiological Technology
   Nursing
   Phlebotomy
   Respiratory Therapy
University of Central Arkansas @ Conway, Arkansas
   Physical Therapy Students (DPT)
University of Kentucky @ Lexington, Kentucky
   Physical Therapy Students (MPT)
University of Louisiana @ Lafayette
   Management Interns
University of Southern California @ Los Angeles, California
   Physical Therapy Students (DPT)
University of Texas @ Tyler
   Nursing Students
University of Texas @ Arlington
C. PATIENTS SERVED
The services of LSUHSC are made available to the Ark-La-Tex catchment area. This area encompasses 9 counties in Arkansas, 31 parishes in Louisiana, and 23 counties in Texas.

D. MISSION
Shreveport's University Hospital serves the Ark-La-Tex community by providing
- excellence in patient care services,
- a teaching facility for training future medical and allied health care professionals,
- an environment conducive to medical and scientific research.

E. VISION
The vision of LSUHSC is to become a center of excellence in which patient care, education, and research consistently and completely meet the following standards:
- competent,
- courteous,
- compassionate, and
- considerate care.

F. PHILOSOPHY OF PATIENT CARE SERVICES
The fundamental philosophy of the University Hospital is to provide patients with optimal patient care in a safe environment. The patient’s biophysical, biopsychosocial, environmental, self-care, educational and discharge needs are included in the delivery of care with respect for the patient’s rights regardless of race, color, creed, nationality or economic status. Members of the various departments strive to fulfill their professional, social and ethical obligations to the patient/family, physicians, the hospital, the community and their own personnel. The Hospital's ultimate goal is to return the patient to his or her family and community, with restored or maximum potential for health and productive capacity whenever possible; when this goal becomes impossible, we strive to maintain the patient's comfort and dignity until death.

G. DEFINITIONS OF PATIENT SERVICE, PATIENT CARE AND PATIENT SUPPORT
Patient services at LSUHSC occur through an organized and systematic process designed to ensure the delivery of safe, effective care and treatment. Providing patient services and the delivery of patient care require specialized knowledge, judgment and skill derived from the principles of biological, physical, behavioral, psychosocial and medical sciences. As such, patient services will be planned, coordinated, provided, delegated and supervised by professional health care providers who recognize the unique physical, emotional and spiritual needs of each person. Patient care encompasses the recognition of disease and health, patient teaching, patient advocacy and research. Under the auspices of the Health Sciences Center, medical staff, registered nurses, and allied health care professionals, function collaboratively as part of a multi-disciplinary team to achieve positive patient outcomes. In a sense, patient services are limited to those services that have direct contact with patients. The full scope of patient care is provided only by those professionals who are also charged with the additional functions of 1) patient care assessment and 2) planning patient care based on findings from the assessment. While patient care services, including assessment and planning, are primarily provided by licensed staff, patient support services may be provided by a variety of individuals and may include services that do not require direct contact with patients, but do support the care provided by the direct care providers.
The Emergency Medical Department at LSU Health Sciences Center is a Trauma Center that provides care for approximately 65,000 patients annually. Patients who present for treatment, stabilization, resuscitation, and/or referral include acute or chronic conditions of OB/GYN, pediatrics, orthopedics, and psychological, medical, surgical and traumatic injuries. Non-urgent patients meeting specific criteria are treated in the Fast Track area. Occasionally, patients may require short term treatment and are referred to an outpatient clinic for follow-up care or to a community facility.

<table>
<thead>
<tr>
<th>Beds</th>
<th>Services</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ECC</strong></td>
<td><strong>Services</strong>: Trauma Center for the Ark-La-Tex region. Includes providing care for patients with: multiple trauma, acute neuro-trauma, medical, pediatric and psychiatric emergencies. Procedures primarily include: arterial line insertion, lumbar punctures, central line placement, thoracotomies, cervical spine stabilization/immobilization, reduction of fractures, CPR/ACLS/PALS/protocol, medication administration (Thrombolytic and Vasolytic), IV Conscious sedation and wound care management.</td>
<td><strong>ECC</strong>&lt;br&gt;ECC Director 1&lt;br&gt;RN Supervisor II 2&lt;br&gt;RN Sup I 7&lt;br&gt;RN III 4&lt;br&gt;RN II and I 48&lt;br&gt;Transients RN 7&lt;br&gt;LPN 5&lt;br&gt;NA II 8&lt;br&gt;Adm. Coordinator 8&lt;br&gt;Social Counselor II 2&lt;br&gt;Adm. Coordinator III 3&lt;br&gt;Business Analyst 1&lt;br&gt;Administrative Asst. IV 1&lt;br&gt;Medical Specialist 1&lt;br&gt;Psych Aides 11&lt;br&gt;Hospital Admit Tech 6 1&lt;br&gt;Hospital Admit Tech 4 2&lt;br&gt;Hospital Admit Tech 3 1&lt;br&gt;Hospital Admit Tech 1/2 8</td>
</tr>
<tr>
<td><strong>39 – Total Beds</strong>&lt;br&gt;16 – Cardiac Monitored Beds&lt;br&gt;3 – Chair Asthma Room&lt;br&gt;2 – Code/Trauma Beds&lt;br&gt;2 – Orthopedic Procedure Rooms&lt;br&gt;9 – Fast Track/Pediatric Exam Rooms&lt;br&gt;5 – Unmonitored Beds&lt;br&gt;2 – Psych Exam Chairs (Main ECC)</td>
<td><strong>Ages</strong>: Birth to Geriatrics</td>
<td></td>
</tr>
<tr>
<td><strong>Psych. Crisis Unit</strong>&lt;br&gt;20 Outpatient Beds</td>
<td>The Psychiatric Crisis Unit (PCU) is a lock-down short term overnight unit. Patients are in the PCU to be evaluated for discharge or inpatient admission.</td>
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<tr>
<td></td>
<td><strong>Ages</strong>: Adults over age 18</td>
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</table>

The ECC operate on two separate floors:<br>1st floor – Trauma and Medicine, Peds and Fast Track<br>3rd floor – Psychiatric Crisis Unit
AMBULATORY CARE SERVICES
SPECIALTY CLINICS

1. Overview
The Ambulatory Care Clinics provide primary, specialty and diagnostic care via operation of 18 clinic sites. The clinics are open Monday through Friday; operating hours vary between the hours of 0700-16:30 but continues until all patients seen.

2. Services Provided
The ACD provide services for outpatients and selected inpatients of all ages, including neonatal/infants, toddler/preschool, school age/adolescents, adults and geriatrics who require varying degrees of care, including urgent, acute, chronic and health care prevention and maintenance. Services vary according to individual clinics and include care for patients who require treatment in the following specialty areas: General Medicine and subspecialties, Family Medicine, Neurosurgery, Neurology, Obstetrics/ Gynecology, Oral Maxillofacial Surgery, Orthopedics, Otolaryngology, General Children's Health and subspecialties, Psychiatry, General Surgery and subspecialties, Urology, and Infusion/Recovery Area.

3. Methods of Meeting Customer Needs
A. Provide continuity of care for outpatients and selected inpatients who may be transported to the clinics for special procedures/exams.
B. Provide efficient utilization of diagnostic and treatment facilities
C. Provide health education for patients and/or their care givers
D. Maintain a safe and clean environment that is equipped with accommodations to meet physical needs
E. Provide opportunities for clinical research
F. Reevaluate processes/outcomes
G. Provide a competent level of care by staff whose competency has been validated
H. Preserve patient's basic human rights
I. Provided access to adjust resources in a timely manner
<table>
<thead>
<tr>
<th>Clinic</th>
<th>Services</th>
<th>FTEs</th>
</tr>
</thead>
</table>
| 1  Children’s Health      | Services: Provide evaluation and treatment of illnesses to include self limiting, acute, chronic, growth and development, consultative, and diagnostic services.  
Patient Ages: Birth to Age 17  
Patient Ages: All Ages (Allergy Clinic) | RN Supervisor B (Clinic Manager) 1  
Manger 1  
RN Supervisor A 3  
RN III 2  
RN II 3  
LPN II 4  
NA II 3  
Administrative Coordinator 5  
Hospital Admit Techs 1  
Admission Technician (Transient)  |
| 2  Comprehensive Care and Primary Care Family Practice | Services: Provide continuing comprehensive care health management and maintenance to the entire family. Include patients that require varying degrees of care, including urgent, acute, and chronic care, diagnostic services, GYN, OB, delivery of infants, preventive/health care maintenance, well baby and child health care, adult health care minor surgery and procedures, chronic disease treatment. Referrals are made to specialty clinics as needed.  
Patient Ages: All Ages | RN Supervisor A (Clinic Manager) 1  
RN III 4  
RN II 2  
LPN II 2  
NA II 3  
Administrative Coordinator 3  
*Hospital Admit Techs  
*Shared with Family Practice Clinic |
| 3  Endoscopy              | Services: Provide diagnostic and therapeutic endoscopic procedures. Consultative as well as treatment and diagnostic services are provided.  
Patient Ages: All Ages | RN Supervisor A (Clinic Manager) 1  
RN III 5  
RN II 1  
Flex RN 1  
Hospital Admit Tech 5  
Medical Specialist |
| 4  Family Practice Faculty | Services: Provides continuing comprehensive care, health management and maintenance to the entire family. Includes patients that require varying degrees of care, including urgent, acute and chronic care, GYN/OB, preventative healthcare, well child care, adult minor procedures, acupuncture, and specialized pain care management. Referrals are made to specialty clinics as needed.  
Patient Ages: All Ages | RN III 2  
RN II 1  
Hospital Admit Techs 1  
NA 1  |
<table>
<thead>
<tr>
<th>Clinic</th>
<th>Services</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Family Practice</td>
<td>Services: Provide continuing comprehensive care health management and</td>
<td>RN Supervisor A (Clinic Manager)</td>
</tr>
<tr>
<td></td>
<td>maintenance to the entire family. Include patients that require varying degrees of care, including urgent, acute, and chronic care, diagnostic services, GYN, OB, delivery of infants, preventive/health care maintenance, well baby and child health care, adult health care minor surgery and procedures, chronic disease treatment. Referrals are made to specialty clinics as needed.</td>
<td>RN III 1, RN II 1, LPN II 2, NA II 1,</td>
</tr>
<tr>
<td></td>
<td>Patient Ages: All Ages</td>
<td>Flex RN 2, Administrative Coordinator 3</td>
</tr>
<tr>
<td>6 General Medicine</td>
<td>Services: Include patients with acute, self-limiting, and chronic medical conditions. Primary care and consultative services are provided.</td>
<td>RN Supervisor A (Clinic Manager) 1, RN Sup A 2, RN II 3, LPN II 2, NA II 3, Hospital Admit Tech</td>
</tr>
<tr>
<td></td>
<td>Patient Ages: All Ages</td>
<td></td>
</tr>
<tr>
<td>7 Medicine Specialty Clinic</td>
<td>Services: Provides consultative, diagnostic, therapeutic, and referral services to patients.</td>
<td>RN Supervisor A (Clinic Manager) 1, RN II 4, LPN II 1, NA II 1, Administrative Coordinator 2, Hospital Admit Tech</td>
</tr>
<tr>
<td></td>
<td>Patient Ages: All Ages</td>
<td></td>
</tr>
<tr>
<td>8 Oral Surgery</td>
<td>Services: Provide Consultative, diagnostic, and therapeutic service for patients with toothaches, abscesses, TMJ problems, facial fractures, dentofacial deformities, pathological, conditions of and/or injuries to the mandible and maxillofacial complex.</td>
<td>RN Supervisor A (Clinic Manager) 1, RN II 1, LPN II 2, Medical Specialist 2, Administrative Coordinator</td>
</tr>
<tr>
<td></td>
<td>Patient Ages: All Ages</td>
<td></td>
</tr>
<tr>
<td>9 Orthopedic</td>
<td>Services: Provide consultative, diagnostic and therapeutic services for patients who experience bone, muscle and nerve pathology. Includes: fractures, osteoma, low back pain, scoliosis, tendonitis, sprains, ganglion cyst, synovitis, degenerative joint disease, dislocation, intervertebral disc disorder, carpal tunnel syndrome, total hip replacement and total knee replacement.</td>
<td>RN Supervisor A (Clinic Manager) 1, LPN II 3, NA II 1, LPN (Transient) 1, Administrative Coordinator 2, Medical Specialist 1, Hospital Admit Tech Lead worker</td>
</tr>
<tr>
<td></td>
<td>Patient Ages: All Ages</td>
<td></td>
</tr>
<tr>
<td>Clinic</td>
<td>Services</td>
<td>FTEs</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>10 Otolaryngology</td>
<td>Services: Provide diagnostic and management of acute or chronic conditions of the ear, nose and throat. Include infectious diseases, congenital and developmental disorders, cancer, trauma, allergic disorders and facial plastic and reconstructive surgery. Patient Ages: All Ages</td>
<td>RN Supervisor A (Clinic Manager) 2 RN II 1 NA II 3 Hospital Admit Tech</td>
</tr>
<tr>
<td>11 Psychiatry</td>
<td>1) Services: Provide psychiatric consultation, evaluation, treatment, and referral services for a wide range of psychiatric problems. Patient Ages: All Ages</td>
<td>1) Office Coordinator 1 Hospital Admit Tech 1</td>
</tr>
<tr>
<td></td>
<td>2) Child and Adolescent Psychiatry Faculty Clinic at 820 Jordan Street Suite 104 Services: Provide psychiatric consultation, evaluation, treatment. Also, offers court or attorney referred forensic psychiatry services. Patients Ages: All ages</td>
<td>2) HIM Supervisor 1 Hospital Admit Tech 1</td>
</tr>
<tr>
<td></td>
<td>3) ACC Psychiatry Faculty Clinic Services: Provide psychiatric consultation, evaluation. Also, offers court or attorney referred forensic psychiatry services. Patients: For Faculty patients</td>
<td>3) Hospital Admit Tech 1</td>
</tr>
<tr>
<td>12 Surgery</td>
<td>Services: Provide consultative, diagnostic, therapeutic and referral services to patients who are potential surgery candidates, patients who have had surgery, and patients that have acute or chronic medical conditions of the upper or lower extremities related to diabetes mellitus. Patient Ages: All Ages</td>
<td>RN Supervisor A (Clinic Manager) 1 RN II 3 LPN II 3 NA II 3 Hospital Admit Tech</td>
</tr>
<tr>
<td>13 Urology</td>
<td>Services: Provide diagnostic and therapeutic management of urology conditions to patients. Include: genito-urinary and adrenal conditions, acute and chronic; radiological procedures and specialty diagnostic tests, and surgical procedures are also performed. Patient Ages: All Ages</td>
<td>RN Supervisor A (Clinic Manager) 1 RN II 1 LPN II 1 NA II 2 Administrative Coordinator 2 Hospital Admit Tech</td>
</tr>
<tr>
<td>14 Viral Disease</td>
<td>Services: Serves all patients infected with the HIV virus. Provides diagnostic testing, therapeutic services, health care maintenance, consultative services and referrals. Also include patients with related conditions such as TB, Hepatitis, cancers and wasting conditions associated with AIDS. Patient Ages: All Ages</td>
<td>RN Supervisor A (Clinic Manager) 1 RN II 1 Hospital Admit Tech 1 Registered Dietician</td>
</tr>
<tr>
<td>Clinic</td>
<td>Services</td>
<td>FTEs</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>------------------------------------</td>
</tr>
</tbody>
</table>
| 15 Women’s Health/Perinatal | Services: Provide diagnostic and prescribing, post-partum care, post-operative follow-ups, OB care, non-stress testing, follow-ups of acute and chronic illnesses, routine annual pelvic exams and pap smears, continuity OB/GYN, ultrasound, and amniocentesis. Patient Ages: Females primarily child-bearing through geriatrics | RN Supervisor A (Clinic Manager) 1  
RN III 1  
RN II 2  
LPN III 5  
LPN II 7  
NA II 5  
Administrative Coordinator 3  
Hospital Admit Tech 2  
Medical Sonographer 1  
LPN (OB/GYN Dept.) 1 |
| 16 Neurosurgery/Neurology       | Services: Provides examination, diagnosis, treatment, follow-up, and patient education. Also, includes minor diagnostic and surgical procedures. Consists and referrals are made to specialty areas as needed. Patient Ages: All Ages | RN Supervisor A (Clinic Manager) 1  
RN II 1  
LPN II 1  
NA 1  
Hospital Admit Tech 1 |
| 17 Infusion/Recovery Area       | Services: Provides infusion therapy (IV fluids, medications, blood products and chemotherapy) to patients. Patient Ages: Adult (>17) | RN Supervisor A (Clinic Manager) 1  
RN II 1  
Medical Specialists 1 |
| 18 Prisoner                  | Services: Include patients with acute, self-limiting, and chronic medical conditions. Primary care and consultative services are provided. Provide diagnostic and therapeutic management of urology conditions to patients. Provide diagnostic and management of acute or chronic conditions of the ear, nose and throat. Patient Ages: All Ages | RN II 1 |
| 19 Centralized Registration Areas | Services: Responsible for interviewing the patient to collect and document accurate demographic and financial information which is used for identification, medical record documentation, statistical tracking, patient contact and reimbursement.  
• 1st Floor Registration areas of responsibility include Medicine Specialty Clinic, Telemedicine Clinic  
• 2nd Floor Registration areas of responsibility include General Medicine Clinic, Neurosurgery Clinic and Neurology Clinic  
• 3rd Floor Registration areas of responsibility include Oral Surgery Clinic, Infusion/Recovery Clinic.  
Patient Ages: All Ages | Hospital Admit Tech (1st Floor) 3  
Hospital Admit Tech (2nd Floor) 4  
Hospital Admit Tech (3rd Floor) 2 |
<table>
<thead>
<tr>
<th>Clinic</th>
<th>Services</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Courier Service</td>
<td>Mobile Equipment Operators</td>
</tr>
<tr>
<td></td>
<td>Services: Responsible for providing vehicular transport for patients, visitors, employees to and from the hospital, Comp Care Building, Eye Clinic, Ambulatory Care Center, FW Cancer Center, other health care facilities and various patient parking lots. Responsible for retrieving and/or returning equipment to/from various healthcare facilities. Responsible for the daily transport of patient medical and digital records, laboratory specimens, clinic equipment, medical supplies, laundry and nourishment. Performs errands for multiple off-campus ambulatory care clinics. Ambulatory Care Division, hospital departments and Hospital Administration.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Patient Ages: All Ages</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Administrative Support Services</td>
<td>RN Director</td>
</tr>
<tr>
<td></td>
<td>• Functions in an administrative/managerial role that supports ACD and hospital mission.</td>
<td>RN Manager</td>
</tr>
<tr>
<td></td>
<td>• Assists with clinic activities and patient care by assigning float staff to support clinic needs.</td>
<td>RN Supervisor A</td>
</tr>
<tr>
<td></td>
<td>• Provides nursing staff/leadership for ACC/WCC building S.T.A.R.T. (rapid response team).</td>
<td>Administrative Program</td>
</tr>
<tr>
<td></td>
<td>• Provides assistance with patient appointments needs via telephone contact with patient and other healthcare facilities.</td>
<td>Manager</td>
</tr>
<tr>
<td></td>
<td>• Coordinates and provides departmental orientation, in-service education and point of care training.</td>
<td>RNIII</td>
</tr>
<tr>
<td></td>
<td>• Conduct EHR audits and nursing documentation review to improve practice patterns.</td>
<td>RNII</td>
</tr>
<tr>
<td></td>
<td>• Facilitate the development and revision of ACD policies, procedures and forms.</td>
<td>Flex RN (Part time)</td>
</tr>
<tr>
<td></td>
<td>• Serves a resource for interpretation of CMS and JC Standards by keeping staff abreast of any changes.</td>
<td>NA Transient</td>
</tr>
<tr>
<td></td>
<td>• Manages employee department files.</td>
<td>Hospital Admit Tech Lead</td>
</tr>
<tr>
<td></td>
<td>• Acts as liaison with other hospital departments.</td>
<td>Worker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Admission Technician</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Transient)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LPN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hospital Admit Tech</td>
</tr>
</tbody>
</table>
## OPHTHALMOLOGY CLINIC

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Services</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ophthalmology</td>
<td><strong>Services:</strong> Provides diagnostic and therapeutic services for patients who have eye pathology. Specialty clinics include: Cornea, Retina, Pediatric, Faculty, Contact Lens, Glaucoma, Uveitis, Neuro-Ophthalmology, Low Vision, IDDM, Oculoplastic and Low Vision Clinic.</td>
<td>RN Clinic Manager 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RN II 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Clinical Associates 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medical Specialists 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hospital Admit Tech 6</td>
</tr>
<tr>
<td><strong>Patient Ages:</strong></td>
<td>All Ages</td>
<td></td>
</tr>
</tbody>
</table>
Feist-Weiller Cancer Center Overview

1. Overview
The Feist-Weiller Cancer Center, as part of the Ambulatory Care Division of LSUHSC-Shreveport, provides primary, specialty, diagnostic, and therapeutic care for patients with active cases of cancer, cancer in remission, and survivors of cancer via operation of three clinics, Radiology, Endoscopy, and Surgical services all located in a single building. The clinics are open Monday through Friday; operating hours vary between the hours of 0700-17:30 but continues until all patients are seen.

2. Services Provided
The FWCC provide services for outpatients of all ages, including infants, toddler/preschool, school age/adolescents, adults and geriatrics who require varying degrees of care, including urgent, acute, chronic and health care prevention and maintenance. Services vary according to individual clinics and include care for patients who require treatment in the specialty areas of Adult Hematology/Oncology, Pediatric Hematology/Oncology, Surgical Oncology, and Head and Neck Oncology.

3. Methods of Meeting Customer Needs
A. Provide continuity of care for outpatients who may be transported to the clinics for special procedures/exams
B. Provide efficient utilization of diagnostic and treatment facilities
C. Provide health education for patients and/or their care givers
D. Maintain a safe and clean environment that is equipped with accommodations to meet physical needs
E. Provide opportunities for clinical research
F. Reevaluate processes/outcomes
G. Provide a competent level of care by staff whose competency has been validated
H. Preserve patient's basic human rights
I. Provided access to adjust resources in a timely manner
Feist-Weiller Cancer Center

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Services</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Adult Hematology/Oncology</td>
<td>Services: Serves patients with acute and chronic blood disease processes, the different types of cancer and adult sickle cell disease. Provides diagnostic and consultative services. Patient Ages: Adolescence through the Adult Life Span</td>
<td>RN Clinic Manager 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RN Sup I 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RN III 9</td>
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<tr>
<td></td>
<td></td>
<td>LPN II 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NA II 4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hospital Admit Tech (includes central registration staff) 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phlebotomist 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medical Technologist 3</td>
</tr>
<tr>
<td>2. Pediatric Hematology/Oncology</td>
<td>Services: Serves patients with acute and chronic blood disease processes, the different types of cancer and adult sickle cell disease. Provides diagnostic and consultative services. Patient Ages: Birth through Age 17</td>
<td>RN Clinical Coordinator 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RN III 1</td>
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<tr>
<td></td>
<td></td>
<td>RN II 1</td>
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<tr>
<td></td>
<td></td>
<td>NA II 1</td>
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<tr>
<td></td>
<td></td>
<td>Hospital Admit Tech 1</td>
</tr>
<tr>
<td>3. Surgical Oncology Services</td>
<td>Services: Provides diagnostic, consultative, therapeutic, and referral services for patients with general surgical tumors, head and neck tumors, lesions, breast and head/neck cancer screenings, diagnostic and therapeutic Endoscopy and Surgical procedures. CT, Breast Imaging, and diagnostic Radiology services available. Patient Ages: Adolescence through the Adult Life Span</td>
<td>RN Clinic Manager 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RN III 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LPN III 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NA II 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hospital Admit Tech 2</td>
</tr>
</tbody>
</table>

PI plan and FTEs for Radiology, Endoscopy, and Surgery services in FWCC provided through “home” departments responsible for policies and procedures and credentialing.
# PATIENT CARE SERVICES

<table>
<thead>
<tr>
<th>UNIT</th>
<th>NUMBER OF BEDS</th>
<th>SERVICES MOST FREQUENTLY PROVIDED</th>
<th>FTE’s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Burn Center (1J)</strong></td>
<td>5-ICU 1-PACU 7-Convalescent Surgical Suite Acute Care Clinic Faculty Clinic</td>
<td><strong>Services:</strong> Inpatient and outpatient care utilizing American Burn Association criteria for admission and treatment for burn patients; provides care for non-infected intensive care patients when burn census is low. Provides wound care, dressing changes, surgical procedures, monitoring of invasive lines, pain management, Rehabilitation Services, and clinical research. <strong>Patient Ages:</strong> All ages</td>
<td>RN Manager 1 RN Sup I 2 RN III 5 RN II 13 NA II 5 Admin. Coor. 2 Medical Assistant 1 Surgical Tech 1</td>
</tr>
<tr>
<td><strong>Day Surgery (3G) FWCC ACD</strong></td>
<td>25-Beds Hours of Operation 0530-1800 Tuesdays Only 0600 - 1900</td>
<td><strong>Services:</strong> Provides same day surgery services, pre/post operative teaching, and follow-up for GYN, Ortho, OPT, GU, ENT, Burn, Renal, Neurosurgery, General Surgery, Plastics, Pediatrics, Oral Surgery, Pediatric Dentistry, Head and Neck Surgery, Lithotripsy, Vascular Surgery, Core Liver Biopsy, and Myelogram. <strong>Patient Ages:</strong> All Ages</td>
<td>RN Manager (Day Surgery &amp; 9KE) 1 RN Sup I 1 RN III 3 RN II 7 Flex RN 3 LPN 2 NA 2 Admin. Coor. 2</td>
</tr>
<tr>
<td><strong>SICU (3J)</strong></td>
<td>18-Beds 18-High Acuity</td>
<td><strong>Services:</strong> Provides services for critically ill patients who present for treatment, stabilization, and or resuscitation which present with acute medical conditions, surgical conditions, and traumatic injuries. Includes care for all surgical services patient types. <strong>Patient Ages:</strong> Adolescence to Adult</td>
<td>RN Manager 1 RN Sup I 2 RN III 6 RN I and II 40 RN Flex 2 NA 7 Admin. Coor. 2 Medical Assistant 1</td>
</tr>
<tr>
<td>Unit</td>
<td>Beds</td>
<td>Services</td>
<td>Patient Ages</td>
</tr>
<tr>
<td>------------------------------</td>
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</tr>
<tr>
<td><strong>Neuro ICU</strong></td>
<td>10-Beds</td>
<td>Provides intensive care to the patient with CNS injury/disorders. Primarily neurosurgery patients with intracranial hemorrhage, brain tumors, cerebral aneurysms, and traumatic brain injury.</td>
<td>Adolescent to adult</td>
</tr>
<tr>
<td><strong>PACU (2K, 3K)</strong></td>
<td>2K – 8 Beds</td>
<td>Provides intensive observation and care of post-operative patients who have received anesthesia including emergency Endoscopy patients (after hours), post procedure pain patients, occasional Special Procedure patients that have received anesthetic drugs. Provides continuous monitoring and critical care nursing for ICU overflow patients awaiting critical care beds. Provides services for patients 24 hours a day, 7 days a week.</td>
<td>All Ages</td>
</tr>
<tr>
<td></td>
<td>3K – 9 Beds</td>
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<tr>
<td></td>
<td>FWCC – 4 Beds</td>
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<tr>
<td></td>
<td>ACD – 4 Beds</td>
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<tr>
<td><strong>OR</strong></td>
<td>2K, 3K</td>
<td>Provides perioperative services for patients 24 hour coverage, 7 days a week.</td>
<td>All Ages</td>
</tr>
<tr>
<td></td>
<td>2K, 9 OR Suites</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>3K, 9 OR Suites</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FWCC – 2 OR Suites</td>
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<td></td>
<td>ACC – 2 OR Suites</td>
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<td>LU – 2 OR Suites</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>1 – ESWL Suite</td>
<td></td>
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</tr>
<tr>
<td><strong>PICU (5J)</strong></td>
<td>8-Beds</td>
<td>Provides intensive care for critically ill pediatric patients with medical, surgical and trauma diagnoses, and occasional adult critical care patients.</td>
<td>Infants to 18 years of age</td>
</tr>
<tr>
<td><strong>Perinatal and Women's Health (4G)</strong></td>
<td>16-Beds</td>
<td>Provides care for high-risk obstetrical patients requiring hospitalization during pregnancy for PIH, Diabetes, Placenta Previa, Premature Rupture of Membranes and other complications during pregnancy.</td>
<td>Adolescence to Adults</td>
</tr>
<tr>
<td>Service Area</td>
<td>Beds</td>
<td>Services:</td>
<td>Patient Ages:</td>
</tr>
<tr>
<td>------------------------------</td>
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<td>---------------------------------------------------------------------------</td>
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</tr>
</tbody>
</table>
| Postpartum and Women’s Health (4J) | 14-Beds    | Provides care for postpartal patients, women requiring gynecological surgery, and occasional overflow from other services. | Adolescence to Adults                            | Manager (4G/J): 1  
RN III: 1  
RN: 4  
NA: 1  
Admin. Coor.: 1 |
| Newborn Nursery (4N)         | 25-Beds    | Level 1 nursery providing care for neonates requiring normal newborn care but not intensive care treatment (continuous O2 therapy, nasogastric feedings, or intravenous therapy). Includes Transitional Nursery, Holding Nursery, and Free Standing for infants rooming-in with mothers on the Perinatal/Women’s Health Unit. | Newborn Infants                                  | (Mgr NICU & Nursery):  
RN Sup I: 1  
RN II & I: 11  
LPN II: 2  
NA II: 2  
LPN Flex: 1 |
| Labor Unit (4K)              | 4-Labor Beds  
4-LDR  
6-Triage Beds  
1-SVE  
2-Surg/Delivery  
1-NRP Rooms  
2-Pre-op Holding Room Beds  
4-Recovery Beds | Provides services for all Antepartum and Intrapartum patients in labor or with obstetrical and/or medical complications (less than 20 weeks gestation are seen in the Women’s Health Clinic during working hours; after hours, holidays, and weekends, seen in the Labor Unit). All patients greater than 16 weeks are seen in the Labor Unit. Patients that are less than 16 weeks are seen in the Emergency Room. Includes fetal monitoring, hypertensive monitoring, assessment pre and post delivery, critical care OB, Pitocin, and MgSO4 drip, etc. Provides pre and post anesthesia care for gynecological surgery patients. | Adolescence to Adulthood                     | RN Manager: 1  
RN Sup: 1  
RN III: 5  
RN II and I: 51  
RN Flex: 6  
Admin. Coor.: 2  
Medical Asst.: 4  
NA: 10  
Child Life Manager: 2 |
| Pediatrics (5PN) & (6J)      | 33-Beds    | Provides care for Pediatric patients with older patients who are followed by pediatric medicine occasionally housed. Provides blood transfusions, chemotherapy and care for local St. Jude’s Children Hospital patients, video EEG’s, pH probes, and other treatments as needed for the general care of pediatric patients. | Newborns to 18 years of age                      | RN Manager: 1  
RN Sup I: 1  
RN III: 5  
RN II and I: 29  
NA: 10  
Admin. Coor.: 2  
Child Life Manager: 1 |
| NICU (5K)                    | 40-Beds    | Level 3 nursery that provides continuous individualized care to critically ill neonates with medical and surgical conditions requiring intensive care. Includes: physiological monitoring, respiratory support, IV therapy, feedings by gavage and stable infants requiring short-term observation/care. | Newborn Infants                                  | RN Manager: 1  
RN Sup I: 1  
RN III: 5  
RN II and I: 51  
RN Flex: 6  
Admin. Coor.: 3  
Medical Asst.: 1 |
| **Oncology (6KE)** | 19-Beds | **Services:** Provides services for Hematology/Oncology patients. Treatments include diagnostic testing, CA staging, chemotherapy, pain control, teaching, research, care of the patient receiving white cell depletion, TPE, SWOG, drug studies, radiation therapy, pre and post-op care and Gold 198. Outpatients are seen after hours in the BMT clinic. Services include, but are not limited to, blood transfusions, chemotherapy, Port-A-Cath care, and Biotherapy. **Patient Ages:** Adolescence to Adulthood (17-99) | RN Manager (6KE/6KW)  
RN Sup I 1  
RN III 2  
RN II 10  
NA II 4  
Admin. Coor. 2 |
| **Bone Marrow Transplant (6KW)** | 12-Beds  
12-Hepafilter Rms.  
PCS Blood/Marrow Services: 3-Infusion Chairs  
2-Treatment Rooms | **Services:** Provides care and services for Autologous, Transplants, Bone Marrow related disease, neutropenia, and patients with marrow and peripheral Blood Stem Cell Harvest and participation in Clinical Trials. General care patients are admitted if they are pre transplant and/or post transplant. This may include chemotherapy, apheresis, harvesting, transplant, Photopheresis, Leukopheresis, and central line/PAC care, DLI, Clinical Trials. **BMT Clinic**—provides outpatient procedure services including: blood/blood product infusions, DL Harvest, chemotherapy, Clinical Trials, electrolyte replacement, antibiotic therapy, Bio therapy, central line placement and management, patient teaching, as well as consultation services to outside Health Care Agencies for Autologous Transplants. **Patient Ages:** Adolescence to Adulthood (17-90) | (RN Mgr 6KE/6KW)  
RN III 2  
RN II 9  
NA II 2  
Medical Asst. 2 |
| **Medicine Unit A (7G)** | 24-Beds | **Services:** Provides services for primarily general medicine patients. Activities include pre/post-op care, IV therapy, PEG/NGT feedings, insulin therapy, skin care, etc. Provides telemetry monitoring for cardiac patients and/or patients from any service who require monitoring, including certain case of unstable angina and vasoactive infusions. **Patient Ages:** Adults, Occasional pediatric/adolescence | RN Manager (2G/7G)  
RN Sup I 3  
RN II and I 16  
LPN II and I 2  
NA II 7  
Admin. Coor. 2 |
| **Medicine Unit B (6G)** | 19-Beds  
3-Beds Epilepsy Monitoring Rooms (EMU) | **Services:** Provides care for multi-service medical surgical patients with primary concentration of ENT, Nephrology, and Urology patients. Also multi-service unit reserved for patients of faculty physicians, however, will accommodate any special bed request when applicable for LSUHSC-S physicians. Provides inpatient care and guidance for Peritoneal Dialysis patients. EMU beds providing 24 hour audio, visual and EEG monitoring for patients with Seizure disorders. **Patient Ages:** Adolescence to Adults | RN Manager (6G/Renal Unit)  
RN Sup I 2  
RN III 2  
RN II and I 14  
LPN II 1  
NA II 7  
EMU Techs 4  
Admin. Coor. 2 |
<table>
<thead>
<tr>
<th>Unit</th>
<th>Beds</th>
<th>Services</th>
<th>Patient Ages</th>
<th>Staff</th>
</tr>
</thead>
</table>
| Medicine Unit C  | 22   | Provides services for primarily general medicine patients. Activities include pre/post-op care, IV therapy, PEG/NGT feedings, insulin therapy, skin care, etc. The unit also serves as an overflow unit for regular admits from other medical and surgical services. The surgeries and procedures include cardiac catheterizations, interventional radiology, lung biopsy, liver biopsy testing, EP studies, Gamma Knife, pacemaker battery changes, laparoscopic cholecystectomy, cataract, trabeculectomy, etc.  | Adults, Occasional pediatric/adolescence | RN Manager (2G/7G)  
RN Sup I  
RN III  
RN II and I  
NA II  
Admin. Coor. 2 |
| MICU (7J)        | 15   | Provides multidisciplinary care and continuous monitoring to adults from throughout Louisiana with critical illnesses. Treatments include the Extracorporeal Life Support Program which includes CEBT, ECMO, and TPE therapies. Occasionally receives overflow patients from other critical care areas.  | Adolescence to Adulthood | RN Manager  
RN Sup I  
RN III  
RN II  
Flex RN  
NA II  
Admin. Coor. 2 |
| Telemetry (7K)   | 46   | Provides telemetry monitoring for cardiac patients and/or medical – surgical patients from any service who require telemetry monitoring, as well as routine and advanced nursing care; including certain cases of unstable angina and patients requiring vasoactive infusions.  | Adults; Occasional adolescents | RN Manager  
RN Sup I  
RN III  
RN II  
LPN III  
NA II  
Admin. Coor. 7  
Medical Asst./Techs 8 |
| Renal Unit (8H)  | 10   | Provides hemodialysis for patients in different Hospital settings, for example, ICU’s, EMS, and the Renal Unit or in isolation. Interventional Nephrology provides services to inpatients and outpatients. Procedures routinely performed include placement of Temporary CVC’s, Tunneled CVC’s and exchanges, Port-a-cath placements and removals, PD catheters and Permcaths. Other procedures routinely performed are Fistula-grams and Graftagrams with or without angioplasty, Thrombo/Angio of Grafts/Fistulas, Venograms, Ultrasound, coils, accessory vein ligations and stents.  | All Ages | RN Manager (6G/Renal Unit)  
RN Sup I  
Clinical Coor. 2  
RN IV  
RN II  
Flex RN 4  
Dialysis Techs 2  
Flex Dialysis Tech 1  
CNA 1  
Admin. Coor. 2 |
| Neurosurgery (10K) | 24   | Primarily medical-surgical patients with primary concentration of private Neurosurgery and ENT patients. Neurosurgery patients with traumatic injuries to the CNS system, spine fractures, brain tumors, etc.  | Adults; Occasional adolescence | RN Manager (10K/9KW)  
RN Sup I  
RN III  
RN II and I  
LPN  
NA II  
Admin. Coor. 2 |
<table>
<thead>
<tr>
<th>Unit Name</th>
<th>Beds</th>
<th>Services</th>
<th>Patient Ages</th>
<th>Staff</th>
</tr>
</thead>
</table>
| **Orthopedics (9KW)**     | 23   | Provides services for medical surgical patients with primary concentration of orthopedic surgical patients, including general and surgical orthopedic patients, bone cancer, and trauma patients with orthopedic consults. | Adults; Occasional adolescence | RN Manager 1 (10K/9KW)  
RN Sup I 1  
RN III 2  
RN II and I 15  
LPN II and I 3  
NA II 8  
Admin. Coor. 2 |
| **Surgery Unit A (8K)**   | 46   | Provides general care for medical-surgical patients with a primary concentration of surgery patients, both pre and post-op. Includes patients with diagnostic studies, daily care, IV therapy including TPN and tube feedings, chest tubes, tracheostomies, etc. | Adults; Occasional adolescence | RN Manager 1  
RN Sup I 1  
RN III 4  
RN II & I 33  
NA II 17  
Admin. Coor. 5 |
| **Surgery Unit B (9KE)**  | 23   | Provides patient care services for primarily Orthopedic Consults, Surgical and Trauma patients that require hospitalization. The unit also serves as an overflow unit for patients that require medical services. | Adolescence to Adults | RN Manager 1 (3G/9KE)  
RN Sup I 1  
RN III 3  
RN II and I 13  
NA I 2  
NA II 5  
Admin. Coor. 2 |
| **Psychiatric Unit (10 G/J/K)** | 37   | Provides care for the acute psychiatric patients including those with homicidal, suicidal, bipolar, schizophrenia, anxiety disorders, major depression, etc. Activities include: assessment, non-violent intervention, excursion program, recreational activities, etc. | Adults               | RN Manager 1  
RN Sup I 1  
RN III 7  
RN II and I 12  
LPN III 5  
LPN II and I 3  
Psych Techs 24  
Admin. Coor. 4  
Recreational Therapist 2  
Medical Assistant 4 |
<table>
<thead>
<tr>
<th>PCS Dept.</th>
<th>Hours of Operation</th>
<th>SERVICES PROVIDED</th>
<th>FTE’s</th>
</tr>
</thead>
</table>
| Hospital Education and Standards | Offices and CPR Lab: Monday – Friday 0800-1630 | **Services:** Coordinates and provides Patient Education, Nursing Orientation, Inservice Education, and Continuing Education for Patient Care Services and other departments as needed. **Education:** Provides patient education, electronic health record training, inservice education, continuing education, and consultative services to patients, Patient Care Services employees, physicians, other departments and members of the community. Coordinates mandatory educational courses and new employee orientation. Participates in the management of employee files, participation in nursing policy and procedure development, and other nursing and hospital committees. **Standards:** Provides the framework for Administration, Directors, Managers, and staff to improve the quality of patient care. Serves as a resource for interpretation of CMS, JC, and related standards. Coordinates chart audits and nursing documentation review to improve practice patterns. Delivered services assure a competent workplace and maintain CMS compliance and JC accreditation through ongoing review of related Standards of Care, nursing, and hospital policy and procedure development. | RN Director 1  
RN Clinical Instructors 5  
Flex RN 1  
Flex RT 1  
LPN 1  
Admin. Sup. 1  
Admin. Coor. 3  
Student Worker 2 |
| Professional Practice and Retention | 0800-1630 | Services: Coordinates and implements a new graduate nurse program and preceptor programs. Provides consultation and strategies to ensure Patient Care Services' compliance with standards of Joint Commission, rules and regulations of the Louisiana State Board of Nursing (LSBN), Conditions of Participation (CoP) with the Center for Medicaid/Medicare Services (CMS)/Department of Health and Hospitals (DHH), and other accrediting/licensing bodies as needed. Facilitates the development and revision of general nursing policies/standards of care and Inpatient nursing processes/protocols. Organizes and maintains records of student clinical rotations throughout the hospital and clinics; coordinates electronic health record training of nursing students and oversees their security access for the electronic health record, (EHR) system. Implements and monitors computer software systems for nursing. Monitors PI in relation to the EHR to ensure meeting standards of the regulatory agencies and for meaningful use reimbursement. Consultant for EHR issues, initiates process or computer changes as needed. Provides EHR information/notifications to the nursing areas. Conducts educational meetings/tip sheets as needed for the EHR. Participates in the LSU System hospitals as the Nurse Champion for the EHR. Acts as the liaison between nursing and the hospital Information Technology Department to improve communication and processes for the electronic health record. Facilitates nursing research and the utilization of evidence based practice. Manages special projects as assigned. The CCNS chairs the Critical Care Excellence Committee, is a change agent for national standard initiatives, coordinator for START (rapid response team), coordinator for the ECLS program, acts as a resource nurse for all the ICUs and oversees the process for policy writing and revision for unit specific policies. The MedSurg NS acts as a resource nurse for inpatient areas other than ICUs and coordinates and implements special programs/projects in these areas. The VAST nurse coordinates and performs all things relative to PICC lines for inpatients-assessments, insertions, and patient education. Director oversees functions of WOC Department and Diabetes Education. | RN Director for Professional Practice, WOCN, and Diabetes Education 1 |
| Wound, Ostomy, & Continence | 0800-1630 | Services: Provides acute and rehabilitative care for patients with abdominal stomas, wounds, fistulas, drains, pressure ulcers, and incontinence. Patient Ages: All ages | RN Program Coordinator 1 RN III 3 Student Worker 2 |
| Diabetes Education | 0730-1600 | Services: Provides education services to meet the needs of diabetic patients. Patient Ages: All Ages | RN, CDE Program Coordinator 1 RN, CDE 2 Registered Dietician CDE 1 Admin. Coor. 1 |
### Administrative Support Services

**Services:** Coordinates and supervises hospital activities and patient care services for designated shift(s), functioning in an administrative/managerial role that supports the mission of the hospital and represents the institution, maintains the ANSOS staffing system, and manages the RN flex pool, Patient Escort Services, and flex sitters. Coordinates bed control activities for Patient Care Services.

<table>
<thead>
<tr>
<th>Position</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adm. RN House Manager Coor.</td>
<td>1</td>
</tr>
<tr>
<td>Adm. RN House Managers</td>
<td>5</td>
</tr>
<tr>
<td>Staffing Nurse Coordinator</td>
<td>1</td>
</tr>
<tr>
<td>Admissions Coordinator</td>
<td>1</td>
</tr>
<tr>
<td>Retired Resource RN</td>
<td>5</td>
</tr>
<tr>
<td>Student Worker</td>
<td>1</td>
</tr>
<tr>
<td>Flex RN Positions</td>
<td>2</td>
</tr>
<tr>
<td>Flex Sitter Positions</td>
<td>17</td>
</tr>
<tr>
<td>Adm. Secretaries</td>
<td>1</td>
</tr>
<tr>
<td>Staff RN</td>
<td>2</td>
</tr>
<tr>
<td>RN Call Back Team</td>
<td>4</td>
</tr>
</tbody>
</table>

### Patient Escort

**Services:** Transports inpatients to and from various diagnostic/testing areas within the medical center. Performs dispatcher duties via pager or telephone, courier errands, morgue transports, and patient observations, as assigned by the Administrative Support Services Manager, to meet the mission of the hospital and provide quality patient care.

**Patient Ages:** All Ages

<table>
<thead>
<tr>
<th>Position</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adm. RN House Mgr. Coor.</td>
<td>1</td>
</tr>
<tr>
<td>Patient Escorts</td>
<td>9</td>
</tr>
<tr>
<td>Clerk-Dispatcher</td>
<td>1</td>
</tr>
<tr>
<td>Recruitment and Retention</td>
<td>0800-1630</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Services:</strong> Coordinates the recruitment and processing in of nursing new hires. Monitors the posting of open positions for nursing, screens applicants for these positions, and generates eligible applicant lists for the hiring Manager. Coordinates internal transactions such as promotions, demotions, and lateral position changes. Chairs the Nursing Connection Committee and oversees Nurses’ Week activities, fundraisers, and Fall for LSU. Attends Career Fairs and various other recruitment activities outside of the LSU campus. Reviews and monitors Patient Satisfaction Surveys, identifies areas of concern, consults with staff and patients to recommend strategies for improvement, and reports the findings to DON and Nursing Leadership. Serves as liaison between LSUHSC-NO Nursing School (undergraduate and graduate programs) and staff by providing information and guidance with the application process, assistance with preceptor selection, and coordination of classroom teleconferencing. Serves as a resource for nursing staff applying for the Nursing Education Loan Repayment Program (NELRP) and verifies employment every six months for staff accepted into the program. Oversees and manages the functions of the Nursing Business Office which includes one Admin Program Specialist A.</td>
<td>Adm. Assist. IV</td>
</tr>
</tbody>
</table>
### COORDINATED CARE SERVICES

<table>
<thead>
<tr>
<th>Dept.</th>
<th>Hours of Operation</th>
<th>SERVICES PROVIDED</th>
<th>FTE’s</th>
</tr>
</thead>
</table>
| Coordinated Care Services | 0800-1630        | Provides Coordinated Care Services through a collaborative process that assesses, plans, implements, coordinates, monitors and elevates options and services to meet an individual’s needs on inpatient and outpatient levels of care. The Coordinated Care Services Department is responsible for Utilization Review, Physician Referral, Case Management, and Home Health Services: 1. **Utilization Review:** Utilization Review is a function of the Coordinated Care Department by which the Medical Center assures the appropriate utilization of medical service, while preserving quality care to the patient, and ensures that care is delivered in the most appropriate setting. Data collection which monitors inpatient medical records concurrently to keep the physicians informed of their performance of services related to the accepted standards of care is summarized and reported to the UR Committee. Standardized criteria are used to conduct admission, concurrent, retrospective, out of state emergency admissions and readmits within 31 day reviews. The UR Department staff works in conjunction with the UR Committee and the Medical Staff. 2. **Physician Referral:** Physician Referral operates as a function of Coordinated Care and was established so physicians would have one contact source to refer patients. They receive calls and schedule patients including non-emergency inpatient transfers, consultative services with the Faculty MDs referrals from outpatient clinics and physicians; receive calls from managed care patients regarding scheduling of clinical appointments. 3. **Case Management:** The Case Managers (RN and SW) goal is to ensure quality and financial outcomes for patients. This is done by utilizing standardized criteria on admission to determine appropriate level of care and appropriate anticipated length of stay, communicating this in the medical record, and ensuring a coordinated admission to post discharge plan with the health team to ensure the patient is discharged with needs met or a plan implemented to have needs met post discharge thru referrals, etc., within an appropriate length of stay. 4. **Home Health:** The Home Health Department provides oversight of home health care that is referred to external agencies to provide care in the patient’s home. This individual is responsible for directing, planning, implementing, and evaluating the home health processes in conjunction with the Case Management Programs. Coordinator interacts with all levels of nursing staff, administrators, home health agencies and physicians. | Acute Care RN Case Managers  
CM Program  
Coordinator 1  
RN's 25  
Flex RN's 1  
Inpatient SW 10  
SW Case Mgr (Psych Unit) 4  
SW Discharge Follow Up 1  
ACD/SW Case Mgr 10  
Home Care Coordination (RN) 1  
Secretary 1  
Student Worker 3  
UR LPN Flex 2  
Physician Services:  
LPN 1  
Certification Office:  
RN's 9  
LPN's 3  
Adm Asst 1  
Administrative Program Specialist 1 |
# SOCIAL SERVICES DEPT.

<table>
<thead>
<tr>
<th>Dept.</th>
<th>Hours of Operation</th>
<th>SERVICES PROVIDED</th>
<th>FTE’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Services</td>
<td>0800-1700</td>
<td><strong>Services:</strong> Receives referrals from hospital staff to provide the following services: brief and crisis counseling, abuse/neglect reporting, newborn adoptions, medication procurement, community referrals, support groups, emergency/temporary shelter, transportation, financial aid application assistance, interpreter scheduling, indigent medication assistance program. <strong>Patient Ages:</strong> All Ages</td>
<td>LCSW Director 1</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>LCSW/MSW 2/2</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Counselors 4</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Admin. Coor. 1</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Admin. Assist. 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Student Worker 7</td>
</tr>
</tbody>
</table>
### PATIENT REGISTRATION AND ADMITTING

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING (FY 12)</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
</table>
| Patient Registration & Admitting | Registration is the process of interviewing the patient to collect name, address, insurance, and other demographic information used for identification, medical record documentation, statistical tracking, patient contact, and reimbursement. Insurance co-pays, general consent forms, physician referrals, Medicaid verification, Outpatient Free Care Screening and MSP questionnaires are collected as well as required. The Patient Registration section of the department performs registration functions for outpatient clinic services. The Admitting section of the department is responsible for Bed Control functions and registration for hospital admissions, outpatient surgery procedures, and observation admissions. The department coordinates Net Access registration training efforts for the hospital and clinics by conducting monthly registration manual, and by performing quality reviews to discover opportunities for improvement. The department operates on a 24/7 schedule. | Outpatient Clinic Registrations 29,521  
Outpatient Surgery Registration 12,607  
Inpatient Admissions 21,657 |  Director- 1  
Hospital Admit Tech 6- 1  
Hospital Admit Tech 4- 1  
Hospital Admit Tech 3- 4  
Hospital Admit Tech 1 / 2- 7 | N/A |

Patient Identified Needs Codes:

1. Assessment
2. Development of Treatment Plan
3. Diagnostic Testing Order & Evaluation
4. Diagnostic Tests Performed
5. Reassessment
6. Anesthesia Care
7. Medication Use
8. Nutrition Care
9. Operative & Invasive Procedures
10. Rehabilitation Care & Services
11. Special Treatment Procedures
12. Patient Education
13. Infection Control
14. Nursing Care
15. Continuum of Care
16. Safety

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<tbody>
<tr>
<td>Patient Identified Needs Codes:</td>
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</tbody>
</table>
### BUDGETS AND PLANNING

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Budgets and Planning</strong></td>
<td><em>Annual Basis:</em> The Office of Budgets and Planning in Shreveport prepares the Budget Request for the schools and functions on the Shreveport campus, which includes the LSU Hospital. This Budget Request represents the institutional goals and objectives, both programmatically and financially, for the next fiscal year. The guidelines provided by the Division of Administration of the State of Louisiana and the Louisiana State University Office of the President determine the basic components of the Budget Request. Additional needs are identified, described, justified, prioritized, and submitted as one Budget Request, which includes Shreveport, E.A. Conway Medical Center in Monroe, and Huey P. Long Medical Center in Pineville. Hospital Administration is primarily responsible for formulating budget request strategies, as they relate to hospital functions, to ensure that the medical needs of patients and the educational needs of medical students and residents are met. Working with Hospital Administration, the Office of Budgets and Planning provides the financial data for implementing these strategies. Careful attention is given to identify costs of providing new or expanded services, changed services, or imposed costs of doing business for the next fiscal year. As resources are identified to provide those services, requested expenditure levels are developed. Based on the projected service level of the Hospital (project number of beds in operation, projected patient discharges and patient days) and the projected patient mix financial class, revenue projections are developed for the Budget Request and its various components. The final Budget Request is submitted to the governing boards and legislative bodies for review and approval.</td>
<td><strong>2012-2013</strong></td>
<td><em>Director of Budgets &amp; Planning</em> - 1</td>
<td><strong>N/A</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operating Budget for the Health Sciences Center-Shreveport Campus (Original Appropriation) 423,285,852</td>
<td><em>Assistant Director of Budgets &amp; Planning</em> - 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employees – 5,354 (All Sources of Funding)</td>
<td><em>Fiscal Analyst</em> – 3</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><em>Budget Analyst</em> - 1</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td><em>Administrative Coordinator</em> - 1</td>
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<tr>
<td><strong>Quarterly Basis:</strong></td>
<td>The new fiscal year Operating Budget for the LSU Hospital is developed by the Shreveport Office of Budgets and Planning after allocations from the appropriations is determined by the Chancellor and staff. The Hospital Administration recommends new fiscal budget adjustments to hospital departments in personal services and other operating expenses. All budget adjustments are implemented by the Office of Budgets and Planning. The funding for these adjustments must be within the constraints of the allocated appropriation. Changes in sources of funds for certain expenditures are accomplished at the direction of the Office of Budgets and Planning. A review of new fiscal Operating Budgets is provided to Hospital Administration for distribution to administrators and department heads.</td>
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<tr>
<td></td>
<td></td>
<td><strong>2012-2013</strong></td>
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<tr>
<td></td>
<td></td>
<td>Operating Budget for the Health Sciences Center-Shreveport Campus (Original Appropriation) 551,654,338</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Employees – 5,638 (All Sources of Funding)</td>
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</tbody>
</table>

The Office of Budgets and Planning provides quarterly revenues and expenditures to the Louisiana State University System Office for LSUHSC-Shreveport campus, which includes the LSU Hospital, Professional Schools, E.A. Conway Medical Center in Monroe, and Huey P. Long Medical Center in Pineville to assure compliance with the Operating Budget. Any corrective action that is necessary to achieve budgetary compliance is formulated and approved by the appropriate administrators.
Monthly Basis:
The Office of Budgets and Planning provides monthly spending projections for the LSU Hospital. These projections identify the rate of expenditures by the hospital and measure compliance with the Operating Budget. Projected revenue forecasts are prepared monthly, and variance analyses are provided for expenditures and revenues. Any corrective action that is necessary to achieve budgetary compliance is formulated and approved by the appropriate administrators. The Office of Budgets and Planning also reviews the monthly financial ledgers of the LSU Hospital departments to ensure that the expenditures are reflected in the correct cost centers. The Office of Budgets and Planning consults with Hospital Administration on problem areas and will assist the responsible hospital personnel in making corrections if any adjustments are required.

Daily Basis:
The daily interaction between the Office of Budgets and Planning and the LSU Hospital consists of on-going activities and transactions to help achieve compliance with the financial goals and objectives of the Health Sciences Center as outlined in the Operating Budget. Communications between the Office of Budgets and Planning and the LSU Hospital involve the discussion of departmental spending patterns, problems with transactions affecting departmental financial ledgers, re-budgeting requests to provide short-term solutions to a change in patient volume or expenditure pattern, and the monitoring of types of expenditures of interest to hospital management. Monitor and track FTE balances to ensure that Legislative regulatory/statutes are maintained with the appropriate level.

As-Needed Basis:
The Office of Budgets and Planning frequently provides budget education seminars to the LSU Hospital departments or management groups as requested. This on-going activity is important to promote the understanding of the Budgetary process. The Office of Budgets and Planning frequently provides financial analyses as requested by Hospital Administration for various proposals and special projects. Prepares as requested specific budget reports or ad hoc reports requiring data elements from the Budget System, State Civil Service, PeopleSoft Human Resources and Financial Modules.

Patient Identified Needs Codes:

1. Assessment  
2. Development of Treatment Plan  
3. Diagnostic Testing Order & Evaluation  
4. Diagnostic Tests Performed  
5. Reassessment  
6. Anesthesia Care  
7. Medication Use  
8. Nutrition Care  
9. Operative & Invasive Procedures  
10. Rehabilitation Care & Services  
11. Special Treatment Procedures  
12. Patient Education  
13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety
<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Medical Supply Materials Management</td>
<td>Services related to the Material Management section of Central Medical Supply (CMS) includes the maintenance of a perpetual inventory of 1,251 items capable of being issued 24 hours per day, seven days per week. CMS continually monitors and updates the inventory, pulls outdated items from shelves, recalls items upon manufacturer's notification, deletes items no longer needed, and places into inventory items recommended by the Material Evaluation Committee. CMS maintains a separate distribution area within the Ambulatory Care Building which supplies not only the needs of that area but also the Feist-Weiller Cancer Center. In addition, CMS maintains a daily (seven-day-a-week) inventory and re-supply of approximately 100 par level exchange carts and rooms throughout the hospital. CMS maintains an in-house inventory of commonly used medical supplies capable of sustaining operations of the University Hospital without re-supply over a four-day weekend/holiday and for much longer periods for many items.</td>
<td>October 1, <strong>2011</strong> through September 30, <strong>2012</strong> (1 year)</td>
<td>All positions under Director and Assistant Director, Central Medical Supply- unclassified positions (ADMINISTRATIVE SUPERVISOR 2)-1 Par Level Day Shift Supervisors (ADMINISTRATIVE SUPERVISOR 1)-1 Par Level Clerks (ADMINISTRATIVE COORDINATOR 1/2) - 5 Par Level Evening Shift Supervisors (ADMINISTRATIVE SUPERVISOR 1)-1 Par Level Clerks (ADMINISTRATIVE COORDINATOR 1/2) - 5 Distribution Bulk Supervisors (ADMINISTRATIVE SUPERVISOR 1)-1 Distribution Clerks (ADMINISTRATIVE COORDINATOR 1/2) – 3 Distribution Ambulatory Care (ADMINISTRATIVE COORDINATOR 1/2) - 2 Inventory &amp; Departmental ADMINISTRATIVE SUPERVISOR 2-1 (ADMINISTRATIVE COORDINATOR 3)- 1 (ADMINISTRATIVE COORDINATOR 2)- 4 Total =25 FTE’s</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Patient Identified Needs Codes:
1. Assessment
2. Development of Treatment Plan
3. Diagnostic Testing Order & Evaluation
4. Diagnostic Tests Performed
5. Reassessement
6. Anesthesia Care
7. Medication Use
8. Nutrition Care
9. Operative & Invasive Procedures
10. Rehabilitation Care & Services
11. Special Treatment Procedures
12. Patient Education
13. Infection Control
14. Nursing Care
15. Continuum of Care
16. Safety
## CENTRAL MEDICAL SUPPLY PRODUCTION

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Medical Supply Production</td>
<td>Services related to Production include decontamination and cleaning of all reusable sets, instruments, and equipment including regular pickups of contaminated items from patient care areas and receiving cart deliveries from Surgery and Labor unit; assembly of sets, trays, and equipment according to specifications; wrapping, packaging, and sterilization of items; maintenance and quality control of sterilization functions; clean storage and dispensing of sterilized items, including assembly of items into Case Carts for use in Surgery and Labor. CMS maintains a separate facility in the Ambulatory Care Building for distribution of supplies as well as accumulating and sending sets and trays to the main CMS for ultimate processing. In addition CMS also offers custom assembly and sterilization of trays and instruments belonging to other departments. CMS maintains an extensive inventory of instruments commonly used and replaces or augments set and tray inventories as needed. CMS issues reusable patient equipment such as IV pumps and heating blankets, daily tracks and charges all issued equipment, and takes responsibility for seeing that routine maintenance and repairs are done on issued equipment. CMS additionally maintains standardized Crash Carts, both adult and pediatric, Ambulatory Care and Cancer Treatment Centers, and in all patient treatment areas (including ICU’s), exchanging carts as they are used, and restocking carts according to strict protocol.</td>
<td>Sterilize all sets for Operating Room, Labor Unit, Burn Unit, and Units (House) &amp; provide off-the-shelf standard sets and instruments on a 24 hour a day basis. All three shifts are covered every day.</td>
<td>Senior Management (under Director)</td>
<td>13,16</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>STERILIZED ITEMS</strong> 264,438</td>
<td>Assistant Director (unclassified) 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Non-set Items 242,922</td>
<td>Processing Supervisor (CS Manager 2) 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Instrument Sets 21,516</td>
<td>Production Day Shift</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. House 4,974</td>
<td>Supervisor (Administrative Supervisor 1) 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. OR &amp; Burn 12,372</td>
<td>Processing Personnel (Administrative Coordinator 1/2) 10</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Labor Unit 4,170</td>
<td>Production Evening Shift</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>STERILIZER RUNS</strong> 12,564</td>
<td>Supervisor (Administrative Supervisor 1) 1</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>A. Steam 9,647</td>
<td>Processing Personnel (Administrative Coordinator 1/2) 9</td>
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<td></td>
<td></td>
<td>B. Ethylene Oxide 999</td>
<td>Production Night Shift</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>C. Plasma 1,198</td>
<td>Equipment (Day, Evening, &amp; Night)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>CASE CARTS FILLED</strong> 10,904</td>
<td>Supervisors (Administrative Supervisor 1) 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Operating Room 9,395</td>
<td>- 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Sent 7,885</td>
<td>Equipment Techs (Administrative Coordinator 1/2) 5</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Added &amp; Emer 1,510</td>
<td>Custodial Staff (whole department)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Labor Unit 1,509</td>
<td>Custodial Supervisor 1 - 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Delivery 969</td>
<td>Custodian 2 - 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. C-Section 483</td>
<td>Total = 41 FTE’s including 2 unclassified</td>
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<td></td>
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<td>3. Pomeroy 57</td>
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<td></td>
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<td>Code Carts used 284</td>
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<tr>
<td></td>
<td></td>
<td>Equipment Issues 37,938</td>
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</tbody>
</table>

Patient Identified Needs Codes:

1. Assessment  
2. Development of Treatment Plan  
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4. Diagnostic Tests Performed  
5. Reassessment  
6. Anesthesia Care  
7. Medication Use  
8. Nutrition Care  
9. Operative & Invasive Procedures  
10. Rehabilitation Care & Services  
11. Special Treatment Procedures  
12. Patient Education  
13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety
# ANATOMIC PATHOLOGY

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anatomic Pathology</td>
<td><strong>Overview</strong> Anatomic Pathology provides diagnostic services to Louisiana State University Health Science Center-Shreveport (LSUHSC-S) and other contractually affiliated facilities. Anatomic Pathology also is committed to the academic needs of accredited residency and fellowship programs, the teaching of medical and allied health students and to basic research endeavors. The objective of the department: To fulfill its service commitments by receiving, examining and diagnosing tissues, body fluids, secretions and foreign objects removed from patients during invasive and non-invasive procedures and to perform consultations in the form of interpretation of autopsies, surgical biopsies, cytology, and other specimens for the diagnosis of disease.</td>
<td><strong>Tests performed:</strong> Approximate yearly numbers: Surgical – 13,300 Cytologies – (includes gyn and non-gyn) – 9,500 FNA service – 800 Frozen section service – 1000 Electron microscopy – 1000 Autopsies – 400</td>
<td>Admin Direct Med Serv Area – 1 Direct Med Serv Area – 1 Business Mngr – 1 Mngr Med Serv Area – 1 Coord Med Serv Area – 1 Coord Academic Area – 1 Supvr Med Serv – 1 Admin Supvr 1 – 2 Admin Asst 3 – 2 Admin Asst 2 – 2 Clinical Assoc – 2 Research Assoc – 1 Admin Coord 2 – 3 Histotech – 4 Lab Tech 2 – 3 Lab Tech 1 – 1 Med Cytotech 2 – 3 Med Cytotech 1 – 1 Med Cytotech Specialist – 1</td>
<td>1, 4, 9</td>
</tr>
</tbody>
</table>

Patient Identified Needs Codes:
1. Assessment
2. Development of Treatment Plan
3. Diagnostic Testing Order & Evaluation
4. Diagnostic Tests Performed
5. Reassessment
6. Anesthesia Care
7. Medication Use
8. Nutrition Care
9. Operative & Invasive Procedures
10. Rehabilitation Care & Services
11. Special Treatment Procedures
12. Patient Education
13. Infection Control
14. Nursing Care
15. Continuum of Care
16. Safety

Revised: 12/14/05, 10/17/06, 11/05/07, 12/11/08, 11/12/09, 10/21/10, 02/2012, 01/2013
Clinical Pathology provides diagnostic services to Louisiana State University Health Science Center-Shreveport (LSUHSC-S) and other contractually affiliated facilities. The division is multi-sectional and performs age-related testing on in-patients and out-patients relative to diagnosis, management of care, wellness maintenance and research analysis in coordination with LSU School of Medicine. Age-related laboratory procedures are applicable to fetal, neonatal, pediatric, adolescent, adult, and geriatric patients.

Services Provided

A full range of laboratory services is available Monday through Friday between the hours of 7:00 AM (0700) and 4:30 PM (1630). Exceptions such as scheduled testing, batch testing (performed once or twice weekly), immunochemistry, serology, and reference testing are detailed in the laboratory information manual available to customers through the LSUHSC-S website and print shop. Laboratory staff is also available for inquiries. The Clinical Laboratory is staffed 24 hours per day, seven days per week with staffing patterns based upon test volumes, work flow, weighted work-load statistics, and productivity.

The Clinical Laboratory provides a full menu of testing specific to the analysis and assessment of the following laboratory medicine components: Apheresis Services, Bacteriology, Chemistry, Coagulation, Cytogenetics, Flow Cytometry, Hematology, Immunochemistry, Molecular Pathology, Mycobacteriology, Mycology, Outpatient Lab Services, Parasitology, Phlebotomy, Point-of-Care Testing, Serology, Special Chemistry, Therapeutic Phlebotomy, Toxicology, Transfusion Services, Trauma/Stat Lab Services, Urinalysis and Virology. Ancillary services include: Patient Education, and CAP/LAP staff education.

Patient Identified Needs Codes:

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14. Nursing Care
15. Continuum of Care
16. Safety

Billable tests performed: 2.3 million/year

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING (02/03 BUDGETED)</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Laboratory</td>
<td>Overview</td>
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<td>1,4,9,11,12,13,16</td>
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<td>Lab Director – 1</td>
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<td>Med Lab Manager – 7</td>
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<td>Med Lab Supervisor – 19</td>
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<td>Med Lab Tech 3 – 19</td>
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<td>Med Lab Tech 1/2 – 34</td>
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<td>Lab Tech 1/2 – 13</td>
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<td>Phleb. Specialist – 1</td>
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<td>Phleb. Supervisor – 1</td>
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<td>Phlebotomist 3 – 4</td>
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<td>Phlebotomist 1/2 – 19</td>
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<td>Lab Technical Asst. 1/2 – 6</td>
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<td>Admin. Asst. 1 – 1</td>
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<td>Admin. Asst. 2 – 1</td>
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<td>Admin. Coordinator 2 -1</td>
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<td>RN - 1</td>
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</table>
## COMPUTER SERVICES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Services IT Group (Operational Computing)</td>
<td>Responsible for planning, budgeting, coordination and administration of all computer information systems supporting the medical center hospital, schools of medicine, allied health and graduate studies including mainframe, mini-computer, client server systems, PC workstations, telecommunications and mobile devices. Responsible for purchase, installation, and support of computer systems. Responsible for education of users on clinical computer systems enhancements. Responsible for campus-wide network, consisting of fiber optic high-speed backbone with bridges to local networks and routers to external internet-based systems. Responsible for campus-wide e-mail system and Wi-Fi wireless network.</td>
<td>40,000 help desk tickets closed annually, 6,500 employees, 7,000 computers, 12,000 network ports @ over 20 sites. 300 servers running 55 clinical and departmental maintained applications. New EPIC Electronic Health Record system (Pelican project) implemented in Shreveport, New Orleans, HPL and EAC. More LSU hospital implementations planned for 2013.</td>
<td>ITG: CIO-1, Sr Asso Dir – 1, Asst. Director - 3, Business Dir. – 1, Business Mgr – 1, Bus Analyst – 1, Assistant – 1, Clerical – 2, Coordinators/Managers – 5, Clinical Support Coordinators/Analysts – 5, Interface Coordinator/Analyst – 2, Network/Server Consultants/Analysts – 7, PC Support Consultants/Analysts – 9, Security Analysts – 3, Programmers – 3, Technicians – 5, Equip/Data Control Operators – 11, Telecom – 8, Tech. Infrastructure - 5 Pelican/EHR: PMO Director – 1, Physician – 1, Pharmacist – 1, Training Director – 1, Project Managers – 6, Asst Dir - 3, CFIO – 1, Team Leads – 10, Tech. Coordinators – 6, Application Analysts – 65, Trainers – 33, Admin. Coord. – 5, Security – 2,</td>
<td>N/A</td>
</tr>
</tbody>
</table>

| | | | | |
| Patient Identified Needs Codes: | | | | |
# ENVIRONMENTAL SERVICES

<table>
<thead>
<tr>
<th>SERVICE</th>
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</thead>
</table>
| Environmental Services| The Environmental Service Department is responsible for the following areas/buildings: Hospital, School of Allied Health, Administration Building, Medical School, Molly Webb Speech and Hearing Center, Eye Clinic, Women’s and Children Center, Viral Disease Clinic, Children Center, Caddo School, Print Shop, Plant Store/Computer Services, Diagnostic Image Building, Physical Plant, Physician Billing, Lee’s Dry Goods, Chevyland, WIC Office, Northwest Louisiana Coalition Office, Poison Control, ER, Student Union, Cancer Treatment Center and Ambulatory Care Center. The total square footage serviced by Environmental Services on a daily basis is 2,250,000 sq. ft. It is the responsibility of the department to provide scheduled cleaning services and trash removal to all area serviced on a daily basis. The office is located on the ground floor in room AG-9. The department can be reached at anytime by dialing ext. 5-6337 or 5-6380. | Services 2,250,000 sq. ft. daily. | Director - 1  
Asst. Dir. - 2  
Administrative Assistant 4 - 1  
Administrative Coordinator 1 - 2  
Custodian Managers - 3  
Custodian Supervisor 3's - 4  
Custodian Supervisor 2's - 8  
Custodian Supervisor 1's - 5  
Custodian 2's - 49  
Custodian 1's - 85  
Equip. Repairer 2 – 1  
162 | 13,16 |

Patient Identified Needs Codes:
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8. Nutrition Care  
9. Operative & Invasive Procedures  
10. Rehabilitation Care & Services  
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15. Continuum of Care  
16. Safety
PHYSICAL PLANT AND FACILITY PLANNING

<table>
<thead>
<tr>
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<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Plant and Facility Planning</td>
<td>The Department of Physical Plant and Facility Planning is a service organization responsible for facility planning, construction coordination, in-house and contractor renovations, operation, and maintenance and repair of buildings, facilities and utility systems for all components of LSUHSC-S. The planning function includes responsibility for preparation and submittal of the Capital Outlay Budget Request and coordinating approved capital outlay construction projects. The department will provide technical advice and engineering and design services for, and management of, renovation projects. Maintenance responsibilities include providing emergency response on a 24 hour/day basis, routine maintenance requested, and preventive maintenance for all fixed and selected movable equipment. The department is also responsible for providing the following utilities: steam, chilled water, emergency power, instrument air, domestic cold and hot water, kitchen hot water, distilled water, drinking water, medical compressed air, HVAC and energy management, medical vacuum, anesthesia gas evacuation, fire alarm, oxygen, firewater, nitrogen, nitrous oxide, central clock system, natural gas and electricity.</td>
<td>The department is responsible for over 2,160,461 GSF of owned and leased building space and over 130 acres of land in 17 separate locations. The total budget for fiscal year 2012-2013 is $6,558,384 including $4,998,800 for utilities. Locally funded projects in excess of $1,000,000 are currently in some phase of design or construction. In addition, Capital Outlay projects (including deferred maintenance) in excess of ($40,000,000: Shreveport Campus, $300,000: EA Conway, $226,000,000: Huey P. Long) are in various stages of planning, design or construction.</td>
<td>107 FTE’s (FY 12-13): Administration - 17 Maintenance &amp; Grounds - 73 Power Plant - 17</td>
<td>16</td>
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</table>

Patient Identified Needs Codes:
# BIOMEDICAL ENGINEERING

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
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</thead>
<tbody>
<tr>
<td>Biomedical Engineering</td>
<td>The Department of Biomedical Engineering is a service organization responsible for ensuring the safety and effectiveness of patient-related medical instrumentation and equipment. Services include: •Scheduled maintenance •Unscheduled Repair •Review of hazard alerts and recall notices •Equipment planning and assessments •Training •Incoming Inspections of new clinical equipment •Incident Investigations •On-site medical equipment cleaning In addition, Biomedical Engineering provides maintenance on the nurse call, pneumatic tube, overhead paging, and television systems</td>
<td>Over 4,200 unscheduled repairs per year 1,400 Periodic Maintenance inspections per year 107 items added to inventory Investigated over 40 incidents and approximately 15 to 20 FDA recalls/notices per month</td>
<td>Biomedical Engineers - 2 Administrative Assistant 3 - 1 Electronics Technicians - 9 Central Service Worker 2 - 2</td>
<td>16</td>
</tr>
</tbody>
</table>

Patient Identified Needs Codes:
HEALTH INFORMATION MANAGEMENT

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIM</td>
<td>The scope of services includes, but is not limited to the following:</td>
<td>Admissions………………22,031  Discharges…………….22,015  Patient Days………….116,411  Outpatient Visits………416,023  Incl. Emergency Care……62,063  Operations………………12,832  Deliveries…………….1,612</td>
<td>Director, HIM –1  HIM Interim Director, HIM – 1  Health Info Supervisor - 4  Training and Development Spec II - 1  Health Info Processor Supervisor – 11  Health Info Processor - 38  Administrative Supervisor II - 2  Administrative Assistant III – 13  Student Appointments – 4</td>
<td>N/A</td>
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</tbody>
</table>

Patient Identified Needs Codes:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA Based on FY 11-12 data</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Administration</td>
<td>Provide the leadership, management and supervision of all professionals and non-</td>
<td>Admissions - 21,657</td>
<td>Administrator – 1</td>
<td>N/A</td>
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<td>professional that have responsibility for the operation of the Medical Center</td>
<td>Outpatient Visits - 409,127</td>
<td>a) Biomedical Engineering</td>
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<td>within the organizational framework approved by the governing body/Chancellor.</td>
<td>Surgeries - 12,607</td>
<td>b) Public Safety / Security (UPD)</td>
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<td>This entails policy making, resource allocation/accessibility and financial</td>
<td>Deliveries - 1541</td>
<td>c) Physical Plant</td>
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<td>operational decision making. Ensure that all patients receive the optimum care</td>
<td>C-Sections - 495</td>
<td>d) Safety</td>
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<td>possible by effectively monitoring the quality and appropriateness of care, as</td>
<td>ER Visits - 59,141</td>
<td>(FTEs 28)</td>
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<td>well as performance improvement processes. It is Administration's responsibility</td>
<td>EMS visits are included in this</td>
<td>Assoc. Administrator - 1</td>
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<td>to balance patient expectations, patients’ needs and available resources to</td>
<td>total. EMS is comprised of EMS,</td>
<td>a) Central Medical Supply</td>
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<td>achieve patient satisfaction and quality care.</td>
<td>Pediatric EMS, and the Fast Track.</td>
<td>b) Environmental Services</td>
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<td>c) Laundry</td>
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<td></td>
<td>d) Admitting</td>
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<td></td>
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<td>(FTEs 305)</td>
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<tr>
<td>Admissions</td>
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<td>Medical Director - 1</td>
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<tr>
<td>Outpatient Visits</td>
<td></td>
<td></td>
<td>Assistant Administrators – 3</td>
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<tr>
<td>Surgeries</td>
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<td></td>
<td>a) Patient Care Services</td>
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<tr>
<td>Deliveries</td>
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<td>(1,027.4 FTEs)</td>
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<td>C-Sections</td>
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<td>b) Ambulatory Care Division</td>
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<tr>
<td>ER Visits</td>
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<td>FWCC - 38</td>
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<td>EMS visits are included</td>
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<td>HIM - 82</td>
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<td>Nursing Care</td>
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<td>Executive Secretary - 1</td>
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<td>Administrative Secretaries - 2</td>
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<td>On-Call Administrator – Available 24/7</td>
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</table>


- EMS visits are included in this total. EMS is comprised of EMS, Pediatric EMS, and the Fast Track.

- FTEs represent Full-Time Equivalent employees.
<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Telecommunication Services</td>
<td>Answer and accurately route incoming calls, take, notify and deliver messages for physicians. Deal tactfully with parties in emergency situations. Locate numbers, provide information and directions to callers. Place local and long distance calls for patient care by nurses, doctors, etc. Place international calls for staff maintaining accurate records to facilitate departmental billing for these calls. Keep records of LINC calls. Monitor pneumatic tube, medical air, gas, vacuum and refrigeration alarms in the hospital, labs and school of medicine. Announce emergency codes through overhead paging systems or beeper system. Locate staff and other personnel using pagers, cell or whatever means necessary. Generate daily consult and on-call schedules compiled from monthly departmental on-call data. Enter on-call schedules into the Central Logic on line system. Maintain current files of departmental schedules from data provided by departments or on-call physicians. Expediently page Trauma Stats, Cath Lab team and Adult/Pediatric Medicine Codes when activation of team is requested. Assign new and replacement pocket pagers in Zetron and Inforad systems. Retrieve and compile pager log file information when requested to assist in investigations relating to patient care. Maintain files, update beeper listings, directories and perform other clerical duties incidental to telephone operations work.</td>
<td>Operators answer 400-500 calls per peak hour, 300-400 calls during non peak hours.</td>
<td>Administrative Program Mgr 1 (1) Administrative Coordinator 1 / 2 (7) Transient Worker</td>
<td>N/A</td>
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</tbody>
</table>

Patient Identified Needs Codes:

**HUMAN RESOURCE MANAGEMENT**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Human Resource Management</td>
<td>The Department of Human Resource Management is a service organization dedicated to compliance of LSUHSC-S policies and procedures, as well as federal regulations in the area of: Grievances, Disciplinary Actions, Benefits, Worker's Compensation, Recruitment/Staffing, Job Placement/Position Control, Job Descriptions, Compensation, Evaluation/Monitor, Employment Verifications, Training, Drug Screening, Background checks.</td>
<td>Total Employees – 6,191</td>
<td>Director – 1, Associate Director – 1, Assistant Director – 2, Administrative Assistant 4 – 1, Administrative Assistant 3 – 0, HR Analyst A – 3, HR Analyst B – 3, HR Analyst C – 5, HR Specialist – 2, HR Supervisor - 4, HR Manager – 2, Coordinator – 3, Transients – 3, Student Worker - 0</td>
<td>N/A</td>
</tr>
</tbody>
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**Patient Identified Needs Codes:**

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15. Continuum of Care  
16. Safety
LAUNDRY/LINEN SERVICES

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<thead>
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</table>
| Laundry/Linen Services LG-1| The Laundry Department is responsible for the collection, laundering, finishing and distribution of all hospital linens, garments and washable fabric items used in the Medical Center. The departmental goal is to provide these items to the respective departments and units in a clean and sanitary condition, and in appropriate volume to meet the department or unit needs for each 24 hour period. | During the fiscal year 2012/13 the Laundry/Linen Services plan to collect, launder, finish, and distribute an estimated 3,600,000 pounds of linen. | Director – 1  
Assistant Director - 1  
Master Mechanic - 1  
Supervisors - 1  
Laundry Worker 2 – 3  
Laundry Workers I - 13 | 13,16 |

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# NUTRITIONAL SERVICES

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</thead>
</table>
| Nutritional      | Nutritional Services is responsible for providing patients with nutritionally sound diets according to Physician & Dietician recommendations. In addition dietary education is provided to patients by Dieticians. Other services include the managing of two retail food operations and catering. | Prepare and Feed an average Of 1125 patient Meals per day. Serve an Average of 2800 customers Per day Between both Retail food Operations. | Director – 1  
Asst. Director -1  
Prod. Mgr. – 1  
Exec. Chef – 1  
Retail Mgrs. – 3 | 8, 12, 13,16 |
| Services        |                                                                                                                                                                                                                 |                                                                               | Food Service Workers (State) – 63                                    |                                |
|                  |                                                                                                                                                                                                                 |                                                                               | Student Workers (State) - 10                                         |                                |
|                  |                                                                                                                                                                                                                 |                                                                               | Food Service Workers (Sodexo) – 39                                   |                                |
|                  |                                                                                                                                                                                                                 |                                                                               | Student Workers (Sodexo) - 6                                         |                                |

**Patient Identified Needs Codes:**

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16. Safety
# MATERIALS MANAGEMENT PURCHASING DEPARTMENT

<table>
<thead>
<tr>
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</thead>
</table>
| Materials Management Purchasing Department | The LSU Medical Center in Shreveport Purchasing Department is organized and administered as a division of the Medical Center's Office of Business Affairs. The function of the Department is to organize and administer procurement for all departments of the Medical Center in accordance with responsibility and authority delegated by the LSU Board of Supervisors and the President. The procedures involved incorporating the requirements of the State of Louisiana laws, LSU regulations, local policies, and good business practices. Specific responsibilities of the Purchasing Departments are: | All purchasing and receiving activities in the institution | Director – 1  
Assistant Directors - 2  
Administrative Assistant I – 1  
Administrative Assistant IV – 1  
Purchasing Specialist IV - 8  
Purchasing Specialist II – 0  
Purchasing Technicians - 2  
Administrative Program Manager I – 1  
Administrative Supervisor I – 5  
Administrative Coordinator II – 9  
Administrative Coordinator I – 6  
Student worker- 0 | N/A |
| Patient Identified Needs Codes: |  | | | |


# Medical Staff

<table>
<thead>
<tr>
<th>Service</th>
<th>Scope of Services</th>
<th>Workload Data</th>
<th>Staffing</th>
<th>Patient Identified Needs Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Staff</td>
<td>Medical Staff Credentialing (MD’s CRNA’s, Nurse Practitioners, PA’s Psychologists, LPC) Prepare and mail Application packets Delineation of Privileges Licensure: o Full Louisiana License o Federal DEA License o State Narcotics License Certificates and Verification of: o Medical School o Internships o Residencies o Fellowships Letters of Reference Hospital Affiliations National Practitioner Data Bank Assignment of Hospital ID and notification Update and Maintain Database Circulation of minutes, notices Managed Care audits Correspondence to staff physicians Bylaws AART • Hospital Committees – Correspondence &amp; Attendance • General Internal correspondence &amp; assigned projects • Correspondence between outside Hospitals • Direct Assistance to staff physician/dept. requests • Credentials Committee Agenda/Attendance/Minutes • Epic/Pelican contact for database • Preparing and processing temporary privileges requests • FPPE Reappointment every 2 years o Profile o Verification of Affiliations o CME’s o Updated Delineations</td>
<td>Average # of Active Medical Staff – 307 Average # of Courtesy Staff – 100 Average # of Consultant Staff – 67 Average # of Staff CRNA’s – 35 Licensed Professional Counselors – 3 Physician Assistants – 33 Psychologists – 4 Nurse Practitioners – 23 House Staff Attending – 4 Inactive files – 2923 Average # of medical staff/adjunctive staff applicants yearly – 75 – 100 Average # of queries/month – 150 Average # of verifications per physician application – 7 – 8 Average # of phone calls daily – 35</td>
<td>Admin. Program Specialist – (A): 1 Administrative Assistant – (4): 1</td>
<td>1-13,15,16</td>
</tr>
</tbody>
</table>

Patient Identified Needs Codes:

|---------------|-----------------|-----------------------------------|----------------------|

Computer Programs Utilized:
- MS Word 2007
- MS Excel 2007
- MD-Staff DataBase
- NPDB (via Internet)
- ABMS - Certifacts On-Line (via Internet)
- CDS Verification (via Internet)
- LA license Verification (via Internet)
- DEA-online verifications
- EPLS and OIG queries
- AMA Profile
- ECFMG – via Internet
- Docu-Rom (Inactive files)
# MEDICAL EDUCATION

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Education</td>
<td>Medical Education Resident Files:</td>
<td>Number of House</td>
<td>Director -1</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Active</td>
<td>Staff/Officers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inactive</td>
<td>LSUHSC-S -- 493</td>
<td>Coordinator – 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Resident Data Information:</td>
<td>E.A.Conway – 24</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ACGME</td>
<td>Alexandria -- 18</td>
<td>Student Worker - 1</td>
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<tr>
<td></td>
<td>AMA/FRIEDA</td>
<td></td>
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<tr>
<td></td>
<td>IRIS</td>
<td></td>
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<tr>
<td></td>
<td>Payroll:</td>
<td></td>
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<tr>
<td></td>
<td>Biweekly</td>
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<tr>
<td></td>
<td>Supplemental – Monthly</td>
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<tr>
<td></td>
<td>Time &amp; Effort – Monthly</td>
<td></td>
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<tr>
<td></td>
<td>Residents/Fellows:</td>
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<tr>
<td></td>
<td>Initiates Personnel Employment</td>
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<tr>
<td></td>
<td>Requisition (PER) to Human Resources</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>for new residents/fellows and to promote</td>
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</tr>
<tr>
<td></td>
<td>residents/fellows currently in the system</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Support the maintenance of Louisiana Licensure</td>
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<tr>
<td></td>
<td>PGY I Registration</td>
<td></td>
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<tr>
<td></td>
<td>PGY II Permit renewal</td>
<td></td>
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<tr>
<td></td>
<td>Full Licensure</td>
<td></td>
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<tr>
<td></td>
<td>Graduate Educational Temporary Permit</td>
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<tr>
<td></td>
<td>ECFMG</td>
<td></td>
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<tr>
<td></td>
<td>USMLE-Step 3</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Maintains Leave Records</td>
<td></td>
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<tr>
<td></td>
<td>Prepares Orientation for incoming residents/fellows</td>
<td></td>
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<tr>
<td></td>
<td>Executes contracts</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Orders prescription pads, lab coats, scrub suits</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>GME and Resident policy manuals</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>GME Website</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Medicaid Numbers</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Loan Deferments</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Residency Completion Certificates</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Oversee resident on-call quarters</td>
<td></td>
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<tr>
<td></td>
<td>Educational Forums</td>
<td></td>
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<td></td>
<td>NRMP</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Off-Cycle Contracts</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Update funding spreadsheets for the Budget Office</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Maintain Current Roster &amp;Resident/Fellow Listings</td>
<td></td>
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<tr>
<td></td>
<td>Signature Cards</td>
<td></td>
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<tr>
<td></td>
<td>Meal Program</td>
<td></td>
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<tr>
<td></td>
<td>Training Programs: Coordinate GME to ensure all programs meet ACGME standards</td>
<td></td>
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<tr>
<td></td>
<td>Coordinate &amp; participate in ongoing Internal Reviews of each training program</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
## QUALITY MANAGEMENT

### SERVICE

<table>
<thead>
<tr>
<th>Quality Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Coordinate the Medical Staff and Resident Peer Review Process and functional Medical Staff committees.</td>
</tr>
<tr>
<td>• Monitor, investigate and report Clinical, Departmental Specific Medication Variances and other Variances to the Quality Leadership team monthly and quarterly.</td>
</tr>
<tr>
<td>• Coordinate hospital-wide TJC Standards compliance. Support Departments as needed in meeting TJC compliance.</td>
</tr>
<tr>
<td>• Maintain performance measurement databases and generate reports as requested.</td>
</tr>
<tr>
<td>• Benchmark our performance against our own previously tracked results and / or other facilities where appropriate.</td>
</tr>
<tr>
<td>• Ongoing assessment of and participation in hospital Performance Improvement activities.</td>
</tr>
<tr>
<td>• Actively participate in Quality Process Teams.</td>
</tr>
<tr>
<td>• Maintain Patient Satisfaction database for outpatient clinics. Coordinate Inpatient satisfaction with Avatar.</td>
</tr>
<tr>
<td>• Complete minutes and coordinate monthly committee meetings for Quality Improvement, Pharmacy and Therapeutics, O&amp;OIPRC, Trauma, Special Care, Blood Utilization Review, NPSG and Falls.</td>
</tr>
<tr>
<td>• Investigate and conduct focused studies as requested, and any intensive reviews that may surface.</td>
</tr>
<tr>
<td>• Compile information, coordinate and attend Quality Leadership Team.</td>
</tr>
<tr>
<td>• Complete minutes and coordinate quarterly meetings for (6) Quality Process Teams (SCIP, PN, AMI, HF, IMM, ED Throughput, PM and Stroke)</td>
</tr>
<tr>
<td>• Oversee the survey for TJC, Cancer, Trauma, and the ACGME Institutional Review accreditation process.</td>
</tr>
<tr>
<td>• Maintain and compile quarterly reports from the MDStaff Database, including collating any requested information.</td>
</tr>
<tr>
<td>• Validate Trauma abstracts.</td>
</tr>
<tr>
<td>• ORYX data (core measures) presented to Quality Leadership Team and perform focused reviews as data indicates.</td>
</tr>
<tr>
<td>• Oversee Hospital -Wide Infection Control Activities</td>
</tr>
<tr>
<td>• Oversee Hospital-Wide Employee Health Programs</td>
</tr>
</tbody>
</table>

### SCOPE OF SERVICES

- Coordinate the Medical Staff and Resident Peer Review Process and functional Medical Staff committees.
- Monitor, investigate and report Clinical, Departmental Specific Medication Variances and other Variances to the Quality Leadership team monthly and quarterly.
- Coordinate hospital-wide TJC Standards compliance. Support Departments as needed in meeting TJC compliance.
- Maintain performance measurement databases and generate reports as requested.
- Benchmark our performance against our own previously tracked results and / or other facilities where appropriate.
- Ongoing assessment of and participation in hospital Performance Improvement activities.
- Actively participate in Quality Process Teams.
- Maintain Patient Satisfaction database for outpatient clinics. Coordinate Inpatient satisfaction with Avatar.
- Complete minutes and coordinate monthly committee meetings for Quality Improvement, Pharmacy and Therapeutics, O&OIPRC, Trauma, Special Care, Blood Utilization Review, NPSG and Falls.
- Investigate and conduct focused studies as requested, and any intensive reviews that may surface.
- Compile information, coordinate and attend Quality Leadership Team.
- Complete minutes and coordinate quarterly meetings for (6) Quality Process Teams (SCIP, PN, AMI, HF, IMM, ED Throughput, PM and Stroke)
- Oversee the survey for TJC, Cancer, Trauma, and the ACGME Institutional Review accreditation process.
- Maintain and compile quarterly reports from the MDStaff Database, including collating any requested information.
- Validate Trauma abstracts.
- ORYX data (core measures) presented to Quality Leadership Team and perform focused reviews as data indicates.
- Oversee Hospital -Wide Infection Control Activities
- Oversee Hospital-Wide Employee Health Programs

### WORKLOAD DATA

- Cases reviewed for the Medical Staff and Resident Peer Review Process: 6273 (Avr. CY 2012)
- Referred to Department Peer Review: 395 (Avr.CY 2012)
- Variance Reports Received: 2432 (Avr. CY 2012)
- Inpatient Satisfactions Received (Avatar): 702 (Avr. CY 2012)
- Ambulatory Care Patient Satisfactions Received: 12,481 (Avr. CY 2012)

### STAFFING

| Executive Director – 1 |
| Assistant Director-1 |
| Manager of Coordinators-1 |
| Senior Quality Management Coordinators - 4 |
| Project Coordinator - 1 |
| Admin. Secretary - 1 |
| Student Workers - 2 |

### PATIENT IDENTIFIED NEEDS CODES

<table>
<thead>
<tr>
<th>Patient Identified Needs Codes:</th>
</tr>
</thead>
</table>

### Focused Study(s):

1. As requested.

### Departments reporting PI: 43 (TOTAL)

- Clinical/Support Departments: 38
- PCS: Patient Care Services – (Inpatient Nursing): 1
- ACD: Ambulatory Care Division – (Outpatient Clinics): 3 (ACD, FWCC, Eye Clinic)
- ECC: Emergency Care Center: 1
- Core Measure Quality Process Teams: 6

### Benchmarking:

1. Rapid Response
2. Decubitus ulcers
3. Core Measure Studies
4. a. HF
   b. AMI (Inpatient and Outpatient)
   c. Pneumonia
   d. Surgical Care Improvement Project (Inpatient and Outpatient)
   e. IMM/ED Throughput (Inpatient)
   f. ED Throughput/PM/Stroke (Outpatient)

### Computer Programs Utilized

- MS Word 2007/2010
- MS Excel 2007/2010
- MS Access 2007
- MS PowerPoint 2007/2010

### Databases Utilized

- Pelican (EPIC)
- MD Staff
- UHC
- C-Next
- Trauma One
- AVATAR
- Access
- RAS

- No direct patient care provided.
### INFECTION CONTROL

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Infection Control Dept.</strong></td>
<td><strong>Hours of Operation:</strong> 0800-1630 / 24 Hour On-call&lt;br&gt;<strong>Services:</strong> Infection Control and Prevention is organized into functional groups of routine activities that address the integrated facets of risk assessment; surveillance (process and outcome); epidemiological investigation and evaluation; consultation; and education. These include activities related to: a. Identifying and managing risk (perceived or real), and complying with mandates listed under the umbrella of infection prevention and control by the licensing and accrediting agencies. b. Identifying specific health care associated infections and community acquired infections in patients that are present on admission or that occur after admission. c. Identifying, managing, reporting and following up on persons with reportable and/or transmissible diseases. d. Measuring and monitoring program effectiveness and when indicated, expanding activities associated with health, patient safety and quality improvement. e. Infection prevention activities are in collaboration with other departments within the facility as well as federal, state, and local public health and other health care providers. f. Ongoing education of health care workers and patients as needed.&lt;br&gt;<strong>Patient Ages:</strong> All Ages</td>
<td><strong>Workload data:</strong>&lt;br&gt;Reviewed surgical records for HAC infection data:&lt;br&gt;Surgical procedures: ~12,600&lt;br&gt;C. sections: 465&lt;br&gt;CABG: 153&lt;br&gt;Colon surgery: 94&lt;br&gt;Craniotomy: 381&lt;br&gt;Joint prosthesis: 38&lt;br&gt;ABD Hysterectomy: 268&lt;br&gt;Laminectomy: 149&lt;br&gt;Chart reviews for possible HAC CLABSÍ: ~3,000&lt;br&gt;Chart reviews for possible HAC VAP: ~1,500&lt;br&gt;Chart reviews for possible HAC RSV: ~150&lt;br&gt;Chart reviews for possible HAC CAUTI: ~1,500&lt;br&gt;Chart review for Mtb: 100&lt;br&gt;Reportable Conditions (Public Health Reporting) chart review and report:&lt;br&gt;Sexually transmitted disease: 4,273&lt;br&gt;Other: ~1,000&lt;br&gt;Investigate positive lab cultures for HAI: ~24,000 annually&lt;br&gt;Environmental Rounds and Process Rounds to all units: 1,248 hours per year&lt;br&gt;Process Rounds to all units.&lt;br&gt;Environmental biological monitoring report reviews: 40 hours per year&lt;br&gt;Monitoring of sterilization and disinfection practices: 40 hours per year&lt;br&gt;Policy review/revisions (Infection Control only): 120 policies per year&lt;br&gt;Trouble shooting hospital practices, isolation requirements, possible exposure occurrences: ~2,500 calls per year&lt;br&gt;Research for input on purchases: 24 times per year&lt;br&gt;NSHN reporting: 260 hours</td>
<td><strong>Staffing:</strong>&lt;br&gt;RN Director: 1&lt;br&gt;RN IC Nurses: 2&lt;br&gt;Adm. Sec.: 1&lt;br&gt;Student Worker: 2</td>
<td>13</td>
</tr>
</tbody>
</table>

Patient Identified Needs Codes:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancer Registry</td>
<td>Coordinate the monthly Cancer Committee Meetings. Abstract and enter all patients meeting the cancer registry criteria to be included in the cancer database. Coordinate and report data to meet compliance with the American College of Surgeons Cancer Program Standards. Maintain Cancer Database and generate reports as requested. Coordinate the Validation and Peer Review of completed abstracts by Cancer Committee Physicians. Validation review will include review of the accuracy rate of the Collaborative Stage by registry abstractors and monitoring physician use of both Clinical and Pathological AJCC Staging in treatment planning. Review daily pathology reports for case finding and AJCC Staging. Notifies physicians of deficiencies related to AJCC Staging. Coordinate the CAP Pathology review for Cancer Committee physicians to ensure compliance with American College of Surgeons Standards. Maintain monthly follow-up of required cases in accordance with American College of Surgeons standards. Report cancer incidence for our facility to the Louisiana Tumor Registry as required by state law. Work with Louisiana Tumor Registry, Regional Registries and other hospitals to identify cancer patients diagnosed and treated at our facility. Attend facility Cancer Conferences hosted by OMF, SUR/ONC, GYN, ENT and document TNM, Standards of care, and treatment plans on patients for registry binder.</td>
<td>Cases abstracted for all Cancer patients that met criteria: 1011 Reports requested from the Cancer Database: 6 Validated abstracts: 88 Performs continuous monthly Follow-up on all registry cases since reference date to meet compliance with American College of Surgeons Standards.=20,685 cases.</td>
<td>Cancer Database Coordinator - 1 Health Information Inpatient coders - 2 Student Worker - 1</td>
<td>No direct patient care provided.</td>
</tr>
</tbody>
</table>

Patient Identified Needs Codes:

1. Assessment  
2. Development of Treatment Plan  
3. Diagnostic Testing Order & Evaluation  
4. Diagnostic Tests Performed  
5. Reassessment  
6. Anesthesia Care  
7. Medication Use  
8. Nutrition Care  
9. Operative & Invasive Procedures  
10. Rehabilitation Care & Services  
11. Special Treatment Procedures  
12. Patient Education  
13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety
## TRAUMA REGISTRY

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trauma Registry</td>
<td>Abstracts must be completed for all Trauma inpatients within 60 days of discharge.</td>
<td>Cases abstracted for Trauma meeting criteria for the registry: 1275</td>
<td>Trauma Database Coordinator - 1</td>
<td>No direct patient care provided.</td>
</tr>
<tr>
<td></td>
<td>All abstracts must be entered into the Trauma database.</td>
<td>Reports requested from the Trauma Database: 8</td>
<td>Administrative Coordinator – 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Abstract care received for all trauma patients (patients with at least one injury ICD-9 diagnosis code between 800.00 and 959.9, excluding codes 940-949 burns).</td>
<td>Validated Abstracts: 63 (5% of cases abstracted)</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Generate reports for physicians as requested.</td>
<td>Database Utilized Trauma One!</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Patient Identified Needs Codes:**

1. Assessment
2. Development of Treatment Plan
3. Diagnostic Testing Order & Evaluation
4. Diagnostic Tests Performed
5. Reassessment
6. Anesthesia Care
7. Medication Use
8. Nutrition Care
9. Operative & Invasive Procedures
10. Rehabilitation Care & Services
11. Special Treatment Procedures
12. Patient Education
13. Infection Control
14. Nursing Care
15. Continuum of Care
16. Safety
<table>
<thead>
<tr>
<th>RADIOLOGY DEPARTMENT</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
</table>
| **Magnetic Resonance Imaging (MRI)** | The MRI section of Radiology provides imaging services 24 hours per day, 7 days per week for inpatient, outpatient, & emergency patients of all age categories. Services provided include diagnostic studies & MRI-guided invasive & interventional procedures. MRI studies are performed with and without the administration of paramagnetic contrast media. | Patients  
Inpatients –2,954  
Outpatients –3,367 | Radiology Tech Manager 2 – 1  
Radiology Tech Supervisor -1  
Radiology Technologist 3 – 3  
Radiology Technologist 2 – 2  
Radiology Technologist 1- 1  
Radiology Medical Assistant - 1  
Administration Assistant 2-1 | 1,3,4,5,6,7,12,13,15,16 |
| **Computerized Tomography (CT Scan)** | The CT section of Radiology provides imaging services 24 hours per day, 7 days per week for inpatient, outpatient and emergency patients of all age categories. The section also operates a scanner in the Feist Weiller Cancer Center. Services provided include diagnostic and CT image-guided invasive & Interventional procedures. CT studies are performed with and without the administration of iodinated contrast media. The CT section is under the overall leadership of a fellowship trained radiologist. | Procedures  
Inpatients-12,841  
Outpatients-10,073 | Radiology Tech Manager 2-1  
Radiology Tech Supervisor-1  
Radiology Technologist 3-7  
Radiology Technologist 2-3  
Administrative Coordinator 2-2 | 1,3,4,5,6,7,9,12,13,15,16 |
| **Radiology Records** | The radiology records section provides support for storage and distribution of images and reports. These services include preparation of imaging studies for interpretation, patient record filing, retrieval, copying & reprinting of radiologic images stored digitally. The section works closely with hospital legal affairs and is the official custodian of radiology records for purposes of subpoena. | The records section maintains more than 2,000,000 radiology patient records. | Director-1  
Administrative Supervisor-1  
Administrative Coordinator-5  
Transient workers-1 | N/A |
| **Radiation Oncology** | The radiation oncology service provides palliative and curative radiation treatments for inpatients, outpatients and emergency patients of all age categories. Treatment delivery options include electron & photon | Procedures:  
Rad. Onc.  
Inpatients-1,033  
Outpatients-8,665 | Medical Oncologist-2  
Medical Physicist-1  
Medical Dosimetrist-1  
Radiation Oncology Manager-vacant  
Radiation Therapy Tech III-1 | 1,2,4,5,7,11,12,13,14,15,16 |
external beam therapy and brachytherapy, high dose radiotherapy (HDR) and intensity modulated radiotherapy (IMRT). Other activities include performance improvement, technical quality control, staff continuing education & research.

The section also provides the health physics support for treatment planning and clinical procedure activities in conjunction with a Gamma Knife Unit operated by the Department of Neurosurgery.

The section is under the overall clinical leadership of a physician board certified in Therapeutic Radiology.

<table>
<thead>
<tr>
<th><strong>Gamma Knife</strong></th>
<th><strong>Inpatients</strong></th>
<th><strong>Outpatients</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patients:</strong></td>
<td>Inpatients-0</td>
<td>Outpatients-79</td>
</tr>
<tr>
<td><strong>Radiation Therapy Tech II-3</strong></td>
<td>RN 3-1</td>
<td>LPN 3-1</td>
</tr>
<tr>
<td><strong>Administrative Assistant II-1</strong></td>
<td>Information Tech Office Specialist II-1</td>
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</tr>
</tbody>
</table>

**Breast Imaging**

The Breast Imaging section of Radiology provides imaging services 8 hours per day, 5 days per week for inpatient, outpatient and emergency patients of all age categories. Services provided include screening and diagnostic mammography, breast ultrasound exams and both ultrasound guided and needle directed biopsies. The section operates full imaging and biopsy services in the Feist Weiller Cancer Center and the Ambulatory Care Center.

| **Patients:**   | Inpatients- 134 | Outpatients-11,218 |
| **Radiology Manager-1** | Radiologic Technologist III-5 | Medical Assistant-1 |
| **Administrative Assistant II-1** | Administration Assistant II-1 | Student Workers-2 |

**Nuclear Medicine**

The nuclear medicine section provides services 24 hours per day, 7 days per week for inpatients, outpatients & emergency patients of all age categories. Services provided radionuclide based diagnostic and therapeutic services.

The section is under the overall clinical leadership of a physician board certified in Nuclear Medicine.

| **Patients:**   | Inpatients- 926 | Outpatients-1,652 |
| **Nuclear Medicine Manager-1** | Nuclear Medicine Technologist II-4 | Administrative Assistant II-1 |
| **Administrative Coordinator II-1** |

**Special Procedure (Interventional Radiology)**

The special procedure section provides interventional radiology services 24 hours per day, 7 days per week for inpatient, outpatient, & emergency patients of all age categories. Services provided include angiography, image-guided therapeutic radiology techniques such as angioplasty stenting, arterial & venous access, biopsy and related procedures. Overall clinical leadership of the section is provided by a

| **Patients:**   | Inpatients-3,476 | Outpatients-2,075 |
| **Radiology Manager-1** | Radiology Technologist Supervisor-1 | Radiology Technologists III-4 |
| **RN Supervisor-1** | RN Supervisor-1 | RN III-4 |
| **In Patient Health Information Coder-1** |
board certified radiologist fellowship trained in interventional radiology. We also have a board certified Neuro Interventional Radiologist whose services include cranial aneurysm repair AVM and carotid stenting.

The section also provides the radiologic technologist staff for an imaging suite in the ORoperated by the vascular surgery service and a Neuro Suite on the 1st floor operated by the Neuro Interventional Radiologist.

### Diagnostic Imaging

The Diagnostic Imaging section of Radiology provides imaging services 24 hours per day, 7 days per week for inpatient, outpatient, & emergency patients of all age categories. Services provided include radiographic, fluoroscopic, portable and surgical radiologic imaging techniques.

<table>
<thead>
<tr>
<th>Patients: Inpatients</th>
<th>Outpatients</th>
</tr>
</thead>
<tbody>
<tr>
<td>46,467</td>
<td>49,491</td>
</tr>
</tbody>
</table>

- Radiologic Manager
- Radiologic Tech Supervisors
- Radiologic Technologists III
- Radiologic Technologists II
- Radiologic Technologists I
- Radiologic Medical Assistant
- Administration Assistant II
- Lab Tech Assistant II
- PRN

- Student Workers

### Ultrasound

The ultrasound section provides sonographic diagnostic & therapeutic imaging services on a 24 hours per day, 7 days per week basis for patient of all age categories. Services provided include inpatient, outpatient, and ER patient studies reflecting abdominal, OB/GYN, vascular, interventional, surgical, and intra-cavity ultrasound imaging techniques.

Overall clinical leadership of the section is provided by a board certified radiologist trained in Ultrasound.

<table>
<thead>
<tr>
<th>Patients: Inpatients</th>
<th>Outpatients</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,145</td>
<td>7,024</td>
</tr>
</tbody>
</table>

- Sonographer Manager
- Sonographer III
- Sonographer II
- Sonographer Applicant Trainee
- Student Worker

- Patient Identified Needs Codes:

1. Assessment
2. Development of Treatment Plan
3. Diagnostic Testing Order & Evaluation
4. Diagnostic Tests Performed
5. Reassessment
6. Anesthesia Care
7. Medication Use
8. Nutrition Care
9. Operative & Invasive Procedures
10. Rehabilitation Care & Services
11. Special Treatment Procedures
12. Patient Education
13. Infection Control
14. Nursing Care
15. Continuum of Care
16. Safety
## CARDIOPULMONARY SERVICES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
</table>
| Cardiopulmonary Services | LSUHSC Cardiopulmonary Services provides respiratory care and cardiopulmonary diagnostic testing. Our primary responsibilities are the treatment, monitoring and care of adults, geriatrics, adolescents, children and infants with deficiencies and abnormalities of the cardiopulmonary system. Cardiopulmonary Services is an integral part of the health care team and receives input from many sections of the hospital to provide quality care to our customers. | Procedures:                                                                                                                                                         | Director – 1  
Assistant Director – 1  
Shift Supervisors – 3  
Patient Care Coordinators – 2  
Education/Orientation Coordinator – 1  
Registered Respiratory Therapist II – 34  
Registered Respiratory Therapist – 13  
Certified Respiratory Therapist II – 13  
Diagnostic Technicians – 6  
Lab Tech Assistants– 2  
Administrative Assistants – 3  
Student Assistants – 9 | 1, 2, 3, 4, 5, 7, 12, 13, 15, 16 |

Patient Identified Needs Codes:

1. Assessment  
2. Development of Treatment Plan  
3. Diagnostic Testing Order & Evaluation  
4. Diagnostic Tests Performed  
5. Reassessment  
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7. Medication Use  
8. Nutrition Care  
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13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety
# NEUROPHYSIOLOGY SERVICES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neurophysiology</td>
<td>LSUHSC-S Neurophysiology Labs are committed to providing quality specialized testing, prompt and accurate reporting, courteous, equitable treatment of our customers (adults, geriatrics, adolescents, children and infants) and testing with attention given to patient’s safety. The department supports the Hospital Mission Statement through activities directed to accomplish our mission.</td>
<td>Procedures: EEG: Inpatients: 615 Outpatients: 431 EMG: Inpatients: 48 Outpatients: 269 Evoked Potentials: Inpatients: 12 Outpatients: 2 Sleep lab: Inpatients: 46 Outpatients: 911</td>
<td>Director – 1 Medical Specialist Supervisor – 2 Clinical Associates – 5 EEG Tech 1 - 1 EEG Tech 2 – 1 EEG Tech 3 – 1 Administrative Assistant 3 – 1 Administration Assistant 2 - 1</td>
<td>1, 4, 12, 13, 16</td>
</tr>
</tbody>
</table>

**Patient Identified Needs Codes:**

1. Assessment  
2. Development of Treatment Plan  
3. Diagnostic Testing Order & Evaluation  
4. Diagnostic Tests Performed  
5. Reassessment  
6. Anesthesia Care  
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15. Continuum of Care  
16. Safety
CARDIAC CATH LABORATORY

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac Cath Laboratory</td>
<td>The Cardiac Cath Laboratory of LSUHSC-Shreveport Facility provides services for invasive and noninvasive procedures and immediate post-procedure care. The department is staffed to operate two procedure rooms Monday through Friday 08:00 to 16:30. An “on-call” staff is available at all other times for emergency procedures. The Cardiac Cath Laboratory staff provides quality-conscious, competent and cost-effective care with respect for life and dignity. The patient’s physical, psychological and social needs are assessed initially on the Nursing Units and are reassessed on admission to the Pre-Op Holding Area, with a plan of care developed and revised as necessary. Modifications to that plan of care are based on reassessment of the patient. In the immediate post-procedure phase, the patient is under the direct supervision of the performing physician who maintains responsibility for the needs of the patient until the patient has been appropriately discharged.</td>
<td>Coronaries only 465</td>
<td>Manager – 1</td>
<td>1, 2, 3, 4, 5, 7, 9,12, 13, 14,15, 16</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Coronaries w/grafts only 111</td>
<td>Radiologic Technologist 3 – 2</td>
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<tr>
<td></td>
<td></td>
<td>Left Heart Cath 310</td>
<td>Radiologic Technologist 2 - 1</td>
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<tr>
<td></td>
<td></td>
<td>Left Heart Cath w/grafts 23</td>
<td>RN Supervisor – 1</td>
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<td></td>
<td></td>
<td>Lt/Rt Heart Cath 21</td>
<td>RN3 – 5</td>
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<td></td>
<td>Right Heart Cath 18</td>
<td>Nurse Coordinator - 2</td>
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<td></td>
<td></td>
<td>PTCA 23</td>
<td>LPN – 1</td>
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<td></td>
<td>PTCA/Stent 292</td>
<td>Administrative Assistant - 1</td>
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<td>Rotoblator/Stent 1</td>
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<td>Intravascular Ultrasound 36</td>
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<td>Coronary Flow Reserve 28</td>
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<td>Intra-Aortic Balloon Pump 15</td>
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<td>Renals 8</td>
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<td>Runoff 10</td>
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<td></td>
<td>Aortogram 16</td>
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<td>Temporary Pacemaker 14</td>
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<td>Pericardiocentesis 5</td>
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<td>ICDs 49</td>
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<td>ICD Generator Change 28</td>
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<td>Pacemakers 49</td>
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<td>Pacer Generator Change 16</td>
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<td>Lead Revision or Extraction 4</td>
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<td>EP Studies 29</td>
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<td>Ablations 25</td>
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<td>Tilt Tests 19</td>
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<td></td>
<td>Event Recorder Explant 5</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Event Recorder Implant 6</td>
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</tr>
</tbody>
</table>

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16. Safety
## Bone Marrow Transplant Laboratory

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bone Marrow Transplant Laboratory</strong></td>
<td>The LSU Health – Shreveport, Bone Marrow Transplant Laboratory is a component of the Bone Marrow Transplant Service in conjunction with the Feist-Weiller Cancer Center. The primary responsibility of the Bone Marrow Transplant Laboratory is to collect, process, and store autologous and allogeneic hematopoietic progenitor cells obtained through apheresis (HPC-A) and surgically harvested autologous and allogeneic bone marrow (HPC-M). The BMT Lab is also responsible for thawing these products, performing viabilities, and assisting with the transplant (infusion). All these activities are performed in accordance with current AABB Standards for cell therapy labs and the Food and Drug Administration Good Tissue Practice guidelines. The Bone Marrow Transplant Laboratory is responsible for keeping quantitative results of all products. Hard copies of these results are found in the patient’s BMT Lab chart and are reviewed by the Laboratory Medical Director monthly. Other records of results can also be found in the patient’s BMT shadow chart located in the office of the BMT Service and in the electronic medical record.</td>
<td>Totals are for the 2012 calendar year. Auto HPC-A: 39 Allo HPC-A: 4 Auto HPC-A infusion: 17 Allo HPC-A infusion: 2</td>
<td>Medical Technologist 3 (acts as Lab Supervisor) – 1 Medical Technologist 2 – 1</td>
<td>2, 3, 4, 9, 11, 12, 13, 15, 16</td>
</tr>
</tbody>
</table>

**Patient Identified Needs Codes:**

1. Assessment
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16. Safety
# Special Hematology Laboratory

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
</table>
| Special Hematology Laboratory | The LSUHSC-S Special Hematology Laboratory is a part of the Feist-Weiller Cancer Center Hematology Clinic. The primary responsibility of the laboratory is to perform bone marrow procedures on all hospital and clinic patients. This procedure includes, but is not limited to, assisting the physician with the procedure, preparing aspirate smears, and transporting the specimen to other departments for processing. Special staining on bone marrow aspirate is also performed on these specimens per physician request. The laboratory also performs all complete blood counts (CBCs) and differentials on clinic patients. Manual tests that include Bleeding Time, Leukocyte Alkaline Phosphatase (LAP) Score, and Serum Viscosity are performed by laboratory personnel per physician request. The Special Hematology Laboratory is responsible for keeping records on all tests performed. CBC results can be located in the Mysis, Invision, or Sunquest computer systems. Hard copies of instrument printouts are located in laboratory storage. Hard copies of all bone marrow reports as well as reports of all manual testing performed by the laboratory are located in manuals within the laboratory that are labeled accordingly. | Number of billable tests: ~30,000  
Bone Marrow Procedures 400  
Bleeding Time 30  
LAP Score 15  
Special Staining 30 | Medical Technologist III  
(acting as lab supervisor)-1  
Medical Technologist II-2 | 3, 4, 11, 12, 13, 15, 16 |

---

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11. Special Treatment Procedures  
12. Patient Education  
13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety
# Rehabilitation Services

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA (IF APPLICABLE) Based on 12 Calendar Year</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rehabilitation Services</td>
<td>The Rehabilitation Services Department delivers comprehensive services to individuals with physical and mental dysfunction secondary to disability, disease, or injury in accordance with professional licensure, rules, and regulations, standards of practice, departmental policies, and procedures and organizational standards. Services include comprehensive functional assessments, development of treatment plans, delivery, and documentation of care, consultation, reevaluation, discharge planning and patient/family education. In addition, therapists hold faculty appointment in the school of Allied Health and are responsible for providing clinical supervision and education to physical and occupational therapy students from affiliating universities.</td>
<td>Inpatient Treatments 30,555 Outpatient Treatments 32,989</td>
<td>1 – Administrative Assistant 4 1 – Administrative Coordinator 1 2 – Administrative Coordinator 2 1 – Administrative Assistant 2 6 – Physical Therapy Technicians 1 – Therapy Aide 1 – Director 1 – Unclassified – Physical Therapist Assistant 6 – Unclassified – Occupational Therapist 10 – Unclassified – Physical Therapist 1 – Section Chief (Physical Therapy) 1 – Section Chief (Occupational Therapy)</td>
<td>1,2,10,11,12, 13,16</td>
</tr>
</tbody>
</table>

Patient Identified Needs Code:
1. Assessment  
2. Development of Treatment  
4. Diagnostic Test Performed  
5. Reassessment  
6. Anesthesia Care  
7. Medication Use  
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11. Special Treatment Procedures  
12. Patient Education  
13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety  
33.3 – Department Total FTE’s
# ECHOCARDIOGRAPHY LAB

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
</table>
| Echocardiography Lab | Provides Cardiac Ultrasound services to all patients, adult and pediatric. Services include 2-D Echocardiography, Doppler, Color Doppler, Stress Echocardiography, and Transesophageal Echocardiography | Studies per year: 6,400 | Echocardiographer: 4  
Admin. Asst.: 1  
Dept. Manager: 1 | 3,4,6,7,12,13,16 |

Patient Identified Needs Codes:

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16. Safety
## Pharmacy Department

<table>
<thead>
<tr>
<th>Service</th>
<th>Scope of Services</th>
<th>Workload Data</th>
<th>Staffing</th>
<th>Patient Identified Needs Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy Department</td>
<td>Distributive Services include IV admixtures, centralized unit dose services, and the storage, record keeping and dispensing of investigational drugs for inpatients. Outpatient prescriptions are dispensed to patients in the Viral Diseases Clinic who meet eligibility criteria, outpatients eligible for manufacturer’s assistance programs, Smoking Cessation Program, and a small number of inpatients being discharged from the hospital. Exchange drawers of medications are provided for use in supplying crash carts. Clinics are serviced by the ACC pharmacy and/or providing floor stock in automated dispensing machines. Investigational drug services include the blinding of studies, preparation of drug dosage forms, dispensing of outpatient prescriptions, perpetual inventory, and other record keeping as the primary investigator or IRB-approved protocol requires. Clinical services include monitoring of patient profiles for medication incompatibilities, drug and food-drug interactions, appropriate drug dosages and frequencies, proper medication utilization by prescribers, follow-up on adverse drug reactions, and monitoring of drug levels on a periodic basis. Inservices and continuing educational programs are also provided to the pharmacy staff as well as other ancillary departments, medical students, and physicians. The pharmacy has a PGY1 Pharmacy Practice Residency program which is fully accredited by ASHP. The pharmacy staff also serves as the preceptors of College of Pharmacy interns who are assigned to rotations in our department. All pharmacists and pharmacy technicians must be licensed by the Louisiana Board of Pharmacy. Pharmacist interns must have work permits issued by the Board of Pharmacy.</td>
<td>2,254,088 doses controlled (dispensed and/or reviewed) by pharmacy last year 2,206 prescriptions dispensed for patients approved through the Viral Disease Clinic Pharmacy last year 6,397 patient assistance prescriptions dispensed at no charge through ACC pharmacy The Outpatient Research Pharmacy has 157 active protocols, dispensed 1335 prescriptions, had 110 monitor visits, 18 site visits, 29 site initiation visits and completed 36 protocol evaluations in 2012. 16 pharmacy accredited CE programs were offered with a total of 164 pharmacist and pharmacy technician attendees 6 pharmacy residents completed the residency training program last year and 6 are currently participating in the traditional program this year. There are two employee pharmacists enrolled in the non-traditional residency program.</td>
<td>1-Director of Inpatient Pharmacy 1-Director of Amb/Research Pharmacy 1-Business Manager 1-Coordinator of MSA 1-Administrative Assistant 6-Pharmacy Supervisors 4-Clinical Pharmacists Staff Pharmacists 19-Full-time 3-Part-time 6-Pharmacy Residents Pharmacy Technicians 26-Full-time 1-Part-time</td>
<td>1, 5, 7, 8, 12, 13, 15, 16</td>
</tr>
</tbody>
</table>

### Patient Identified Needs Codes:

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### Patient Relations

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Relations</td>
<td><strong>Volunteer Services</strong> in accordance with established criteria provides volunteers throughout the Health Sciences Center to assist in delivering optimal patient care. Volunteers are screened and processed through the Volunteer Services Office and placed accordingly, managed and directed by the Volunteer Services Coordinator. A youth volunteer program is conducted during the summer months responding to departmental needs as determined by survey. These functions are performed 7 days a week and in some instances 24 hours a day. Pastoral Care Services is responsible for managerial oversight of all spiritual assistance, counseling and advisement to patients, staff and students of LSUHSC. In conjunction with direct spiritual support to the hospital patients and staff, the department provides and coordinates activities of all chaplain interns, local clergy, and volunteer clergy. All attempts are made to provide Pastoral Care 7 days a week, 24 hours a day. Patient Relations is responsible for providing a mechanism which identifies and addresses patient/visitor complaints in a timely and efficient manner thus improving the delivery of healthcare services by ensuring each complaint received is analyzed and receives resolution and follow up as appropriate. The functions of Patient Relations are available Monday through Friday from 8:00a.m. until 4:30 when involving the Director of Patient Relations however patients/visitors have access to file a complaint with the house supervisor after hours and on weekends to be followed up on by the Patient Relations Director on the next business day.</td>
<td></td>
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<tr>
<td></td>
<td>Not Applicable</td>
<td>Department Director – 1</td>
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<td>Staff Chaplains – 4</td>
<td>Volunteer Coordinator - 1</td>
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<td>N/A</td>
<td>12, 15</td>
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</table>

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# SAFETY/RISK MANAGEMENT

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety/Risk Management</td>
<td>Is responsible for the oversight of the Medical Center’s Safety Program. This includes the main campus and all outlying facilities that fall under the jurisdiction of the Health Science Center.</td>
<td>These programs cover approximately 5000 employees, all in-patients, all outpatients and all visitors in the facility.</td>
<td>Director – 1&lt;br&gt;Assistant Director - 1&lt;br&gt;Radiation Safety Officer (Medical School) - 1&lt;br&gt;Safety Officer - 1&lt;br&gt;Biosafety Chemical Hygiene Officer - 1&lt;br&gt;Administrative Coordinator 4 - 1&lt;br&gt;Administrative Assistant 3 – 1</td>
<td>16</td>
</tr>
</tbody>
</table>

1. Routine inspection of the facility to identify safety hazards with emphasis on compliance with fire codes (NFPA).
2. Follow-up and investigation, when appropriate, of employee, patient and visitor injuries.
3. Responsible for the monitoring of chemical exposure to employees based on federal standards.
4. Management of the hazardous waste program for the Health Science Center.
5. Responsible for the implementation and oversight of the State's Risk Management/Loss Prevention Program.
6. Responsible for the implementation and oversight of the institution’s Chemical Hygiene Program.
7. Responsible for education in the area of fire safety, hazardous materials, Emergency Operations and Employee Safety Program.
8. Responsible for investigating and reporting requirements mandated under the Safe Medical Device Act.
10. Responsible Official for BL-3 Laboratory Program.
11. Responsible of compliance with Joint Commissions, Environment of Care Standards.
13. Responsible for reporting and facilitating closure of property claims and general liability claims with the State of Louisiana.

Patient Identified Needs Codes:
### OCCUPATIONAL HEALTH CLINIC

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE OF SERVICES</th>
<th>WORKLOAD DATA</th>
<th>STAFFING</th>
<th>PATIENT IDENTIFIED NEEDS CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Occupational Health Clinic</strong></td>
<td>Initial assessment, referral for medical evaluation and management of on-the-job injuries and blood/body fluid exposures. Drug screening collection of specimen utilizing chain of custody process for “Suspicion” or “For Cause.” Random drug screening for employees/students who have completed a treatment program, and of employees and their supervisors who, as a major portion of their duties, either operate a vehicle or perform maintenance on vehicles.</td>
<td>This program provides some or all of the services listed for 6,151 employees, 80 volunteers and 874 LSUHSC Medical, Allied Health and Graduate students.</td>
<td>Director of Occupational / Student Health - 1&lt;br&gt;RN Infection Control Coordinator - 1&lt;br&gt;LPN-3&lt;br&gt;Administrative Assistant – 1&lt;br&gt;Student Worker -1</td>
<td>1,2,3,5,7,12,13,14,15,16</td>
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<tr>
<td><strong>Employee Health Program</strong></td>
<td>Evaluation and assessment of new employee immunization status, TB status, chronic immunocompromised status, protective immunity status for rubella, varicella and hepatitis B for those employees who have contact with patients and/or who work with research animals and/or who are housed within the hospital, provision of TB mask fit test for employees with patient contact or contact with laboratory specimens that have the potential to contain TB or SARS organisms, provision of color vision screening test for employees whose duties require accurate color recognition, provision of immunizations, TB skin tests and titer levels as required per program guidelines and/or CDC recommendations, annual review of employee health record and provision of TB skin test and/or immunizations as needed, provision of flu vaccine, provision of blood pressure monitoring per request, investigation, prophylaxis, and follow-up of exposure to infectious disease (i.e., TB, chickenpox).</td>
<td>This program provides some or all of the services listed for 6,151 employees, 80 volunteers and 874 LSUHSC Medical, Allied Health and Graduate students.</td>
<td></td>
<td>1,2,3,5,7,12,13,14,15,16</td>
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<tr>
<td><strong>Student Health Program</strong></td>
<td>Review and evaluation of incoming student health applications for completeness and accuracy, provision of hepatitis B vaccine (3rd dose) and protective hepatitis B titer, annual review of student health record and update of TB skin tests/evaluation as required per program guidelines, assessment of students presenting to Student Health Clinic with acute illnesses, consulting Student Health Physician as condition warrants, obtain lab specimens and provide or arrange for treatments, other diagnostic testing and administer medications as ordered per Student Health Physician.</td>
<td>This program provides these services for 874 LSUHSC Medical, Allied Health and Graduate Students.</td>
<td></td>
<td>1,2,3,4,5,7,12,13,14,15,16</td>
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**Patient Identified Needs Codes:**

1. Assessment  
2. Development of Treatment Plan  
3. Diagnostic Testing Order & Evaluation  
4. Diagnostic Tests Performed  
5. Reassessment  
6. Anesthesia Care  
7. Medication Use  
8. Nutrition Care  
9. Operative & Invasive Procedures  
10. Rehabilitation Care & Services  
11. Special Treatment Procedures  
12. Patient Education  
13. Infection Control  
14. Nursing Care  
15. Continuum of Care  
16. Safety
## PUBLIC SAFETY SERVICES

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<td>Public Safety Services (UPD)</td>
<td>Provides police and security services twenty-four hours a day, seven days a week for all Healthcare Center owned, leased or occupied facilities, and parking lots. Services include, police patrols, parking lot guards, personnel and funds escorts, patient restraint, after-hours morgue releases, after-hours body donations, lost and found property, evidence control, helicopter transport assistance, securing patient valuables, lock and unlock offices, and classrooms, fingerprints, prisoner holding facility, issue access and photo ID cards, motorist assist, emergency movement of patients, traffic control, parking enforcement, patient scans, criminal investigations, presents new employee, graduate student, student worker and student orientation, conducts workplace/domestic awareness and prevention classes and crisis prevention courses, manage the fire and security alarm response, manage CCTV and building access systems, conduct security surveys and vulnerability assessments.</td>
<td>The department is responsible for police and security for the health sciences center complex. This responsibility includes 2.2 million sq. ft. of floor space, 72 buildings, 130 acres, 35 parking areas and protection of 5,500+ employees, volunteers and students. Officers responded to 24,950 assistance calls, wrote 1,173 parking tickets, met 576 medical helicopters, monitored over 359 panic alarms, issued over 2,000 photo Ids, patrolled over 22,567 miles, wrote 1,063 reports, made 58 arrests, monitored activities of 4,146 out-patient prisoners and 27,353 after-hours visitors, collected 2,567 patient valuables. Fiscal responsibility includes management of $2.9+ million operating budget. Manages 327 cameras, 198 card controlled doors, and 9 elevator access systems.</td>
<td>Director - 1&lt;br&gt;Associate Director - 1&lt;br&gt;Police Captains - 2&lt;br&gt;Police Lieutenants - 5&lt;br&gt;Police Sergeants - 4&lt;br&gt;Police Corporals - 3&lt;br&gt;Police Officers - 19&lt;br&gt;Security Officers - 4&lt;br&gt;Communications Officers - 6&lt;br&gt;Admin. Serv. Assist/Sec. - 1&lt;br&gt;Administrative Coord. - 1</td>
<td>16</td>
</tr>
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## PERFUSION SERVICES DEPT

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| Perfusion Services | Provide preoperative and intraoperative support, treatment, and supplementation of the circulatory and cardiopulmonary systems of the patient. Duties include:  
1. Extracorporeal circulation and cardiopulmonary support  
2. Counterpulsation (IABP)  
3. Extracorporeal membrane oxygenation (ECMO) and ventricular support (VAD)  
4. Blood conservation techniques and autotransfusion  
5. Anticoagulation monitoring and analysis  
6. Induction of hypothermia/hyperthermia with reversal  
7. Hemofiltration  
8. Administration of medications, blood components, and anesthetic agents via extracorporeal circuit upon prescription by a physician  
9. Conduction of Hyperthermic IntraPeritoneal Extracorporeal Chemotherapy (HIPEC) upon prescription by a physician | Workload data:  
Approx. 200 CPB cases/year;  
300-400 cell salvaging cases/year;  
10 ECMO procedures/year;  
20 IABP cases/year;  
3-6 HIPEC procedures/year | Staffing:  
Chief Perfusionist: 1  
Staff Perfusionist: 1 | 3,4,7,11,13,16 |

Patient ages: All patient ages  
Areas of service: 3K OR, 2K OR, MICU, NICU, PICU, Cardiac Cath Lab

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