

Mercy San Juan Medical Center

Department	Description	Key Functions	Hours of Operation	Staffing	Staff Qualifications	Professional Practice Guidelines	Integration of Services	Communication	Performance Improvement
McAuley Neonatal Intensive Care Unit	<p>40-bed department that provides care to newborns and neonates requiring critical care (Level 3) and growing premature and term infants (Level 2 and Level 1).</p> <p>Security sensitive area with infant security system.</p> <p>Mix of private and semi-private rooms.</p> <p>Unit Type = NICU</p>	<p>Patient assessment and care planning, patient/family education, medication management, pain management, post-surgical care, physiological monitoring, ventilatory care, neonatal stabilization, and discharge planning.</p> <p>Procedure performed in the NICU include:</p> <ul style="list-style-type: none"> Non-surgical central line placement Peripheral IV placement and therapy Parenteral nutrition Chest tube insertion and management Total body cooling/hypothermia. <p>If procedures cannot be performed at the bedside, the patient will be transported to the Operating Room</p> <p>To the extent possible families are involved in care and discharge planning.</p> <p>Neonatal transport.</p>		<p>Complies to the California State Staffing Ratios, which is minimally:</p> <p>1 RN to 2 or fewer Level 3 (critical) infants unless otherwise approved by the If approved by the CDPH: If approved by the CDPH:</p> <p>Level II (intermediate) – Staffing ratios shall be 1 registered nurse to 2 - 3 neonates/infants.</p> <p>Level I (continuing) - Staffing ratios shall be 1 registered nurse to 3 - 4 of fewer neonates/infants.</p> <p>Patient acuity is taken into consideration, potentially requiring additional staff above the ratio.</p> <p>The Neonatal Intensive Care Unit is routinely staffed with Registered Nurses and Respiratory Care Practitioners. Minimally each shift is staffed with 2 NICU registered nurses and one NICU respiratory therapist. Staffing schedules are developed based on historical analysis of patient census.</p> <p>Staffing is adjusted based on the current day's census and expected admissions, transfers and discharges. Additional staff may be obtained through overtime, qualified float staff, per diem staff or agency staff.</p> <p>Target HPPD = 15.44 Target Staffing Mix = 96% RN 4% Non-RN Patient Care Delivery System = Total Patient care.</p>	<p>Staffed with appropriately qualified personnel. The specific qualifications are outlined in staff job descriptions, which can be found in the Human Resources Personnel Files or in the agency staff files.</p> <p>Staff performance and competency are evaluated at least annually and documented in a performance appraisal tool.</p> <p>NICU-related education or training related education provided at least annually.</p> <p>Respiratory therapists are trained in the respiratory care of the newborn</p>	<p>Collaborates with Physicians and Advance Practice Nurses to develop population-specific policies based on recommendations from the National Association of Neonatal Nursing (NANN).</p> <p>The book is titled NANN Guidelines for Neonatal Nursing Policies, Procedures, Competencies, and Clinical Pathways.</p> <p>American Academy of Pediatrics Guidelines for Perinatal Care.</p> <p>Policies and Procedures provide structure/guidance for the delivery of care/services. Policies and procedures are available in PolicyManager a web-based software system for the development, approval and distribution of policies and procedures.</p> <p>An acuity assessment tool is used to determine staffing ratios.</p> <p>Ethical and Religious Directives for Catholic Health Care</p>	<p>Works closely with a interdisciplinary team of healthcare providers specific to the patient's needs to develop and implement an individualized patient plan of care that is updated as the patient's condition changes.</p> <p>The NICU reports vertically to the Chief Nurse Executive.</p> <p>The NICU reports directly to the Director of Womens and Childrens Services and vertically to the CNE.</p> <p>Neonatology is part of the Pediatrics Department of the Medical Staff.</p> <p>The medical director of neonatology has specialized training in neonatology.</p> <p>An Dietician, Social Worker, Developmental Specialist, and Case Manager are assigned to the NICU as part of the interdisciplinary team.</p> <p>Support services provided to NICU by:</p> <ul style="list-style-type: none"> Environmental Services Pharmacy Physical Therapy Laboratory Information Technology Nutrition Services Social Services Security <p>Staff in the NICU available by phone to provide assistance/consultation about the care of</p>	<p>Various modes of communication are used to provide continuity of patient care and communication of key information.</p> <p>Focus of communication is on identification, condition, care requirements, recent or anticipated changes and safety. Communication methods include:</p> <ul style="list-style-type: none"> Shift to shift report between caregivers completed through bedside rounds. Verbal or written communication provided when the patient receives care off of the unit. The medical record. <p>Acuity level of each infant is recorded on the nursing assignment sheet.</p>	<p>Participates in hospital-wide and department-specific performance improvement activities. Data is collected for analysis and action planning as needed. Results and action plans are communicated to staff within the department.</p> <p>Department involvement in performance improvement initiatives is related to the scope of service of Neonatal Intensive Care.</p> <p>Participates in Vermont-Oxford and California Perinatal Quality Care Collaborative.</p> <p>Radiologic and Pathological conferences are agenda periodic items for meetings of the Pediatrics Department.</p> <p>Periodically an appropriate committee of the medical staff evaluates the services provided.</p>

Hours of operation listed for departments that do not operate 24 hours/day, 7 days/week, 365 days/year

Administrative Services = Blue, Support Services = Purple, Ancillary Patient Care Services = Red, Nursing Services = Green

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