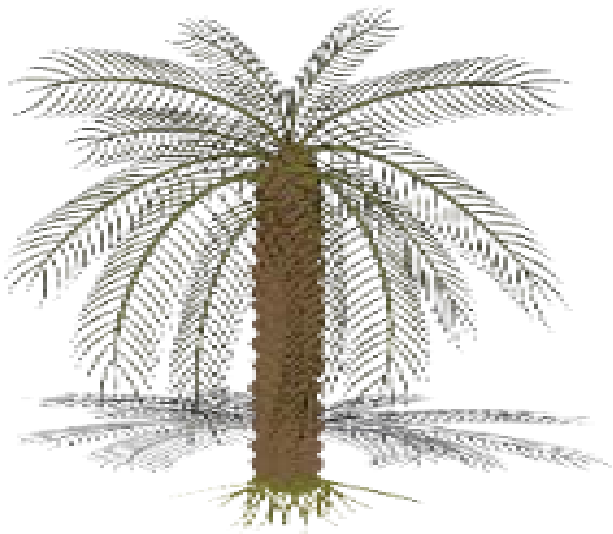


The 'SEVEN' areas of Health Care Services.



Presented by Steve Wallace RN

The Seven Areas of Health Care Services:

- 1. Physician Services*
- 2. Nursing Services*
- 3. Pharmacy Services*
- 4. Dental Services*
- 5. Medication Administration*
- 6. Infection Control*
- 7. Laboratory Services*

Data is important - helps provider track progress or lack thereof so that they can do something about it.



Monitoring should lead to review and revisions of the assessment for the overall health care status.

The system must be *proactive* to address all health care needs and updates should be **timely**.

1. Physician Services

- 24-hour availability of services; (W319-W320)
- Screening for vision and hearing; (W323)
- Participation in Individual Program Planning; (W329 & W330)
- Oversight of Nurse Practitioner or Physician Assistant; (W328)
- Role in the development, documentation and implementation of medical care plan. (W333)



Medical Care Plan --

- Developed when needed, based on complexity and fragility of health status;
- Client in need of more extensive support and services;
- Indicated when a client requires 24-hour licensed nursing care; and may be temporary;
- Must be included in the Individual Program Plan;
- Requires continues reassessment, review and update; and
- The documentation of care must be consistent with the Individual Program Plan (IPP) and/or the medical care plan. (W333)

2. Nursing Services

(Provided in accordance with client's needs) (W331)

- Determination of the need for a medical care plan in addition to the physical examination upon admission;
- Nursing participation in the development and discussion of the Individual Program Plan; (W332)
- Needed elements of a *quarterly health status review* for clients not in need of a medical care plan; (W334)

Registered Nurse Coverage--

(W345-346)

- Sufficient to meet needs of each individual; (W344)
- Implementation of physician orders; (W339)
- Documentation of care consistent with physician orders.



Assessments --

The nurse should participate in the entire IDT process; and provide nursing services focusing on assisting the client to maintain best possible health.

- Prompt assessment of health concerns / complaints; and
- At time of admission and ongoing;
- Following an incident or injury;
- Following any Emergency Room visit;
- Following a hospitalization; and
- With each change of condition, such as weight variance; and
- At least quarterly.



Assessment Types –

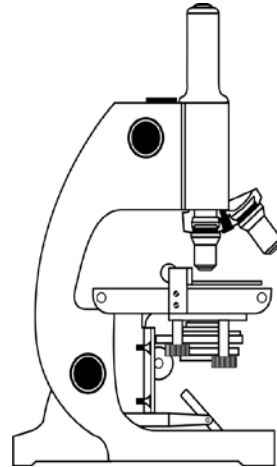
- Self-assessment of medications; (W371)
- Side effects to medications;
- Falls and or increase in falls;
- Training needs of staff;
- Blood level monitoring of medications and other laboratory values;
- Skin breakdown including pressure ulcers, abrasions and rashes;
- Choking and aspiration;
- Fractures;
- Injuries of unknown origin;
- Self-injurious behavior (SIB) or new behaviors;
- Pica; and if
- 24-hour nursing warranted (Under a Medical Care Plan).

The nurse is responsible for the training to staff for notification of changes in condition and report according to facility policy. (W340)

- The nurse assures specialized services are provided as requires; (W326)
- Referrals are timely;
- Appointments are kept;
- Results of exams in clients record;
- Findings and recommendations are discussed with IDT;
- Program plans are updated as a result; (W330)
- Teaching clients about their health conditions; (W340) and
- Teaching staff first aid, signs and symptoms of illness and emergency response; (W342)
- If non-licensed staff administers medication, adequate training oversight is provided by nursing. (W346-347)

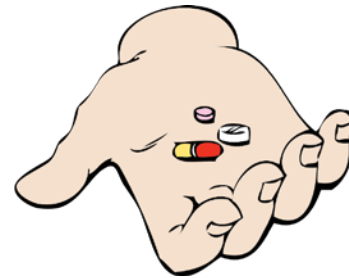
3. Laboratory Services

- Routine lab testing is current and consistent with recommended frequency for the public in general and the facility's policies. (W325)
- Tuberculosis testing is current. (W327)
- Other routine screenings such as Pap Smear, Mammograms, PSA are current. (W322)



4. Self-Administration of Medications (Opportunity to promote independence)

- Based on the client's individual assessed skills and interests;
- Part of the individual Active Treatment program;
- Constant teaching - inclusion on a formal and informal basis included at each opportunity.



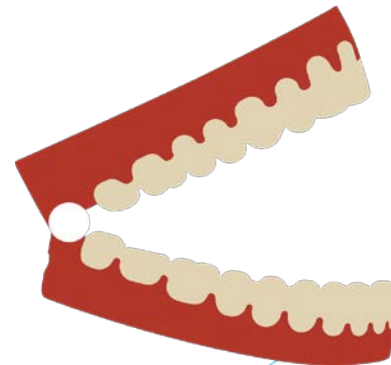
5. Dental Services

(Relief of pain, infection, and restoration opportunity) (W356)

- Availability for emergency services ;
- Participation by the dental staff in the individual program plan;
- Assessment of the frequency of examinations;
- Full mouth assessment and x-rays, as recommended;
- Use of pre-sedation for dental visits to include Human Rights Committee; and
- Restoration work, as recommended.

Individual Program Plan --

- Once assessments have been completed, the interdisciplinary team (IDT) meets to review and determine priorities in order to develop and implement the individual program plan (IPP);
- The nurse participates as appropriate in the development, review, and update of an IPP as part of the interdisciplinary team process; (W332) and
- Identifies the need for support services. (W326 & W338)



6. Pharmacy Services

- Participation by the pharmacist with the IDT in developing and implementing the individual program plan; (W366)
- Recommendations to nursing and physician are followed; (W363)
- Review of drug regimen at least quarterly; (W362)
- Monitor in conjunction with physician and drug regimen review; (W314)
- Monitoring laboratory values associated with use of drugs;
- Review the client record for repeated recommendations and IDT processes to accept/reject recommendations;
- Review of drug administration system;
- Staff training for administration of drugs; and
- Drug pass observation and medication room/storage check.



Pharmacist Assessment --

Assessment of use of multiple drugs, interactions and side effects;
Be current and specific to the needs of the client; and
Used by the IDT.

7. Infection Control

Staff and clients must be trained to use proper standard precautions and infection control procedures to maintain sanitation, prevent the spread of disease and create healthy living conditions. (W340 - W341)

- Hand washing;
- Use of gloves;
- Cross contamination;
- Sterile and antiseptic techniques;
- Disposal of waste; and
- Cleanliness.



GerMs

The word "GerMs" is written in a playful, bubbly font. The letters are multi-colored: 'G' is green, 'e' is pink, 'r' is orange, 'M' is purple, and 's' is dark purple. The letters have a soft, glowing effect around them.

PLEASE NOTE:



Controversial --

There is disagreement about the benefit and necessity of these exams. (W322)

- Mammogram/Pap Smear/Gynecological Examination
- PSA Testing
- Colonoscopy
- Bone Density Screening

Use of pre-sedation prior to appointments --

The use of pre-sedation must include the consent for sedation for medical appointments by client, parent, guardian or decision maker; used as a last resort; included in the individual program plan with documentation for tested *desensitization* strategies; requires *Human Rights Committee* review.