POLICY STATEMENT
The policy of Island Hospital is to have a scope of services that meets the identified healthcare needs of the communities served.

PURPOSE
The purpose of this policy is to outline the scope of care and services provided by Island Hospital.

SCOPE
Organization wide

DEFINITIONS
Island Hospital is a public district, 43 bed hospital governed by a Board of Commissioners which consists of five publicly elected individuals and is located on Fidalgo Island in Anacortes, Washington.

EQUIPMENT
Not applicable

QUALITY CONTROL
This policy will be reviewed annually.

PROCEDURE

PATIENT CARE SERVICES at Island occur through an organized and systematic process designed to ensure the delivery of safe, effective and timely care and treatment.

- Patient care encompasses the recognition of both disease and health, patient/family teaching and patient advocacy. Under the auspices of Island hospital, medical staff, registered nurses and allied health care professionals function collaboratively as part of a multi-disciplinary team to achieve optimal patient outcomes.

- The full scope of patient care is provided only by those professionals licensed to provide assessment and planning of patient care based on findings from the assessment.

SUPPORT SERVICES are provided to ensure that direct patient care and services are maintained in an uninterrupted and continuous manner by coordinating identified organizational functions such as: leadership/management, information systems, human resources, environmental services, infection control, finance and organizational performance improvement.

ACUTE CARE
Medical-surgical unit for all patient types including orthopedics, cardiac, pulmonary and other medical type patients. PICC line placement, when needed, is provided by the Diagnostic Service RNs certified in PICC line placement. After hours PICC placement is provided by Precision Vascular which is a contracted service. Hours of operation 24/7
Contact person: Director of Nursing
BIRTH CENTER
This unit provides 24 hour service for laboring patients, OB observation, inductions, C-sections, Level I neonatal care, labor and delivery, recovery, post partum, antepartum, gynecology services. Any critical patient requiring high acuity care is transported to facilities providing those services. OB Anesthesia is provided by a full-time CRNA employed by the hospital, with call coverage provided by MD Anesthesiologists. Lactation consulting, when needed, is provided by an RN certified in Lactation Services.
Hours of operation 24/7
Contact Person: Director of Obstetrics

CRITICAL CARE
This area provides care for trauma / medical / surgical patients of all ages, whose status requires special skills and equipment with frequent assessments and intervention as acuity dictates.
Hours of operation 24/7
Contact Person: Director of Nursing

EMERGENCY DEPARTMENT
This area provides care for patients from birth through geriatrics. All patients presenting to the Emergency Department will receive medical stabilization, treatment or medical screening exams for their illness or injury. Each patient is evaluated using the 5 level triage protocol and priority of treatment. Transfers to a higher level of care will be arranged according to patient need. The Emergency Department is a designated Level III Trauma Center. Emergency Department physicians contract to the hospital through a group practice, and have an assigned Medical Director responsible for quality issues and hospital interface. Visual and audio consultations for patients needing neurology consult is provided by Neurologists via Swedish Tele-stroke services.
Hours of operation 24/7
Contact Person: Director of Emergency Services

SURGICAL SERVICES
Inpatient and outpatient surgical procedures of most specialties are performed at Island Hospital. Complex neonatal, infant and childhood surgeries for patients with high acuity levels or multi-system problems are transferred to tertiary centers for care. Neurosurgical, transplantation, by-pass and open heart procedures are not performed at Island Hospital. Anesthesia is provided by independent providers, credentialed through the medical staff.
Hours of operation 0700 – 1530 Call Teams from 1530 - 0700
Contact person: Director of Surgical Services

HOME HEALTH
Home Healthcare professionals work closely with patients, families, and physicians to tailor their services to meet the individual needs of the patients. Home Health sees patients who have a need for skilled care by a nurse and/or therapist. Examples of patients who may qualify for skilled services would be, recovering from surgery, an acute medical illness and/or need help in learning how to live with a chronic healthcare condition. Additionally education is provided on how to administer medications, assistance with bathing or dressing or assistance with increasing mobility or speech. Patients eligible for home health skilled services must meet homebound criteria.
Hours of operation Business Office: Monday through Friday 0800 to 1630
Nursing Care: Seven days per week, with after hours call coverage
Contact Person: Director of Home Health
ONCOLOGY CARE AND INFUSION SERVICES

Medical oncology services are provided to patients needing chemotherapy, other medications, monitoring, blood product transfusion, and ongoing consultative services for cancer related conditions. Medical Oncology is provided by a contracted Medical Oncologist. Some diagnostic and treatment modalities such as radiation oncology are referred to outside organizations. Oncology inpatients have care provided by the Acute Care unit or Critical Care, depending on the severity of their condition and needs. Daytime infusion/transfusion services are provided during the hours of operation at the Merle Cancer Care Center for patients of community providers who have privileges at Island Hospital.

Hours of operation: Infusion/Oncology Clinic 0730 to 1700
Contact Person: Merle Cancer Care Center and Infusion Services Manager

PHYSICAL THERAPY/OCCUPATIONAL THERAPY/SPEECH THERAPY

Therapy services are provided for patients with a variety of diagnoses. Services offered include Physical Therapy, Occupational Therapy and Speech Therapy for inpatients and outpatients. Therapists evaluate neuromuscular, musculoskeletal and sensorimotor depending on the patient need and discipline involved in the care. Services are provided to pediatric through geriatric age groups. A satellite clinic providing Physical Therapy is located on Lopez Island. An aquatic program is provided at Fidalgo Pool and Fitness Center.

Hours of operation: Outpatient 0730 - 1800 M-Th; Friday 0730 – 1700.
Inpatient for Speech Therapy and Physical Therapy is 7 days per week
Inpatient for Occupational Therapy is 3 days per week
Contact person: Director of Therapy Services

RESPIRATORY THERAPY

This department provides care to inpatients and outpatients in need of respiratory services or testing, management of oxygen therapy, aerosolized medication delivery, ventilator management, ECGs, pulmonary function testing and arterial blood gas testing.

Hours of Operation: 24/7
Contact person: Respiratory Therapy Supervisor

CARDIAC REHABILITATION

An outpatient program specifically designed for each patient to help decrease risk factors, improve cardiovascular health and increase fitness level for a better quality of life.

Hours of Operation: Monday Wednesday Friday 0830-1630
Step 3 is a Maintenance program offered Tuesday and Thursday 8:30-1300
Contact Person: Director of Therapy Services

PULMONARY REHABILITATION

This is an outpatient program for people with lung disease. It includes education and exercise. The goal of the program is to help each patient manage his/her lung condition so a more active and enjoyable life can be achieved.

Hours of Operation: Monday Wednesday Friday 0830-1630
Step 3 is a Maintenance program offered Tuesday and Thursday 8:30 – 13:00
Contact Person: Director of Therapy Services

OUTPATIENT DIABETES EDUCATION

This program includes individual and group classes with the goal for each patient to learn how to live successfully with diabetes and to optimize the ability to achieve and/or improve upon metabolic control.

Hours of Operation: Monday through Thursday 0830-1700
Contact Person: Director of Therapy Services
DIAGNOSTIC IMAGING
The Diagnostic Imaging Department consists of X-ray, Ultrasound, Nuclear Medicine, CT, and MRI. Other services provided include, PICC placement, Cardiac treadmill testing, Diagnostic biopsies, and PET scans. All procedures are performed by appropriately trained technologists, contracted Radiologists, and clerical support staff providing services to inpatients and outpatients of Island Hospital.

Hours of Operation: 24/7 with some modalities available via call

Contact Person: Director of Diagnostic Imaging

CARE MANAGEMENT (DISCHARGE PLANNING/UTILIZATION REVIEW)
The Care Management Department consists of Licensed Nurses and Discharge Planners who provide referral, discharge planning, and comprehensive resource finding for inpatients.

Hours of operation: 7 days per week, day shift

Contact person: Care Management Supervisor

NUTRITIONAL SERVICES
Nutritional assessment and services to inpatients and outpatients is provided by a Registered Dietician. Menu planning and special diet resources are maintained by this professional. Patients able to eat solid food may order from a Modified Room Service Menu available in patient rooms.

Hours of operation: Diets available 24/7, Dietician Weekdays and on-call

Contact person: Director of Food Services

PASTORAL CARE
Pastoral Care is provided by a part-time hospital chaplain coordinating trained volunteer community clergy, in an organized program of pastoral care.

Hours of Operation: On-call 24/7

Contact Person: Pastoral Care Coordinator

PHARMACY
The Pharmacy department provides services to inpatients and outpatients, physicians, and the local fire district (ambulances). Service range is from neonates up to and including the geriatric population. All pharmacists and pharmacy technicians are licensed by the state of Washington.

Hours of operation: Monday – Friday 7:00 to 2100 except National Holidays On-call 24/7

Saturday-Sunday and Holidays: 07:00 to 17:30

Contact Person: Director of Pharmacy

LABORATORY
Population includes in-patients, outpatients, emergency, and clinic patients ranging in age from infant to geriatric. Frequent procedures or services include comprehensive clinical diagnostic services in all laboratory domains. Pathologist services are provided through a contract with Pacific Pathology Partners.

Hours of operation 24/7

Contact Person: Director of Laboratory
ANACORTES FAMILY MEDICINE AND WALK-IN CLINIC
Clinic services provide primary outpatient care to community members. Walk-in and same day appointments are available. Anacortes Family Medicine is a rural health clinic owned by Island Hospital. Providers include physicians, certified physician assistants and ARNPs.
AFM Hours: Monday through Friday 0800-1700
Walk-In Clinic Hours: Monday through Saturday 0800 - 2000
Contact Person: Clinic Manager

LOPEZ ISLAND MEDICAL CENTER
Clinic services provide primary outpatient care to community members. Providers include a physician and an advanced registered nurse practitioner (ARNP). Lopez Island Medical Center is the only health facility on the island so they triage all emergent needs and arrange transport of patients via airlift to appropriate local hospitals. Lopez Island Medical Center is a rural health clinic operated by Island Hospital. The clinic building and most equipment are owned and operated by the Catherine Washburn Medical Association.
Hours: Monday through Friday 0830-1700
Contact Person: Clinic Manager
Medical Director: Robert Wilson, MD

ORCAS MEDICAL CENTER
Clinic services provide primary outpatient care to community members. Orcas Medical Center (OMC) maintains after hours on-call service and handles appropriate urgent care needs at the facility. Emergency care that cannot be handled at OMC is referred to mainland facilities. Emergency transport is triaged to Orcas Island Fire and Rescue Emergency Medical Services. Patients are thus transported by airlift or fixed wing aircraft to appropriate local hospitals. Orcas Medical Center is a rural health clinic owned by Island Hospital. Providers include two physicians and a physician assistant.
Hours: M-F, 8:30 AM – 5:00 PM
Contact Person: Clinic Manager
Medical Director: Anthony Giefer, MD, MPH

ANACORTES TEEN CLINIC
Clinic operates the Take Charge program, where eligible persons receive family planning services. Provider is an advanced registered nurse practitioner.
Hours: W 1400 - 1700
Contact Person: Clinic Manager

ISLAND PRENATAL CARE CENTER
Clinic operates the First Steps Program, where eligible persons receive Maternity Support Services and Infant Case Management. The interdisciplinary team consists of a Community Health Nurse, a Nutritionist, and a Social worker who advise and support women during their pregnancy and provide links to additional community resources.
Hours: Monday, Wednesday, Thursday 0830 – 1700
Contact Person: Clinic Manager
FIDALGO MEDICAL ASSOCIATES (FMA)
A multi-specialty medical clinic with physicians who are board certified in the following specialties:

- Family Practice
- Internal Medicine
- Pediatrics
- Obstetrics & Gynecology

Fidalgo Medical Associates is a rural health clinic owned by Island Hospital. Our physicians practice inpatient as well as outpatient medicine. FMA also has three family practice ARNPs.
Hours: Monday through Friday 0800-1700.
Contact person: Clinic Manager
Medical Director: John Mathis, M.D.

ISLAND SURGECNES
A practice of three board certified general surgeons providing both inpatient and outpatient surgeries. Hours: Monday through Friday 0830 -1700
Contact person: Clinic Manager

SLEEP CENTER
An outpatient service providing physician consultation, overnight attended polysomnography, daytime sleep testing, unattended home sleep testing, scoring, interpretation, diagnosis and DME management to patients who have or are at risk to have a sleep disorder.
Clinic hours: Monday through Thursday 0800-1700
Contact person: Clinic Manager

PAIN CLINIC
An outpatient service that provides provider consultation and interventional pain relief to individuals suffering from acute/chronic spine or neck related pain. Hours are dedicated as needed by patient volume and needs, generally normal business hours, 0800-1700.
Contact person: Clinic Manager

PSYCHIATRY & BEHAVIORAL HEALTH CLINIC
Our Behavioral Health Clinic offers mental health outpatient services by Psychiatrists, a Psychologist, Social Worker and Licensed Mental Health Counselor Associate.
Hours: Monday through Friday 0800-1700
Contact Person: Clinic Manager

THE CENTER FOR AESTHETIC, RECONSTRUCTIVE AND HAND SURGERY (CARHS)
The Center for Aesthetic, Reconstructive and Hand Surgery features a board certified plastic surgeon who offers a full array of plastic-surgery services, including body contouring. He also provides a full range of hand treatments including those for Carpel Tunnel Syndrome and nerve injuries.
Hours: Monday through Wednesday 0800-1600
Contact Person: Clinic Manager
WOUND CARE CENTER
The Wound Care and Hyperbaric Medicine Center at Island Hospital dba Restorix Health provides care to patients having that are faced with a variety of wound diagnoses including but not limited to pressure wounds, status ulcer wounds, complicated surgical wounds and lesions. The Wound Center providers provide hyperbaric oxygen therapy to those patients.

Hours: Monday through Friday
Contact Person: Clinic Manager

RELATED DOCUMENTS
Quality Manual Policy 4.2.2
Organization Chart – Island Hospital

REFERENCES
None