

**GUAM MEMORIAL HOSPITAL AUTHORITY
ADMINISTRATIVE MANUAL**

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TITLE: AMBULATORY CARE PROGRAM				

PHILOSOPHY

The Guam Memorial Hospital Authority, in conjunction with its overall mission, is committed to providing quality services for persons requiring ambulatory care. Ambulatory care services are provided at the same standard of care as those for inpatient services. The Ambulatory Care Program is organized to assure easy access, efficient use, and the proper resource allocation and utilization of these services. The Ambulatory Care Program is guided by structures, systems, policies and procedures, and monitoring activities designed to promote quality services for the persons that it serves.

DEFINITION OF AMBULATORY CARE

Ambulatory care is defined as the provision of health care services to persons of any age on a non-emergency basis and for those whose health care requirements are not of the severity of illness or intensity of service which requires admission to the hospital as an inpatient. Ambulatory services may be provided by one or more departments of the Hospital.

SCOPE OF SERVICES

Guam Memorial Hospital Authority provides a wide range of ambulatory care services, these include but are not limited to:

1. Laboratory testing/Therapeutic Phlebotomy/Transfusion
2. Blood donation
3. Radiological/Nuclear Medicine procedures
4. Cardiac, respiratory, and neurological diagnostic testing
5. Rehabilitative Services
 - a. Physical therapy
 - b. Occupational therapy
 - c. Speech Pathology services
6. Outpatient Surgery/Diagnostic Procedures/Treatment
7. Nutritional counseling
8. Social Services counseling/Community Services Referrals
9. Hemodialysis/Chronic Ambulatory Peritoneal Dialysis
10. Outpatient medical services

11. Pre & Post-anesthesia evaluations
12. Prenatal testing
13. Cardiac rehabilitation
14. Patient education
15. Prosthetic/Orthotic evaluation and fitting
16. Twenty-three Hour Observation Program
17. Pharmacy
18. Outpatient Supplies & Equipment

OBJECTIVES OF THE PROGRAM

1. To provide ambulatory services in an efficient, safe, and cost effective manner.
2. To develop programs, systems, standards, and policies and procedures to meet the health care needs of the ambulatory population.
3. To identify human and physical resources needed to provide quality services.
4. To monitor services provided to identify compliance with standards, strengths in the program, resource utilization, and opportunities to improve services.
5. To provide training for the staff responsible for delivering ambulatory services.

ORGANIZATION OF THE PROGRAM

The organizational structure of the ambulatory care program parallels the inpatient organizational chart (attachment A). Ambulatory care services are provided under responsibility of the Board of Trustees and the Administrator. The Associate Administrator of Clinical Services is administratively responsible for the ambulatory care services provided by the Hospital. The responsibility for the provision and quality of each ambulatory service is assigned to the Department Head or Nursing Supervisor I who provides the service.

An Ambulatory Care Committee shall be established for the purpose of coordinating the activities and monitoring the quality of ambulatory services provided by the Hospital. The membership of the Ambulatory Care Services Committee is as follows:

AMBULATORY CARE COMMITTEE MEMBERSHIP

Chairperson:	Associate Administrator, Medical Services
Vice Chairperson:	Associate Administrator, Clinical Services
Members:	Assistant Administrator, Nursing
	Assistant Administrator, Fiscal Services
	Assistant Administrator, Ancillary Services
	Director, Medical Records
	Chief Pharmacist
	Others as needed.

Role and Responsibilities:

- (1) To coordinate and monitor implementation of activities in ambulatory care services operations;
- (2) To:
 - (a) develop policies and procedures for ambulatory care services;
 - (b) address policy issues related to ambulatory care services; and
 - (c) conduct annual reviews of the Program's Policy & Procedure Manual.
- (3) To ensure that quality improvement programs are established for each ambulatory care service provided by the Hospital, and to monitor all QI-related programs; and
- (4) To ensure compliance to regulatory standards (e.g. HCFA, JCAHO, etc.) related to ambulatory care services.

Meetings:

Monthly meetings shall be held by the Ambulatory Care Committee at a regular time and date specified by the Committee.

Reporting Procedures:

Minutes of Meetings shall be forwarded to EMC members and recommendations made by this Committee should be routed to appropriate departments in accordance with the approved policies and procedures.

Policy Formulation/Review/Revision Process:

The Ambulatory Care Committee will address all recommendations for policy development and revisions. The Committee's recommendations shall be routed to the appropriate departments in accordance to the approved policies and procedures for review and approval.

Reviewed:

Revised:

Approved: Executive Management Council, 12/29/92

Guam Memorial Hospital Authority

AMBULATORY CARE PROGRAM FUNCTIONAL CHART

