

Component 2: The Culture of Health Care

Unit 3: Health Care Settings— The Places Where Care Is Delivered

Lecture 5

This material was developed by Oregon Health & Science University, funded by the Department of Health and Human Services, Office of the National Coordinator for Health Information Technology under Award Number 1U49OC0001015.

Objective of This Lecture

- Review the functions of the clinical departments in a hospital
 - Direct patient care
 - Ancillary functions

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

2

Nursing Units

- Hospitals are not typically organized by physician specialty
- Instead, patient areas are generally organized according to the kind of nursing care provided
- Nurses are primarily responsible for providing physical patient care and treatment, according to the orders of the patient's physician

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

3

Typical Nursing Units

- Intensive care unit (ICU)
 - Specialized equipment and highly trained staff to treat life-threatening illness or injury
 - Mechanical assistance with breathing, nutrition, etc.
- Cardiac floor/telemetry unit
 - Continuous electronic monitoring of cardiac function
 - Care for patients with serious heart conditions

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

4

Typical Nursing Units (cont'd)

- Labor and delivery
 - Devoted to assisting mothers with childbirth
 - Vaginal and surgical delivery
 - Postpartum recovery
- Nursery and neonatal ICU
 - Specialized nursing care for newborn infants
 - Premature babies
 - Other neonatal distress

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

5

Surgery Suite

- Inpatient and outpatient (same-day) procedures
- Houses operating rooms, scrub area, recovery room, a sterile inner core, and central sterile supply
- Specialized surgery suites, for example:
 - Neurosurgery
 - Thoracic surgery (inside the chest)
 - Orthopedic surgery

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

6

Emergency Medicine

- Receives “walk-in” hospital patients (including patients brought by ambulance or other emergency response)
- Evaluates illness or injury and determines course of action
- Treats and discharges non-emergency cases to follow-up care
- Treats and stabilizes emergency cases and admits to hospital when needed

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

7

Outpatient Services

- Treats patients who do not require hospital admission
- Provides follow-up care after hospital discharge
- May be integrated with the hospital, or exist as a freestanding clinic

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

8

Ancillary Services

- Services that provide supportive care to the patient care units
 - Diagnostic
 - Therapeutic
 - Custodial

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

9

Laboratory and Pathology

- Staffed by med-techs and pathologists
- Test body fluids and tissues
 - Hematology and coagulation
 - Biochemistry and therapeutic drug monitoring
 - Immunology
 - Microbiology, parasitology, and virology
 - Transfusion services

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

10

Radiology and Imaging

- Diagnosis and treatment
- Staffed by technologists and radiologists
- Examples:
 - X-ray
 - Ultrasound
 - Nuclear medicine
 - Angiography
 - Interventional radiology
 - Magnetic resonance imaging (MRI)
 - Computed tomography (CT)
 - Positron-emission tomography (PET)

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

11

Pharmacy

- Controls drugs used in the hospital
 - Storage
 - Preparation
 - Dispensing
 - Safe use
 - Compatibility
 - Education
 - Compliance

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

12

Respiratory Therapy

- Support to improve and maintain lung function in patients with chronic respiratory ailments
 - Blood gas analysis
 - Supplemental oxygen
 - Inhaled medications
 - Breathing and relaxation exercises
 - Positive-airway pressure therapy
- Personalized programs to manage condition after discharge

Component 2/Unit 3-5 Health IT Workforce Curriculum
Version 2.0/Spring 2011 13

Rehabilitation Services

- Provide physical and emotional support to manage or overcome disability
- Physical therapy
 - Treatments to prevent or limit permanent physical disability
 - Focus is on large muscle groups and gross-motor movement
 - Treatments may include application of heat, cold, water, electricity, massage, and exercise
- Occupational therapy
 - Assists in restoring or maintaining abilities of independent daily living
 - Activities develop hand-eye coordination, balance, fine-motor coordination, and social interaction

Component 2/Unit 3-5 Health IT Workforce Curriculum
Version 2.0/Spring 2011 14

Rehabilitation Services (cont'd)

- Speech, language, and hearing services
 - Speech disorders
 - Problems with understanding language or expressing thoughts
 - Swallowing and feeding disorders
 - Hearing disorders
- Sports medicine
 - Specializes in treating sports-related and orthopedic injuries
 - Works to increase strength and flexibility or correct weakness
 - Facilitates a quick and safe return to athletic activities

Component 2/Unit 3-5 Health IT Workforce Curriculum
Version 2.0/Spring 2011 15

Wound Care

- Assistance with healing of chronic, non-healing wounds
- Debridement, dressings, and antibiotic treatment
- Identification and treatment of underlying conditions that interfere with healing
- Patient and family education about proper wound care
- Nutritional guidance for optimal healing
- Advanced healing treatments
 - Negative-pressure (vacuum) therapy
 - Hyperbaric oxygen therapy

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

16

Dietary Services

- Nutrition assessments
- Nutrition education for modified diets
- Diet orders
- Tube feeding and intravenous nutrition
- Specialized nutrition classes (for example, for congestive heart failure and pulmonary rehabilitation)
- Outpatient nutritional counseling

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

17

Medical Psychology

- Monitors and supports patients' mental well-being
- Provides therapy to assist emotional and psychological recovery
 - Talk or group therapy
 - Behavior modification
 - Muscle relaxation
 - Medications
 - Recreational therapy

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

18

Social Services

- Coordinates discharge planning to ensure patient has resources for needed follow-up care
- Provides referrals for housing, medical, mental, and financial assistance
- Special services
 - Child welfare
 - Geriatrics
 - Family services

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

19

Custodial Services

- Care for patients who need additional support after leaving the hospital
 - Rehabilitation centers
 - Assisted living
 - Nursing homes/long-term care facilities

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

20

Summary

- A hospital's clinical departments include those involved in direct patient contact, including numerous support/ancillary services
- These departments work together to ensure that patients have the support they need to heal and recover

Component 2/Unit 3-5

Health IT Workforce Curriculum
Version 2.0/Spring 2011

21
