

ARROWHEAD REGIONAL MEDICAL CENTER
ADMINISTRATIVE POLICIES AND PROCEDURES
2014-2019 Summary of Policy Revisions

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
100.01				X	Administrative Operations Manual - Organization, Contents	
100.02				X	Administrative Operations, Infection Prevention, and Environment of Care Manuals - Approval, Distribution	
100.03			X		ARMC Policy and Procedure Manuals: Format, Standards	
100.04				X	Department Specific Policy and Procedure Manual: Approval Process	
110.01				X	Customer Service - Provision of	
110.02			X		Service Animals	
110.03			X		Catering - Requests and Approval	
110.04				X	County Vehicles - Approval and Use of	
110.05				X	Documents - Framing of	
110.06				X	Walls - Attachment Methods	
110.07				X	Health Sciences Library - Use/Access	
110.08				X	Medical Photography Management	
110.09				X	Records Retention - Schedules of	
110.10			X		Smoking - Prohibition of	
110.11				X	Handcuffs and Batons	
110.12				X	Telephone Services - Request for	
110.13				X	Telephone Services - Use of Pagers	
110.14				X	International Telephone Calls	
110.15				X	Telephone Services - Voice Mail	
110.16				X	Spectralink Telephones	

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110.17				X	Mail Services	
110.18				X	Visitors – Injuries to	
110.19			X		Unusual Occurrences – Reporting of	
110.20			X		Conference Room Scheduling and Room Set Up	
110.21				X	Computerized Tube System and Security	
110.22				X	Contract Services – Classification and Accountability	
110.23				X	Contract Services – Establishment of Agreement	
110.24			X		Contract Services – Review and Management of	
110.25				X	Contract Services – Affiliation Agreements	
110.26				X	Public Information and Media Contact	
110.27				X	Administrative Coverage	
110.28		X			Patient Charity Care	SB 1276, California Health Benefit Exchange eligibility.
110.29			X		Patient Financial Assistance	
110.30				X	Controlled Substance Diversion	
110.31				X	Bulletin Boards – Use of	
110.32				X	Petitions – Circulation of	
110.33				X	Meals -- Employee	
110.34				X	Meals -- Allowance	
110.35				X	Employee Participation in Defense of Claims	
110.36				X	Grants: Glossary and Definitions	

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110.37				X	Grants: Search and Identification Process	
110.38				X	Grants: Roles and Responsibilities	
110.39				X	Grants: Development	
110.40				X	Grants: Award and Contracting	
110.41				X	Grants: Management and Reporting	
110.42				X	Staff Volunteers at ARMC Events	
110.43			X		Use of Color-coded Armbands	
110.44				X	Bake Sales	
110.45	X				Traffic and Parking Control, Citation Issuance and Vehicle Towing	
110.46	X				Roles of Residents, Medical and PA Students, App's (RNP & PA), RN's and Others During Surgery	
110.47	X				Patient Notification of Adverse Event/Medical Error	Changed from Policy No. 300.02
200.01				X	Human Resources Operations	
200.02				X	Employee Association/Union Access to Medical Center Work Site	
200.05				X	Solicitation and Distribution - Literature or Goods	
200.06			X		Standards of Dress and Appearance	
200.09				X	Eating at Work Stations	
200.10				X	Information – Confidentiality	
200.11				X	Employment – Equal Opportunity	
200.13				X	Sexual Harassment – Prohibition of	
200.14				X	Substance Abuse/Reasonable Suspicion – Drug and Alcohol Testing	

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200.16				X	Use of County Property and Work Time	
200.17				X	Violence or Threats in the Workplace	
200.18				X	Temporary Help Services	
200.19				X	Employment of Relatives	
200.22				X	Standards for Employee Conduct	
200.23	X				Separation from Employment	
200.24	X				Contracted Service Provider Personnel	
210.01				X	Time and Attendance – Recording of	
210.02			X		Employee Identification Badge	
210.03				X	Tardiness and Absenteeism Policy	
210.04				X	Absence from Duty – Sick Leave Use	
210.05				X	Return to Work – Modified Duty	
210.06				X	9/80 Alternate Work Schedule	
220.01				X	Pre-employment Medical Evaluation	
220.02			X		Orientation – New Employee	
220.03			X		Orientation for Individuals On Site Less Than Thirty (30) Days and All Students	
220.04				X	Annual Employee Update	
220.05				X	Licenses, Certificates, Registration – Verification of	
220.06			X		Background and Reference Checks	
220.07				X	Forensic Staff Orientation Less Than 30 Days	

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220.08	X				Management of Students and Student Placement	
220.11	X				American Heart Association Card Renewal	
230.01				X	Work Performance Evaluations – Standards for	
230.02				X	Performance Review – Competence Assessment	
230.03				X	Work Performance Evaluations (WPE) Report and Timelines	
240.01				X	Travel and Education – Expense Reimbursement	
240.02			X		Education Assistance Proposal (EAP) Processing for Tuition and Membership Dues	
240.03				X	Employee Discipline	
240.04			X		Process to Fill Vacant Positions at Arrowhead Regional Medical Center (ARMC)	
240.05	X				Use of Personal Electronic Devices Including Cellular Phones, Smartphones, Smart Watches, and Radio Transmitters	
240.06	X				HEART Employee Behavioral Standard Examples	
300.01			X		Adverse Event	
300.02		X			Patient Notification of Medical Error/Adverse Event (Unanticipated Outcome)	Changed to Policy No. 110.47
300.03			X		Performance Improvement & Patient Safety Plan	
300.04				X	The Lean Initiative	
300.05	X				Patient Safety Evaluation System	
400.01				X	Purchasing – Authorization for	
400.02				X	Purchasing – Vendor Selection	
400.03				X	Purchasing – Management of Samples	

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400.04				X	Purchasing – Purchase Orders – Equipment Repair	
400.05				X	Purchasing – Low Value Purchasing Authority	
400.06				X	Petty Cash – Use of	
400.07				X	Capital Equipment – Acquisition	
400.08				X	Equipment – Borrowing, Lending	
400.09				X	Equipment – Disposal of Surplus	
400.10				X	Equipment – Thefts of	
400.11				X	Equipment Patient Care – Inspections	
400.12				X	Equipment Non-Patient Care – Inspections	
400.13				X	Disposable Devices – Reuse	
400.14				X	Supply Requisitions	
400.15				X	Annual Physical Inventory	
400.16				X	Supply Access – After Hours	
400.17				X	Equipment Maintenance/Service – Requests for	
400.18				X	Facility Maintenance: Outside Contractors and Other County Departments Working in the Facility	
400.19				X	Product Recall System	
400.20				X	Emergency Purchase Authorization	
400.21				X	Emergency Small Enterprise Program Compliance for County Contractors	
400.22				X	Product Evaluation and Executive Value Analysis Leadership	
400.23				X	Internal Signature Authority Minor Equipment Sub A	

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400.24				X	Storage of Equipment and Supplies	
400.25				X	Central Plant – Wireless Remote Temperature Monitoring of Refrigerators and Freezers	
400.26	X				Decentralization of Intravenous Pumps	
400.27	X				(RPT) Relocatable Power Tap Policy	
500.02			X		Temporary Disaster Clinical Privileges	
500.03				X	Graduate Medical Education – Institutional Commitment to	
500.04	X				Staff Verification of Medical Staff and Allied Health Membership and/or Clinical Privileges and Resident Competency	
500.05	X				Medical Student Supervision	
600.01				X	Plan – Provision of Care	
600.02				X	Interdisciplinary Plan of Care	
600.03				X	Provision of Care for Hospitalized Patients Birth Through 21 Years of Age	
600.04	X				Therapeutic Limit Setting	
610.01				X	Census Management Plan: Transfers, Saturation/Diversion, High Census Alert/CDPH Notification	
610.03				X	Inpatient Transfer To and From ARMC	
610.04				X	Patient Transport Within the Hospital	
610.05				X	Transfer To and From the Emergency Room	
610.06		X			Transition (Discharge) Planning / Management	Title change and updated discharge planning options.
610.07				X	Patient Evaluation – Medical Screening Examination	
610.08				X	Discharge Planning/Transfers and Change to Lower Level	

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610.09				X	Patient Discharge Lounge	
610.10				X	Provision of DME Upon Patient Discharge	
610.11				X	Management of "Unknown" Patients	
610.12			X		Patient Identification	
610.13				X	Patient Registration Guidelines – Outpatient Services	
610.15				X	Palliative Care: Scope of Practice	
610.16				X	Palliative Care: Referral Process	
610.17				X	Palliative Care: Palliative Care Committee	
610.18				X	Palliative Care: Care Planning	
610.19				X	Palliative Care: Assessment and Treatment of Physical/Emotional Symptoms	
610.20				X	Palliative Care: Pain Management and Opioid Prescribing	
610.22				X	Palliative Care: Pastoral Care Priorities	
610.23				X	Safe Patient Handling and Movement	
610.24				X	Physician Orders for Life Sustaining Treatment	
610.25		X			Stroke Response	Identify Stroke Program Core Leadership members, staff education and orientation requirements, and American Stroke Association's "Get with the Guidelines Stroke Measures performance improvement model.
610.26		X			Code Stroke	Update procedures and protocol algorithm.
610.27				X	Hyperglycemia Management in Hospitalized Adults	
610.28				X	Infection – Sepsis of the Adult Patient	

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610.29				X	Reconciliation of Medication Profiles	
610.30				X	Indwelling Urethral Catheter	
610.31				X	Prevention of Stroke: Treatment of Acute and Chronic Atrial Fibrillation and Atrial Flutter	
610.32				X	Patient Observation, Monitoring, and Escorts for Patient Requiring Constant Supervision	
610.34	X				Involuntary Holds On Non-Psychiatric Units	
610.35	X				Magnetic Resonance Imaging and Computerized Tomography Perfusion Stroke Series Policy	
610.36	X				Arterial Line: Insertion and Management	
610.37	X				Care For Patients With Stroke Symptoms Greater Than 8 Hours After Symptom Onset	
610.38	X				Discharge Planning Activities	
610.39	X				Accepting Practitioner Orders	
610.40	X				Management of Observation Patients	
610.41	X				California End of Life Option Act	
610.42	X				Wound Dressings, Ordering Using Wound Algorithm	
610.43	X				Code Sepsis	
610.44	X				Discontinuing a Urinary Catheter Utilizing the HOUDINI Protocol	
620.01				X	Abuse – Children – Reporting of	
620.02				X	Abuse – Elder, Dependent Adult	
620.03				X	Abuse – Health or Community Care Facility	
620.04				X	Abuse – Domestic Violence, Reporting of	

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620.05			X		Pain Assessment and Management	
620.07			X		Rapid Assessment Team	
620.08				X	Baby Rapid Assessment Team	
620.09	X				Screening And Managing In-Patients At Risk For Suicide	
620.10	X				Fall Program	
630.01				X	Nourishments – Bulk	
630.02				X	Patient Nourishment	
630.03				X	Patient Meals	
630.04				X	Patient Meals – Sandwich	
630.05				X	Refrigerator/Freezer Temperature Checks – Patient/Nourishment/Galley	
640.01			X		Consents – Management of	
640.02				X	Consent – Patient Photography	
640.03				X	Consent – Antipsychotic Medication	
640.04				X	Next of Kin – Location of and Search for	
640.05				X	Guidelines for Consenting/Ethical Issues in Pediatric Patients	
650.01			X		Moderate Sedation and Analgesia Performed by Non-Anesthesia Providers During Procedures on Adults Older Than 10 Years of Age	
650.02			X		Moderate Sedation and Analgesia Performed by Non-Anesthesia Providers During Procedures on Neonates, Infants and Children Less Than 10 Years of Age	
650.03				X	Ambulatory Surgery Center Patients – Selection and Choice of Anesthesia	
650.04			X		Alternate Post-Procedure Recovery Areas	

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650.05				X	Management of the Routine Peri-Operative Patient Prior to the Day of Surgery	
650.06				X	Management of the Urgent or Emergent Peri-Operative Patient	
650.08				X	Malignant Hyperthermia	
650.09				X	Post-Operative Care of Intensive Care Unit (ICU) Patients	
650.10			X		Guidelines for Perioperative Urine Drug Screening	
650.11			X		Perioperative Autologous Blood Collection and Administration	
650.12	X				Non-Obstetric Surgery During Pregnancy	
660.02				X	Administration of Blood – Lookback	
660.03			X		Massive Blood Transfusion (Massive Transfusion Protocol)	
660.04			X		Blood and Blood Products: Patient Identification, Requisition and Administration	
670.01		X			Restraint/Seclusion Guidelines for Non-Violent/Non-Self-Destructive and Violent/Self-Destructive Behavioral Management	Title change and identification of least restrictive intervention methods based on patient assessment.
670.02				X	Latex Allergy Program	
670.03			X		CPR – Code Team Role	
670.04				X	12-Lead Electrocardiogram (EKG or ECG)	
670.05			X		Tumor Node Metastasis Staging	
670.06				X	Healthcare Facilities Accreditation Program Tumor Board Requirements	
670.08				X	Tissue Excluded from Examination by a Pathologist	
670.09				X	Evaluation of Pacemakers and IACDs	
670.10				X	Breast Receptor Assays	

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670.12				X	Management of Patients with Suspicious Breast Pathology – Emergency Department Point-Of-Entry	
670.13				X	Documentation For Procedures Which May Require Moderate Sedation or Anesthesia Services	
670.14				X	Legal Orders For The Control Of Tuberculosis	
670.15			X		Side/Site Verification and Time Out Procedure	
670.16	X				Post-Procedure Pre-Cleaning of Endoscopes	
670.17	X				Receiving and Storage of Endoscopes	
670.18	X				Cleaning of Endoscope Cabinets	
670.19	X				Guidelines for the Administration of Hypertonic Sodium Chloride 23.4% Solution	
670.20	X				Telemetry: Care of the Patient on Centralized Telemetry Monitoring	
670.21	X				Procedure for Endocavity Transducer High Level Disinfection	
670.22	X				Cleaning and Preparing Endocavity and Trans-abdominal Probes	
670.23	X				Operative and Other Invasive Procedures	
670.24	X				Orthopedic Guidelines for Trauma Room Fracture Wash Outs	
670.25	X				Alcohol Withdrawal: Management of Patient in Telemetry Unit and Intensive Care Unit (ICU)	
670.26	X				Administration of Influenza and Pneumococcal Vaccines	
670.27	X				Non Chemotherapy Extravasation	
670.28	X				Spinal Orthotic Devices and Management	
670.29	X				Code White	
680.01				X	Plan – Patient/Family Education	
680.02				X	Nutrition Patient Instruction	

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690.01				X	Visitation	
690.02				X	Patient Personal Property – Management of	
690.04				X	Medi-Cal Pending – Management of	
690.05				X	Morgue – Placement, Viewing, and Releasing of Bodies	
690.06				X	Medication Variance – Reporting of	Policy deleted.
690.07				X	Children – Car Seats	
690.08				X	Safe Surrender of Newborn	
690.09				X	Surgical Procedures Requiring Assistant Surgeon or Assistants to the Surgeon	
690.10				X	Emergency Medical Evaluation Requested by Law Enforcement Officers	
690.11			X		Prisoners in Detention Unit – Management of	
690.12			X		Prisoners – Use of Restraints	
690.13				X	Medical Imaging – Department Services/Department Plan for Provision of Care	
690.14				X	Medical Imaging – Request for Exam	
690.15				X	Medical Imaging – Scheduling Exam	
690.16				X	Death of Patient	
690.17				X	Autopsies	
690.18				X	Death Certificates	
690.19				X	Coroner's Case: Notification of the Coroner	
690.20				X	Coroner's Duties in Hospital	
690.21			X		Abuse: Staff to Patient	

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690.22				X	Laboratory Specimen Labeling and Patient Identification Verification	
690.23				X	Staff Rights	
690.24				X	Homeless Discharge	
690.25				X	Outline For Unit Closure and Opening	
690.26				X	Ordering Out Outpatient Services	
690.27			X		Critical Value, Read Back Verification of	
690.28	X				Patient's Home Medications	
690.29	X				Medical Device Alarm Safety	
690.30	X				Wound Care Referral Process	
690.31	X				Chain of Command: Duty to Intervene and/or Conflict Resolution	
690.33	X				Self-Administration of Hospital Acquired or Patient's Own Medications	
690.34	X				Code Green – Missing/Eloped Patient	
690.35	X				Multi-Dose and Single-Dose Medication Containers	
690.36	X				Intravenous Admixture and Administration	
690.37	X				Drug Shortages	
690.38	X				Traffic Patterns in the Surgical Suite	
690.39	X				Intensivist Policy	
700.01				X	Information Security – General Requirements	
700.02				X	Security Management and Evaluation Process	
700.03				X	Workforce Security Requirements	

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700.04				X	Information Access Management	
700.05				X	Security Awareness and Training	
700.06			X		Security Incident Procedures and Sanctions	
700.07				X	Contingency Planning	
700.08				X	Physical Security Access Controls	
700.09				X	Workstation Use & Security	
700.10				X	Device and Media Controls	
700.11				X	Access Control	
700.12				X	Audit Controls	
700.13				X	Data Integrity	
700.14				X	Person or Entity Authentication	
700.15				X	Transmission Security	
700.16				X	Management of Identity Theft	
700.17				X	Portable Storage and Media Management	
700.18				X	Citrix Access and Appropriate Use Policy	
700.19				X	Data Encryption	
700.20	X				Laptop Computer Use and Security	
700.21	X				Data Storage	
700.22	X				Data Integrity and Internal Data Validation	
700.23	X				Electronic Health Record Documentation Requirements Policy	

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810.01				X	Patient Number – Assignment of	
810.02				X	Patient Information – Release of Medical Records	
810.03				X	Patient Access – Medical Records	
810.04				X	Medical Records – Requests for Information Except Subpoenas (For Subpoenas See P&P 820.03)	
810.05				X	Anonymity – Patient	
820.01				X	Health Information Management – Litigation Access	
820.02				X	Printed Forms – Standards	
830.02				X	Clergy Information – Documentation of	
830.03				X	Subpoenas, Search Warrants, Court Orders, Summons or Other Requests by Legal Entities	
830.04				X	Active Lawsuits – Management of Accounts	
830.05	X				Medical Record Corrections, Late Entries and Addendums	
830.06	X				Do Not Use Abbreviations	
840.01		X			Establishment of an Electronic Health Record.	Policy deleted.
840.02		X			Approval Process of Electronic Orders	Policy deleted.
900.01			X		Patient's Rights	
900.02		X			ADA-Effective Communication for the Deaf or Hard of Hearing	Title change and update to ADA requirements for deaf or hard-of-hearing patients and visitors.
900.03			X		Patients' Rights – Spiritual	
900.04				X	Patient's Rights – Refusal of Blood	
900.05	X				Limited English Proficiency Effective Communication	

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910.01			X		Advance Health Care Directives -- Use of	
910.02			X		Withdrawing/Withholding of Therapy	
910.03				X	Care at the End of Life	
910.04				X	Prehospital Do Not Resuscitate	
910.05			X		Medical Ethics Committee Consultation	
910.06			X		Donor Guidelines	
910.07				X	Determination of Death	
910.08				X	Donation After Cardiac Death (DCD)	
910.09		X			Non-Viable Neonates, Guidelines for the Care of	Policy deleted.
910.10				X	Terminal Wean	
910.11				X	Referral or Transfer of a Patient Who is Requesting End of Life Options	
920.01				X	Patient's Rights - Resolution of Conflicts	
920.02			X		Patient's Rights - Management of Complaints, Grievances	
1000.01				X	Compliance Program -- General	
1000.02			X		Compliance Program Elements	
1000.03				X	Compliance Reporting Process -- Anonymous Reporting	
1000.04				X	Employee Code of Conduct	
1000.05				X	Billing and Claims Reimbursement Policy	
1000.06				X	Coding Practices	
1000.07			X		Uses and Disclosures of Protected Health Information	

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1000.08				X	Access, Amendment and Accounting for Disclosures	
1000.09				X	Procedures for Accounting for Disclosures of Protected Health Information	
1000.10				X	Facsimile Transmission Management and Security	
1000.11				X	Disclosures of Protected Health Information to Physician Corporations For Billing Purposes	
1000.12				X	Business Associates – Protected Health Information (PHI)	
1000.13			X		Uses and Disclosures of Protected Health Information for Marketing Purposes	
1000.14				X	Minimum Necessary Restrictions	
1000.15		X			Notice of Privacy Practices	Title change. Update to procedures for notifying patients on use and disclosures of protected health information, patient rights and hospital's responsibilities.
1000.16				X	Communication of Protected Health Information	
1000.17				X	Mitigation of Privacy & Security Violations	
1000.18				X	Organizational Ethics	
1000.19				X	Statement of Economic Interest (Form 700)	
1000.20				X	Charge Description Master (CDM)	
1000.21				X	Establishing CDM Prices	
1000.22				X	Using Protected Health Information for Training and Educational Purposes	
1000.23			X		Federal and State False Claims Act	
1000.24				X	Vendor Relations – Acceptance of Gifts and Other Business Courtesies	
1000.25				X	De-Identification of Protected Health Information	

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1000.26				X	Use and Disclosure of Protected Health Information for Research	
1000.27	X				Removal of Protected Health Information From Hospital Premise	
1000.28			X		Privacy Complaints	
1000.29	X				Compliance Officer/Reporting to the Joint Conference Committee (Board)	
1000.30	X				Conflict of Interest – Prevention of	
1000.31	X				Anti-Kickback and Stark Laws	
1000.32	X				Personal Representative of Patients	
1000.33	X				Health Information Exchange	
1000.34	X				Uses and Disclosures of Decedent Information	
1000.35	X				Breach Notification	
1000.36	X				Disclosures of Protected Health Information to Law Enforcement	
1000.37	X				Verification of Identity and Authority to Disclose Protected Health Information	
1000.38	X				Disclosure of Patient Information to Family and Friends	
1000.39	X				Patient Directory	
1000.40	X				Patient Privacy Protections	
1000.41	X				Use and Disclosure of Patient Information for Fundraising	
1000.42	X				Uses And Disclosures Of Protected Health Information That Require Authorization	
1000.43	X				Use and Disclosure of HIV Test Results	
Org Charts			X		Organizational Charts – Admin & Medical	



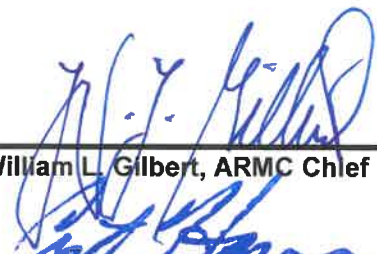
THIS IS TO CERTIFY THAT

ARROWHEAD REGIONAL MEDICAL CENTER'S

ADMINISTRATIVE POLICIES AND PROCEDURES

HAVE BEEN REVIEWED AND UPDATED

AS NEEDED



William L. Gilbert, ARMC Chief Executive Officer



Date



Curt Hagman, Chairman, Board of Supervisors



Date

SIGNED AND CERTIFIED THAT A COPY OF
THIS DOCUMENT HAS BEEN DELIVERED
TO THE CHAIRMAN OF THE BOARD
LYNNA MONELL
Clerk of the Board of Supervisors
of the County of San Bernardino

By _____

Deputy

