

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

**August 10, 2021**

**FROM**

**WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center**

**SUBJECT**

Arrowhead Regional Medical Center Operations, Policy, and Procedure Manuals

**RECOMMENDATION(S)**

Accept and approve the revisions of policies and the report of the review and certification of the Arrowhead Regional Medical Center Operations, Policy and Procedure Manuals (included and summarized in Attachments A and B):

1. Emergency Response Policy and Procedure Manual  
(Presenter: William L. Gilbert, Director, 580-6150)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Improve County Government Operations.**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**FINANCIAL IMPACT**

The revisions and the report of the review and certification of the Arrowhead Regional Medical Center (ARMC) Operations, Policy, and Procedure Manuals are non-financial in nature, and therefore will not result in the use of Discretionary General Funding (Net County Cost).

**BACKGROUND INFORMATION**

The ARMC Procedure Manuals and Policies are prepared in compliance with the policies and procedures of the Administrative Operations Manual, County policies, California Code of Regulations Title 22, Chapters 1 and 5, Centers for Medicare and Medicaid Services (CMS), The Joint Commission (TJC), and other appropriate regulations and guidelines. Per CMS and TJC requirements, all ARMC Operations, Policy, and Procedure Manuals are reviewed and revised, as necessary at a minimum of every one, two or three years, depending on the type of manual, and require Board of Supervisors (Board) acceptance and approval.

The aforementioned manual and policies are necessary to maintain compliance with policy and regulatory bodies. Adherence to the standards set forth in these manuals will improve County government operations and provide for the safety, health and social service needs of county residents by ensuring policies and procedures are in place for hospital operations and quality patient care.

The Department Manager, Medical Executive Committee, Quality Management Committee, and ARMC Administration reviews all ARMC policy manuals. ARMC Operations, Policy, and Procedure Manuals reviewed include the following:

**Arrowhead Regional Medical Center Operations, Policy, and Procedure  
Manuals  
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Emergency Response Policy and Procedure Manual – Policy Revisions

The Emergency Response Manual contains the Department Emergency Operations Plan, along with policies and procedures outlining ARMC's emergency response activities to various threats and incidents ensuring patient and staff safety. The manual contains a total of 49 policies, of which

one policy, relating to visitation, has major revisions due to updated guidance from the California Department of Public Health pertaining to visitation limitations during COVID-19 operations. ARMC completed the 2021 review of the policies and recommends the revisions summarized in Attachment A.

On July 27, 2021 (Item No. 10), the Board accepted and approved the report of review and certification of ARMC Operations, Policy, and Procedure Manuals listed in Attachment B.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Charles Phan, Deputy County Counsel, 387-5455) on July 19, 2021; Finance (Yael Verduzco, Administrative Analyst, 387-5285) on July 21, 2021; and County Finance and Administration (Matthew Erickson, County Chief Financial Officer, 387-5423) on July 23, 2021.

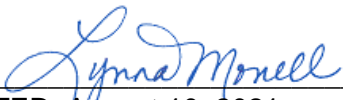
**Arrowhead Regional Medical Center Operations, Policy, and Procedure  
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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

Moved: Joe Baca, Jr. Seconded: Dawn Rowe  
Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: August 10, 2021



cc: File - Medical Center w/attach  
CCM 08/12/2021