



THIS IS TO CERTIFY THAT

ARROWHEAD REGIONAL MEDICAL CENTER'S

**CLINICAL SOCIAL WORK
POLICIES AND PROCEDURES MANUAL**

HAS BEEN REVIEWED AND UPDATED

Stefanie Heim

Stefanie Heim

6/14/2022

Department/Service Director, Head or Manager

Date

Department/Service Medical Director (if applicable)

Date

Associate Hospital Administrator (if applicable)

Date

Nanette R. Buenavidez

Nanette R. Buenavidez RN

6/16/22

Chief Nursing Officer (if applicable)

Date

Chief Medical Officer (if applicable)

Date

Andrew Goldfrach

Andrew Goldfrach

6/16/22

Chief Operating Officer (if applicable)

Date

William L. Gilbert

William L. Gilbert

6/22/22

Hospital Director

Date

Chair, Board of Supervisors

Date

SEP 13 2022



**ARROWHEAD REGIONAL MEDICAL CENTER
CLINICAL SOCIAL WORK
POLICIES AND PROCEDURES**

**POLICY NO. 172 Issue 1
Page 1 of 2**

SECTION: DISCHARGE / TRANSFER COORDINATION

SUBJECT: ROOM AND BOARD PLACEMENT

APPROVED BY: _____
Social Services Manager

POLICY

Social Service Practitioners (SSPs) are the primary facilitators of Room and Board placements. The Clinical Social Work (CSW) Department will identify and coordinate the transition of patients requiring placement into a Room and Board. The SSP will ensure that the appropriate level of care needs are met in the transition to a lower level of care facility.

PROCEDURES

- I. The need for potential placement to a Room and Board can be identified based on the psychosocial assessment and/or SSP – physician collaboration. It should be noted in the patient's electronic medical record if the patient was in a Room and Board prior to admission.
- II. Once the physician has stated what the level of care needs of the patient will be, the SSP will discuss either return to the previous Room and Board or assist the patient and their family in securing another Room and Board.
- III. The SSP must ascertain that the patient has an income source and discuss payment issues with the patient.
- IV. Once discharge orders are written by the physician, the SSP will coordinate the transfer and arrange transportation if necessary.
- V. Discharge orders and medications should accompany the patient as well as any personal belongings.
- VI. All activities and phone calls will be documented in the patient's electronic medical record.
- VII. A patient that lacks the financial means for placement should be discussed with the Department Manager or Supervisor for alternative resources (Reference CSW Policy No. 114 – Self-Pay Patients).

**REFERENCES: Clinical Social Work (CSW) Policy No. 114 – Self-Pay Patients
The Joint Commission
Health and Safety Code 1262.5**

DEFINITIONS: N/A

ATTACHMENTS: N/A

APPROVAL DATE:

| | |
|-------------------|---|
| <u>N/A</u> | Policy, Procedure and Standards Committee Applicable Administrator, Hospital or Medical Committee |
| <u>03/29/2022</u> | Stefanie Heim, LCSW Department Manager |
| <u>06/16/2022</u> | Nanette Buenavidez, Chief Nursing Officer Applicable Administrator, Hospital or Medical Committee |
| <u>04/27/2022</u> | Patient Safety and Quality Committee Applicable Administrator, Hospital or Medical Committee |
| | Board of Supervisors Approved by the Governing Body |

REPLACES: N/A

EFFECTIVE: 4/27/2022

REVISED: N/A

REVIEWED: N/A

ATTACHMENT A

**ARROWHEAD REGIONAL MEDICAL CENTER
CLINICAL SOCIAL WORK DEPARTMENT MANUAL
2019-2022 Summary of Policy Revisions**

| Policy # | New | Major | Minor | Reviewed | Policy Title | Explanation (New and Major Only) |
|----------|-----|-------|-------|----------|---|---|
| | | | X | | Numeric Index | |
| 001 v2 | | | X | | ARMC Mission Statement | |
| 002 v3 | | | | X | Department Mission Statement | |
| 003 v3 | | | X | | Scope of Service | |
| 004 v2 | | | | X | Description and Function | |
| 005 v3 | | | | X | Methodology | |
| 006 v5 | | | X | | Organization and Chain of Command | |
| 008 v5 | | | X | | Provision of Care | |
| 020 v4 | | | X | | Description / Classification | |
| 021 v5 | | | X | | Social Services Manager | |
| 024 v2 | | | X | | Office Assistant IV | |
| 025 v4 | | | X | | Office Assistant III | |
| 026 v1 | | | | X | Supervising Social Service Practitioner | |
| 027 v2 | | | | X | Social Service Practitioner II | |
| 028 | | X | | | Social Service Practitioner III | Removed; Human Resources recently combined the Position Description for SSP II & SSP III. Since it is now combined, this policy was removed and combined with Policy No. 027. |
| 029 v2 | | X | | | Lead Social Service Practitioner | Edited the policy to make it more consistent with the county's job description. |

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|----------|-----|-------|-------|----------|--|---|
| 030 v1 | | | | X | Departmental Divisions | |
| 031 v3 | | | | X | Staff Assignment | |
| 032 v3 | | | | X | Burn Unit | |
| 033 v4 | | | | X | Intensive Care Units | |
| 034 v4 | | | X | | Pediatrics | |
| 035 v6 | | | X | | Medical / Surgical Units | |
| 037 v5 | | | X | | Emergency Department | |
| 039 v4 | | | | X | Outpatient Clinics | |
| 040 v5 | | | X | | Women's Health – Inpatient / Clinics | |
| 041 v5 | | | X | | Neonatal Intensive Care Unit | |
| 042 v4 | | | X | | Outpatient Dialysis | |
| 045 v2 | | | X | | Stroke Unit | |
| 046 v2 | | | X | | Palliative Care | |
| 050 v5 | | | X | | Information Privacy, Security & HIPAA Compliance | |
| 051 v5 | | | X | | Emergency Operations Plan | |
| 054 v4 | | | X | | MSW Internships | |
| 055 v3 | | | | X | Telecommunications | |
| 056 v5 | | | X | | Time and Attendance | |

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|----------|-----|-------|-------|----------|--|--|
| 070 v6 | | X | | | Staff Orientation | The policy itself had minimal changes. Major changes were reflected in Attachment A – Competencies to reflect the updates and changes made to our department’s current policies. |
| 071 v4 | | | X | | Staff Meetings | |
| 072 v4 | | | X | | Medical Center In-Services and Education | |
| 073 v4 | | | X | | Professional Development | |
| 074 v4 | | | X | | Community Liaison Activities | |
| 075 v5 | | | | X | Annual Competency Education | |
| 076 v5 | | | | X | Department Specific Competency | |
| 077 v3 | | | | X | Medical Center Standard Practice | |
| 078 v4 | | | | X | Department Policy Development / Revision | |
| 079 v3 | | | | X | Confidentiality | |
| 080 v4 | | | | X | Patient Self-Determination Act | |
| 081 v5 | | | X | | Weekend and Holiday Protocols / Procedures | |
| 082 v6 | | | X | | Case Management Philosophy | |
| 084 v5 | | | | X | Multidisciplinary Consult Requests | |
| 085 v4 | | | X | | Requests for Legal Counsel | |
| 086 v4 | | | X | | Identification of John / Jane Unknown | |
| 090 v4 | | | X | | Department Objectives | |

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|----------|-----|-------|-------|----------|--------------------------------------|-------------------------------------|
| 091 v6 | | | X | | Annual Reporting Schedule | |
| 092 v5 | | | X | | Summary Reports | |
| 100 v4 | | | X | | Function | |
| 101 v4 | | | X | | Patient / Family Education | |
| 102 v2 | | | X | | Multidisciplinary Plan of Care | |
| 103 v5 | | | X | | Forms / Format | |
| 104 v5 | | | X | | Methodology | |
| 105 v4 | | | | X | Access to Patient Medical Record | |
| 106 v6 | | | X | | Department Records (Activity Sheets) | |
| 110 v4 | | | X | | Inpatient Assessment | |
| 111 v4 | | | X | | Disability Referrals | |
| 112 v4 | | | X | | Medi-Cal Issues / Referrals | |
| 114 v4 | | | X | | Self-Pay Patients | |
| 116 v4 | | | X | | Requests from Utilization Review | |
| 130 v5 | | | X | | Services Statement | |
| 131 v3 | | | | X | Meal Provisions | |
| 132 v5 | | | X | | Shelter / Homeless Referrals | |
| 133 v2 | | | | X | Alcohol / Drug Rehab | |
| 134 v5 | | | X | | Domestic Violence | |
| 136 v3 | | | | X | Referrals to Behavioral Health | |
| 137 v4 | | | X | | Newborn Adoptions | |

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|----------|-----|-------|-------|----------|---|---|
| 138 v4 | | | | X | Interpreter Services | |
| 139 v3 | | | | X | Indigent Burial Arrangements / Morgue Referrals | |
| 140 v3 | | | | X | Immigration / Consulate Services | |
| 141 v3 | | | X | | Safe Surrender of Newborn | |
| 142 v3 | | | | X | Dependent Care Services | |
| 143 v3 | | | X | | Hospital Home Schooling | |
| 150 v3 | | | X | | Perinatal Substance Abuse Screening | |
| 151 v5 | | | X | | Suspected Adult Abuse | |
| 152 v6 | | X | | | Suspected Child Abuse | Changes made to both the policy and attachments. Removed Attachment II – CA Department of Social Services AD22 form as it was no longer relevant to the medical setting. The Release of Minor form is all that is needed when a child is being detained by Child Protective Services which is referenced in the policy. |
| 153 v5 | | | X | | Suspected Assault / Domestic Violence | |
| 160 v5 | | | X | | Discharge Planning | |
| 161 v4 | | | | X | Patient Choice | |
| 162 v5 | | | X | | Interfacility Transfers | |
| 163 v5 | | | X | | Release of Minor | |
| 164 v5 | | | X | | Conservatorship / Public Guardian | |

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|----------|-----|-------|-------|----------|--------------------------|---|
| 165 | | X | | | Acute Care Facility | Removed because the Clinical Social Work Department no longer coordinates the transition of patients to acute care facilities. It is coordinated by Case Management. |
| 166 | | X | | | Sub-Acute Facility | Removed because the Clinical Social Work Department no longer coordinates the transition of patients to sub-acute facilities. It is coordinated by Case Management. |
| 167 | | X | | | Skilled Nursing Facility | Removed because the Clinical Social Work Department no longer coordinates the transition of patients to skilled nursing facilities. It is coordinated by Case Management. |
| 168 | | X | | | Rehabilitation Services | Removed because the Clinical Social Work Department no longer coordinates Rehabilitation Services . It is coordinated by Case Management. |
| 169 v5 | | | X | | Patton State Hospital | |
| 170 v4 | | | | X | Board and Care | |
| 171 v4 | | | X | | Discharge to Home | |
| 172 v1 | X | | | | Room and Board Placement | New Policy created as SSP's are the primary facilitators of room and board placements. The policy was created to mimic Policy No. |

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|----------|-----|-------|-------|----------|-------------------------------|--|
| | | | | | | 170 Board and Care as SSP's are also the primary facilitators of board and care placements. |
| 180 v5 | | | X | | Non-Medical Transport | |
| 181 v5 | | | X | | Medical Transport - Ambulance | |
| 182 v4 | | | X | | Medical Transport - Medivan | |
| 190 | | X | | | Durable Medical Equipment | Removed because the Clinical Social Work Department no longer facilitates the ordering of Durable Medical Equipment (DME). It is coordinated by Case Management. |
| 191 | | X | | | Respiratory Services | Removed because the Clinical Social Work Department no longer coordinates Respiratory Services. |
| 192 | | X | | | Home Health Care | Removed because the Clinical Social Work Department no longer coordinates Home Health Care Services. It is coordinated by Case Management. |

TOTAL POLICIES REVIEWED: 92