

ANMC Department Service Agreement ENT and Pediatrics Departments

The following is a collaborative service agreement between the ENT and Pediatrics departments. The departments agree on the following scope of practice for the provision of primary & specialty care.

Core Competencies:

ENT will provide the following core services:

- Inpatient and Outpatient consultation
- Assume management of ENT problems requiring intervention; return of care to PCP after resolution of problem
- Long term care / management of chronic ENT problems
- ENT clinic consultations developed as a result of referrals from Pediatricians
- Pediatric ENT care will be provided up to the limits of the institution
- Clinic and Emergency Department consultations will have a dictated report sent to the referring provider
- ENT will be responsible for arranging referral to sub-specialty care outside of ANMC when indicated

Pediatrics will provide the following core services:

- Management of primary care problems
- Consideration of recommendations made by consultant
- Pediatric hospitalists and pediatric intensivists will provide inpatient care to children when requested by ENT, including pre-surgical clearance.
- Pediatric consultations will be provided to pediatric ENT patients when requested by ENT physicians
- Pediatric hospitalists and pediatric intensivists will co-manage pediatric patients when requested by ENT physicians
- Inpatient care for neonates of at least 32 weeks gestation.
- Complex pediatric intensive care, except for dialysis, or cardiac surgical care
- Pediatric field health Case Managers will coordinate the care of complex patients
- Sedation and monitoring for ENT procedures requiring sedation if non-intubated
- Pediatrics will, on a daily basis, maintain familiarity with surgical patients on the Pediatrics ward (through discussion with the charge nurse) and will convey any concerns to the staff surgeon.

Access Agreements

ENT will provide the following access:

- All patients will be offered an appointment within one day for any problem
- All patients requiring an operating room surgical intervention will be offered an OR time within 5 days of that determination
- Immediate access for urgent and emergent conditions

Pediatrics will provide the following access:

- Same day access offered for all Pediatrics patients who can schedule by 4:00 p.m. and arrive in the clinic by 4:30 p.m. Monday - Friday
- Evenings between 5:00 p.m. – 8:00 p.m. and Saturdays between 8:30 a.m. and 4:30 p.m. the clinic is staffed with one provider who covers the practice for customer convenience and urgent needs for customers who can schedule by 7:00 p.m. and arrive by 7:30 p.m. in the evenings and customers who can schedule by 4:00 p.m. and arrive by 4:30 on Saturdays
- Inpatient consultation at any time

Consultation / Treatment Process

- *In order to avoid delays referring clinic agrees to use the standard ANMC evaluation and consultation process*
- 8:30 a.m. – 4:30 p.m. use standard ANMC consult process (see flowchart)
- 8:00 a.m – 4:30 p.m. – use immediate access phone 729-8030 (option 2) or dial extension 1405 directly to schedule all appointments with ENT; consult form must also be faxed

Approved 11/13/06

Communication Process

- Pediatrics will identify patients who have complex issues such as, pain contracts, medical, logistical or social issues, when sending a consult
- Pediatrics Outpatient to ENT - referral form with clearly stated reason for referral; for complicated patients or patients with complex problems, ENT requests that PCP dictate a note with important facts, clearly stated reason for referral and statement of questions PCP would like consultant to address.
- Inpatient Pediatrics to ENT - Pediatrics will dictate consultation note, make brief note in chart and establish verbal contact with referring provider.
- ENT to Outpatient Pediatrics (PCP) - ENT will send dictated note to PCP on all new patient consultations. ENT will send copy of operative notes to PCP. ENT will send dictated notes on established patients when there are significant issues needed to be brought to the PCP's attention.
- ENT to Inpatient Pediatrics – ENT will dictate consultation note, make brief note in chart and establish verbal contact with referring provider.
- Pediatric Field Health Case Manager will be available via phone to assist with admissions or services for out of town patients

Consultation / Treatment Guidelines (for each referral guideline include graduation criteria)

- The process for approving guidelines:
 - Guidelines developed at department (or other) level
 - Department presents guideline to appropriate Clinical Core Business Group (CCBG)
 - After CCBG approval guideline goes to PIC for final approval
 - After PIC approval guideline is posted on ANMC intranet
- Treatment guidelines for otitis media, pharyngitis, sinusitis, perforated ear drum and obstructive nasal disorder follow up are on the ANMC intranet under clinical guidelines as well as on anmc.org internet site. These guidelines include referral guidelines. Direct referral guidelines for ear tubes, tonsillectomy/adenoidectomy and sinus CT scans are also available here for those who choose to use them. The direct referral guideline are primarily intended for those patients living outside the Anchorage metropolitan area for whom travel for routine evaluation imposed a hardship.
- ENT will include the pediatrics service in development of new referral or clinical care guidelines for pediatric ENT conditions. Agreement between the two services will be reached before implementation of new guidelines.

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
 - % of time guidelines are met
 - % of time processes are followed
 - % of time adequate information is provided to consultant clinic
 - % of time adequate information is provided to referring clinic
 - % of time appointment is booked using the phone process
 - % of dictation consultation summary received

John Kokesh, MD

Signature of ENT Medical Director

Amy Schumacher, MD

Signature of Pediatrics Outpatient Medical Director

Michelle Myers, MD

Signature of Pediatrics Inpatient Medical Director

Douglas Eby, MD, MPH

Signature of SCF Vice President Medical Services

Dan Jessop CPA, MBA

Signature of ANMC Administrator