

3 OPD Dental CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	NIDCR program of care including acute and chronic pain research, phase I investigational drug studies, oral surgery (extraction of wisdom teeth) model for acute pain. Patient populations include chronic pain patients and normal volunteers for acute pain studies.
AGE OF PATIENT POPULATION	Patients range in age from 16-year-old adolescents and young adults to 70-year-old chronic pain patients.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality are maintained. Informed consent for all patients is maintained. Attention to cultural diversity, spirituality, advanced directives and age appropriate care is incorporated in patient care.
ASSESSMENT OF PATIENTS	Patients have a full assessment prior to entering protocols. Consults are requested for specific conditions which are detected on exam. Chronic pain patients who are participating in ongoing drug treatment protocols are followed via phone contacts for frequent, subsequent assessments.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Interpreting services are available for non-English speaking patients. The clinic is designed for handicapped patients. Interpreters for the deaf are available.
PLANNING AND PROVIDING CARE OF PATIENTS	A collaborative practice model is used for patient care planning. The members of the health care team include: the physician, nurse, oral surgeon and supportive staff.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Oral surgery is performed on patients who participate in the acute pain studies and of patient referrals from other Institutes. Tissue biopsies, blood samples and other specimens are included in some protocols.
REHABILITATION AND CARE SERVICES	Counseling for pain control is provided. Follow up monitoring for patients on acute and chronic pain protocols is done via telephone contact as well as follow-up patient visits.
PATIENT AND FAMILY EDUCATION	Patients and family members are given information related to post op care, general dental and health care. Chronic pain patients are educated regarding the use of medications and complimentary therapies for the management of pain.
MAINTAINING A SAFE ENVIRONMENT	Safety is maintained through the use of universal precautions, safe handling of medications, food and equipment. The clinic is equipped with safety features for the handicapped. Conscious sedation is performed per the Clinical Center Standard of Practice.
MANAGEMENT OF HUMAN RESOURCES	The clinic is staffed with CNIII and CNIV nurses and a PCT who have skills for oral surgery and pain research.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	The members of the health care team participate in a monitoring program for TB surveillance. They utilize universal precautions in their practice and complete mandatory reviews annually to maintain competence in infection control. The incidence of infection is monitored through a performance improvement indicator.

3 OPD SURGICAL & UROLOGIC ONCOLOGY CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Outpatient clinic that supports surgical oncology, immunotherapy and urologic and familial kidney cancer protocols through the National Cancer Institute. Patients include new screens, treatment follow-ups, those receiving Phase I, II, and III therapies, and surgical and urologic consult patients from other institutes.
AGE OF PATIENT POPULATION	Older adolescent. Early, middle and senior adults.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Genetic counseling for patients and families; patient screening instruction for research volunteers provided by nursing/social work. Information is provided on informed consent, Patient Bill of Rights, and Advanced Directives.
ASSESSMENT OF PATIENTS	3 OPD Outpatient Assessment Standards: Screening & Diagnosis and Treatment. Pre-screening assessments and diagnostic scheduling of tests often done via phone.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Hearing impaired and language interpreter available as needed.
PLANNING AND PROVIDING CARE OF PATIENTS	Collaborative Program of Care meetings; multidisciplinary team meetings.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Skin biopsies, bladder chemotherapy, and biologics administration. Hickman removal, aspiration cytology, research blood draws.
REHABILITATION AND CARE SERVICES	Consults to Rehab Medicine, Nutrition, Social Work, Spiritual Ministry.
PATIENT AND FAMILY EDUCATION	Orientation and protocol instruction to new patient/family; pre-op teaching; maintain NCI publications in visitor's waiting room; self -injection teaching, VAD, chemotherapy and pump teaching.
MAINTAINING A SAFE ENVIRONMENT	Biannual safety walk-through with safety officer, chemotherapy waste disposal buckets.
MANAGEMENT OF HUMAN RESOURCES	3 OPD staffing pattern, competencies for disease and procedures, VAD and PICC competencies, chemotherapy certification.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	TB surveillance for employees; Patient admission assessment for fever and infectious diseases.

4 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Outpatient (OP) clinic for patients and healthy volunteers participating in NIMH protocols.
AGE OF PATIENT POPULATION	5 years and older.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient teaching re: <u>Patients Bill of Rights</u> , informed consent and assent; discussion of <u>Advance Directives</u> , assistance with NIH Durable Power of Attorney (DPA) for the elderly and cognitively impaired; treatment collaboration with patient, patient's support system.
ASSESSMENT OF PATIENTS	OP4 nursing assessment standards with nursing care plans for specific populations with disorders of: mood & anxiety, attention deficit hyperactivity, geropsychiatric; and schizophrenia. Assessment activities include: suicide assessment, preadmission screenings, psychometric ratings and diagnostic interviews per DSM IV; baseline surveys and questionnaires, documentation and data entry of outcome measures for ND and NIMH Branches.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Specialized diagnostic interviews: Structured Clinical Interview for Diagnosis (SCID), Family Interview for Genetic studies (FIG), Schedule for Affective Disorder and Schizophrenia(child & adult version) specialized patient self-ratings, and ratings by the clinician related to patient's cognition, mood, orientation, life style, and functioning; assessment specific to change(s) in patient's status due to protocol medications, exacerbation of illness or abuse. Follow up & referral.
PLANNING AND PROVIDING CARE OF PATIENTS	Interdisciplinary meetings; protocol and treatment plan collaboration with patient @ every appt. (q 1-4 weeks); crisis intervention and "on call" system for emergency; phone follow-up; Performance Improvement indicators for suicide and high risk/significant events; regular family meetings with children; medication "blind-breaking" with recommendations for follow-up.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Serial blood draws and assays for blood study protocols, pharmacokinetic studies; drug challenges; prep for lumbar punctures, suicidal precautions; PET scans: MRIs and fMRI.
REHABILITATION AND CARE SERVICES	Group and individual therapy for support of patients in longitudinal protocols; appropriate referrals made.
PATIENT AND FAMILY EDUCATION	Patient and family teaching and education materials regarding protocols, diagnoses, course of illness, medications (open and blind); behavior modification; sleep hygiene, and basic genetic information.
MAINTAINING A SAFE ENVIRONMENT	Crises intervention; suicide assessment and prevention; Performance Improvement follow up for high risk/significant events; nursing management of psychiatric emergencies, aggressive behaviors, and sharps and other potentially harmful items; emergency alarm system (to and from other Behavioral Health units).
MANAGEMENT OF HUMAN RESOURCES	Credentialed nursing staff; case management as mode of care delivery; compliance with CC and ND mandatory reviews.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Compliance with CC/ND infection control policies and procedures. TB surveillance of employees.

5 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	OP5 is the NIDCD research consult clinic where a variety of patients with ENT (Otolaryngology) diseases and conditions are seen. Patients are seen in clinic for screening and follow up for medical and surgical treatment. The types of disorders presented in the clinic include: Otitis Media/External, Vertigo, Hearing loss, Otagia, head and neck cancers, laryngeal papilloma, swallowing dysfunctions and genetic disorders affecting hearing rhynology.
AGE OF PATIENT POPULATION	Patients range in age from infants, toddlers, adolescents, early, middle and late adult.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality are maintained. Informed consent for all patients is maintained. Cultural diversity, spirituality, advanced directives and age appropriate care are incorporated in patient care.
ASSESSMENT OF PATIENTS	Patients have a full assessment prior to entering protocols. The ENT Clinic provides a consult service for patients participating in research protocols with any of the Institutes in the Clinical Center.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Interpreting services are available for non-English speaking patients. The clinic is designed for handicapped access. Interpreters for the deaf are available.
PLANNING AND PROVIDING CARE OF PATIENTS	A collaborative practice model is used for patient care planning. The members of the health care team include: ENT physicians, Head and Neck surgeons, Nurse Practitioner, Research Nurse and PCT.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Pre operative work ups are completed for the Head and Neck and ENT surgical patients. Fine needle aspirations, biopsies, endoscopic exams, nasopharynglaryngoscopy, myringotomy are performed. Follow up assessments and procedures for surgical patients and ENT consults are performed.
REHABILITATION AND CARE SERVICES	The Head and Neck and ENT patients who undergo surgical procedures receive follow up treatment with the Speech Pathologist, the swallowing specialist to achieve and maintain maximum function. Provide consult service for tracheostomy for the Clinical Center.
PATIENT AND FAMILY EDUCATION	Patients and their families are given written and verbal information related to their condition and the procedures performed in the ENT Clinic. Patient teaching is done for pre and post operative care.
MAINTAINING A SAFE ENVIRONMENT	Safety is maintained through the use of universal precautions, safe handling of medication and equipment. Strict guidelines are followed for the cleaning of equipment and handling of toxic materials.
MANAGEMENT OF HUMAN RESOURCES	The clinic is staffed with a Nurse Practitioner, a CNIV Clinical Research Nurse and a PCT trained in ENT and Oral medicine.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	The members of the health care team participate in a monitoring program for TB surveillance. They utilize universal precautions in their practice and complete mandatory reviews annually to maintain competence in infection control.

7 OPD HEMATOLOGY CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	An outpatient clinic area open 5 days a week from 0700 to 1600 for patients of the NHLBI: Hematology Branch for screening & post therapy follow-up care. Patients receive IV drug therapy & blood/platelet transfusions. Bone Marrow biopsies/aspirations and blood draws are performed.
AGE OF PATIENT POPULATION	Adolescence; early, middle, and late adult.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	AT&T language line & translators available; Social Worker Services. Family centered care; Spiritual Ministry services; Patient Advocate services available on request; Bioethics Consultant available for staff. Support group for BMT Patients & caregivers.
ASSESSMENT OF PATIENTS	7 OPD assessment standards: Screening & Diagnosis, Treatment of Acute Processes & End of Life, Nursing Department Age Appropriate Care Guidelines; documentation per Nursing Department guidelines.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Pediatric Safety Guidelines; Age Appropriate Care Guidelines; Foreign Language Interpreter Support; Handicapped-accessible rooms; specific guidelines for care of patients who are immunocompromised/neutropenic, teaching sheets & patient education pamphlets in Spanish.
PLANNING AND PROVIDING CARE OF PATIENTS	Weekly Interdisciplinary Patient Care Rounds and weekly clinic planning meetings.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	VAD removals; bone marrow biopsy & aspirate.
REHABILITATION AND CARE SERVICES	Preadmission planning &/or patient interviews with PT & nutrition.
PATIENT AND FAMILY EDUCATION	Informational brochures & teaching plans that are age Specific & printed in different languages.
MAINTAINING A SAFE ENVIRONMENT	Radioactive waste precautions & disposal; wall mounted Needle buckets; hazardous waste disposal buckets.
MANAGEMENT OF HUMAN RESOURCES	Core Staffing; Hematology/Oncology Competencies; Level I - III Certification for Chemotherapy administration; Inservices r/t New protocols and procedures.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Staff surveillance for TB; routine assessments on patients for TB, Zoster, updates from Hospital Epidemiology.

7 OPD (NEURO) SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Serving the NINDS population. Average outpatient visit is 1.5 hours; Population is medical and surgical neurology. Clinic hours of operation is 0800-1630.
AGE OF PATIENT POPULATION	Adult. Infrequent preschool, school age, adolescent.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality maintained, Informed consent, Advance Directives and safety issues addressed.
ASSESSMENT OF PATIENTS	Clinical /neuro outpatient assessment for actual/potential neurological dysfunction.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Handicapped accessible room.
PLANNING AND PROVIDING CARE OF PATIENTS	Interdisciplinary patient rounds; OPD Branch meetings.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Investigational drug therapies; skin punch, lumbar puncture, videotaping of movement disorders; Pre and post operative care of nerve and muscle biopsies.
REHABILITATION AND CARE SERVICES	Referrals to community based support groups; Pet therapy, Recreation Therapy, Occupational Therapy, Social Work Services.
PATIENT AND FAMILY EDUCATION	Neuro specific patient education related to disease processes, tests, research protocols, medications and operative procedures.
MAINTAINING A SAFE ENVIRONMENT	Seizure precautions; orientation to environment.
MANAGEMENT OF HUMAN RESOURCES	Neuro specific Competency Based Orientation. Credentialed nursing staff.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	OPD Negative flow room. Staff surveillance for TB. Compliance with infection control policies.

8 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Outpatient ambulatory care setting providing care to predominantly HIV seropositive population from the NIAID. The focus of the research is immune modulation and the natural history of HIV. Other diseases studied include Hepatitis B, Hepatitis C, Vasculitis, and Anthrax.
AGE OF PATIENT POPULATION	Early, middle and late adult.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Advance Directives update; case manager as patient advocate. Patient representative is available, used of bioethics consults and spiritual ministry.
ASSESSMENT OF PATIENTS	8 OPD outpatient assessment standards: HIV
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Support available for the vision impaired; non-ambulatory; non-English speaking, hearing impaired.
PLANNING AND PROVIDING CARE OF PATIENTS	Nurse case managers coordinate ongoing needs of patients; weekly multidisciplinary meetings to review plans of care.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	IV therapy; medication administration for Phase I & II drug studies; cell infusions, serial blood samples, lumbar puncture, OGTT, GYN exams, skin testing, blood glucose monitoring, hemacult testing.
REHABILITATION AND CARE SERVICES	Community referrals and referrals to rehabilitative medicine as needed.
PATIENT AND FAMILY EDUCATION	Standardized teaching plan for outpatient administration and care of individuals receiving IL2; self injection of medication; antiviral therapy; medication actions and side effects; protocol information. Teaching pre and post procedure i.e. GYN exam, LP.
MAINTAINING A SAFE ENVIRONMENT	Locked medication cabinet; emergency medications available for anaphylaxis. radioactive waste precautions and disposal, checking and maintaining code cart, emergency oxygen.
MANAGEMENT OF HUMAN RESOURCES	Unit staffing pattern; case managers and treatment room nurses; competency program for diseases and procedures.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Isolation masks at front desk and waiting room; hospital epidemiology (HES) consultation as needed; OMS coordinates staff TB surveillance, hepatitis immunization and optional HIV testing. Follow infection control guidelines for MRSA and ORSA positive patients.

9 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	A multi institute unit serving adult and pediatric patients with acute and chronic illnesses from NICHD, NIDDK, NIAMS, NHGRI, NCI, NIEHS, NINDS, Dept. of Transfusion Medicine and Clinical Center Rehab. The patient populations include Liver, Arthritis, Endocrine, Cystic Fibrosis, Orthopedics, Dermatology, Solid Organ Transplants, Breast CA, Neurology, Genetics and Bone Diseases.
AGE OF PATIENT POPULATION	Patients in the OP9 Clinic range from infants to geriatric age groups. (Infants; toddler; preschool; adolescents; early, middle and late adults.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality are maintained. Informed consent for all patients is maintained as well as assent for pediatric patients. Attention to cultural diversity, spirituality, advanced directives and age appropriate care is incorporated in patient care.
ASSESSMENT OF PATIENTS	Patients have a full assessment on initial visit and on subsequent visits per protocol and health status. Consults are requested for specific conditions which are detected upon exam.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Interpreting service is available for non-English speaking patients. Clinic is designed for adult and pediatric handicapped patients Interpreters for the deaf are available. Special diets are provided.
PLANNING AND PROVIDING CARE OF PATIENTS	Patient care planning is done according to APIE (assess, plan, implement, evaluate). Care is provided through a collaborative practice model which includes the entire health care team.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Skin biopsies, needle aspirations, blood glucose monitoring, joint injections, sweat tests, blood draws and precision body measurements are clinic procedures.
REHABILITATION AND CARE SERVICES	Orthopedic Consult Clinic is on the unit. Rehab personnel support this clinic and are available for consult to any clinic patients.
PATIENT AND FAMILY EDUCATION	Genetic counseling and extensive patient and family teaching is part of the care provided in the clinic. Verbal instruction, written material and videos are used for this instruction. A patient health education library is available on the unit. Education for preventive health practices as well as education related to the acute and chronic illnesses is an integral part of patient care.
MAINTAINING A SAFE ENVIRONMENT	Safety is maintained through the use of universal precautions, safe handling of medications, food, and equipment. A safe play area is provided for pediatric patients. Clinic is equipped with safety features for the handicapped.
MANAGEMENT OF HUMAN RESOURCES	The unit is staffed with CNIII, CNIV, and CNS level RN's. The staff is cross-trained to cover several clinic areas within the program of care. The nursing staff has expertise and background in numerous areas of health care providing the clinic with diversity and flexibility in the management of several patient populations.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	The members of the health care team participate in a monitoring program for TB surveillance. They utilize universal precautions in their practice and complete mandatory reviews annually to maintain competence in infection control. A negative air flow room is available on the unit. The toys in the play area are cleaned regularly to prevent cross contamination among pediatric patient populations.

10 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Outpatient clinic serving broad spectrum of ophthalmic patients with ophthalmic consultation for other services within the CC.
AGE OF PATIENT POPULATION	All Ages.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Low vision assistive devices; consent monitoring; large print documents; other visual aids as needed.
ASSESSMENT OF PATIENTS	10 OPD outpatient assessment standards specific to the ocular condition.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Assess visual acuity, mobility, safety and psychosocial for all patients seen.
PLANNING AND PROVIDING CARE OF PATIENTS	Bi-weekly clinic planning rounds; weekly interdisciplinary teaching rounds; bi-monthly nursing staff education inservices.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Fluorescein (FA) and indocyanine green angiogram (ICG); photodynamic therapy (visudyne); conjunctiva/lacrimal gland biopsy; intra-ocular injection; monoclonal antibody SQ infusions; AREDS lab processing; and retinal laser treatments.
REHABILITATION AND CARE SERVICES	Referrals to low vision services in the community; Lighthouse for the Blind referrals.
PATIENT AND FAMILY EDUCATION	Information board with pamphlets and handouts on eye disease; handouts and teaching plans on FA, ICG, self-administration of eye drops and hypertension. Patient and family education for complex protocols i.e. laser surgery, corticosteroid therapy.
MAINTAINING A SAFE ENVIRONMENT	Wall mounted needle boxes; locked medication cabinets; radioactive waste precautions and disposal; low vision safety measures; hazardous drug precautions.
MANAGEMENT OF HUMAN RESOURCES	Adequate clinic staffing maintained; competencies completed for ophthalmology program of care.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Cleaning ophthalmic equipment after examination of patients as per Clinical Center guidelines. TB surveillance program.

11 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Outpatient area serves patients who are acutely, chronically and newly diagnosed with a range of medical diseases/conditions involving the immune system, infectious diseases and allergy responses.
AGE OF PATIENT POPULATION	Toddler; pre-school; school age; adolescence; early, middle and late adults.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Bioethics consultation, interpreting services, Recreation Therapy, Patient Representative, Spiritual Ministry.
ASSESSMENT OF PATIENTS	11 OPD outpatient assessment standards: HIV positive, Wegeners Granulomatosis, Mastocytosis, CGD/JOBS/LAD, Lyme Disease Mycobacterium Avium Intracellular, Common Variable Immuno-deficiency, Asthma, Mastocytosis, Parasitic Disease, Inflammatory Bowel Disease, Hyper IgM Syndrome. Telephone assessments as needed; use of CRIMSON documentation system; joint assessment by Social Worker.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Support pediatric patient schooling and evaluation of growth and development; provide communication services for hearing impaired and language interpreter as needed.
PLANNING AND PROVIDING CARE OF PATIENTS	Patients come to outpatient settings for protocol screening, initial and follow up care; interdisciplinary rounds.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	GYN exams; skin testing; facilitate Phase I & II drug studies and pharmacokinetic studies including vaccinations and protocols.
REHABILITATION AND CARE SERVICES	Extensive referrals to occupational therapy, rehabilitation medicine, and speech therapy. Use of Children's Inn for patient/family lodging.
PATIENT AND FAMILY EDUCATION	Disease information; pre and post procedural teaching on lumbar puncture, bone marrow aspirations, GYN exams and CVAD.
MAINTAINING A SAFE ENVIRONMENT	Wall mounted needle containers; PEDS on code cart; negative flow room.
MANAGEMENT OF HUMAN RESOURCES	Unit staffing pattern; staff cross-trained to OP11 for program care competencies.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	11 OPD negative flow room for patients with multi-drug resistance TB (MDRTB); nurses follow TB surveillance guidelines with OMS; follow isolation guidelines for patients with MDRTB and TB.

12 OPD CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Open Monday thru Friday seeing patients of the NCI Medical Oncology Clinical Research Unit, Laboratory of Tumor Immunology and Biology, Neuro-Oncology Branch, and Experimental Transplant and Immunology Branch on phase I, II and III protocols. Average 25 visits per day.
AGE OF PATIENT POPULATION	Early, middle and late adult.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Comprehensive holistic family centered care including social work, recreation therapy. Advanced Directive/DPA with Bioethics Consult available. Patient Resource Center with patient computer and Internet access, long distance (WATTS) telephone available. Support group meetings for patients/families with specific diseases.
ASSESSMENT OF PATIENTS	Physician and/or nursing assessment of patient for acceptance to protocol screening, treatment, and end of life on an as needed basis. Patients accepted to protocol complete nursing assessment done on 13OCC or 12E.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Age Appropriate Care Guidelines; Foreign Language Interpreter Support; Handicapped-accessible rooms; specific guidelines for care of patients who are immunocompromised and/or neutropenic. Teaching sheets & patient education pamphlets in Spanish. Bone Marrow Transplant education classes.
PLANNING AND PROVIDING CARE OF PATIENTS	Plan of Care created collaboratively with 13OCC and 12E via Clinical Liaison Nurse in various meetings and rounds including: collaborative disease group/team meetings; discharge rounds; Program of Care meetings; Interdisciplinary Chronic Graft Versus Host Disease rounds.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Referrals made for procedures made to 12E, 13OCC or surgery as needed.
REHABILITATION AND CARE SERVICES	Referrals to all support departments including: occupational and physical therapy; recreation therapy, pain and palliative care.
PATIENT AND FAMILY EDUCATION	Patient information brochures and pamphlets available and updated monthly; internet access to NCI sites, coordinate and reinforce patient and family teaching.
MAINTAINING A SAFE ENVIRONMENT	Radioactive waste precautions and disposal; wall mounted needle buckets, large needle buckets on wheels, Yellow hazardous waste disposal buckets. Adherence to Epidemiology isolation guidelines.
MANAGEMENT OF HUMAN RESOURCES	Staff competent to administer chemotherapy. Staffing includes RN and Patient Care Technician.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Staff surveillance for TB; routine screening/assessments to include TB, Zoster and respiratory illnesses. Annual infectious disease update.

12 WEST VACCINE RESEARCH CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	This clinic is designed to conduct research on the development of new vaccines. Healthy volunteers are recruited to participate in the trials. Clinic is available 7 days a week as needed.
AGE OF PATIENT POPULATION	Adults over age 18 consistent with protocol requirements.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality maintained.
ASSESSMENT OF PATIENTS	History and physical completed by physician or nurse practitioner. Nursing assessments completed each visit.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Translation services available for non-English speaking volunteers or the hearing impaired.
PLANNING AND PROVIDING CARE OF PATIENTS	Patient follow-up and monitoring included dressing changes, diary card completion, safety labs obtained).
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Surgical or inpatient referrals for any procedures made as needed.
REHABILITATION AND CARE SERVICES	Rehabilitation and care services related to vaccinations referred as needed.
PATIENT AND FAMILY EDUCATION	Healthy volunteers are provided extensive teaching related to protocols.
MAINTAINING A SAFE ENVIRONMENT	Wall mounted needle containers, use of universal precautions. Anaphylaxis supplies available.
MANAGEMENT OF HUMAN RESOURCES	Nurses and Nurse Practitioners employed and/or contracted by NIAID.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Staff surveillance for TB. Annual review of infectious disease practices. Negative flow isolation room.

13 OPD PEDIATRIC CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	Pediatric outpatient clinic open Monday - Friday serving patients with cancer and HIV/AIDS diagnoses on Phase I, II and III protocols from NCI Pediatric and HIV/AIDS malignancy.
AGE OF PATIENT POPULATION	Infants; toddlers; preschool age; school age; adolescents; early adult.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Family centered care; Recreational activities; Local & long distance phone available; AT&T language line and translators available; NIH School services; Ministry services; Patient Advocate services available on request; Bioethics consultant available for staff.
ASSESSMENT OF PATIENTS	13 OPD outpatient assessment standards: Screening & Diagnosis, Treatment, Acute Processes and End of Life. Nursing Department Age Appropriate Guidelines; Documentation per Nursing Department guidelines.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Pediatric Safety Guidelines; Age Appropriate Care Guidelines; Foreign Language Interpreter Support; Handicapped accessible rooms; Specific guidelines for care of patients who are immunocompromised/neutropenic
PLANNING AND PROVIDING CARE OF PATIENTS	Daily interdisciplinary Oncology and HIV Rounds; Weekly Multidisciplinary rounds; Biweekly protocol meetings; Family meetings; After hours patient care coordination; Patient Calendars; Performance Improvement Indicators; Use of a treasure box to encourage appropriate behavior during invasive procedures.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Administration of Biologic Therapeutics; Care of central and peripheral lines; Ommaya taps; Chemotherapy; Preparation for, and recovery from conscious sedation.
REHABILITATION AND CARE SERVICES	Occupational and Physical Therapy; Recreational Therapy; Art Therapy; Social Work Services; Hospice Planning; Dietician Services; Patient Support groups; Children's Inn accommodations for families of pediatric outpatients.
PATIENT AND FAMILY EDUCATION	Patient and family are oriented to surroundings, Pediatric Clinic Safety Rules (Teddy Bear Rules), and sources of support. Teaching is provided regarding: disease process; opportunistic infections; medications and possible side effects; protocol requirements and possible risks and benefits.
MAINTAINING A SAFE ENVIRONMENT	Pediatric Care Safety Guidelines; Pediatric Clinic Safety Rules (Teddy Bear Rules); Locked medication cabinets; Needle boxes are closed or out of reach; PEDS sheet; Use of child safety items, i.e. child safe electrical outlets; Chemotherapy and radioactive waste precautions and disposal; Bed safety measures; Procedures done in treatment room.
MANAGEMENT OF HUMAN RESOURCES	Staff cross trained to IN-patient unit and other pediatric areas; Competency Based Orientation directed toward the specific needs of the clinic; Staff Support Group; Ongoing staff development and education including protocol and product inservices and updates; CPR; Code Blue Certification; Annual Mandatory Reviews.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Patients and their families are triaged upon arrival to screen for fever, rash, resistant bacteria or exposure to infectious diseases such as Chicken Pox. Staff TB surveillance.

13 OPD DERMATOLOGY CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	The dermatology outpatient clinic serves and provides consulting services to various institutes within the clinical center.
AGE OF PATIENT POPULATION	Children >5 years old, adolescents, young, middle and senior adults.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality maintained. Informed consent process, patient advocate available; patient/family participation in care decision making is encouraged.
ASSESSMENT OF PATIENTS	An initial brief assessment is conducted by the physician prior to any intervention.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Translation services available for non-English speaking volunteers or the hearing impaired.
PLANNING AND PROVIDING CARE OF PATIENTS	Collaborative program of care meetings.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Skin biopsies.
REHABILITATION AND CARE SERVICES	Consults to rehabilitation medicine, nutrition, social work, spiritual ministry, and pain and palliative care.
PATIENT AND FAMILY EDUCATION	Orientation to clinic, care of surgical site, preventive care education.
MAINTAINING A SAFE ENVIRONMENT	Wall mounted needle containers, use of universal precautions. Anaphylaxis supplies available. Biannual safety walk through with safety officer.
MANAGEMENT OF HUMAN RESOURCES	Annual performance evaluation and competence assessments of nursing staff.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	Staff surveillance for TB. Annual review of infectious disease practices. Patients screened for potential infection.

1 OP DENTAL CLINIC SCOPE OF SERVICE

CATEGORY	UNIT/PROGRAM OF CARE SPECIFICS
PHYSICAL DESCRIPTION OF AREA AND PATIENT POPULATION SERVED	The OP1 Dental Clinic provides dental and oral lesion consults to patients from all institutes participating in research protocols. The clinic conducts phase I research studies on oral lesions and salivary gland dysfunction. Provide diagnostic evaluations and follow-up for patients with the possible diagnosis of Sjogren's syndrome and treatment trials for qualified patients.
AGE OF PATIENT POPULATION	Patients range in age from preschool; adolescents; early, middle and late adult.
ACTIVITIES THAT SUPPORT PATIENTS RIGHTS	Patient privacy and confidentiality are maintained. Informed consent is maintained for all patients. Cultural diversity, spirituality, advanced directives and age appropriate care are incorporated in patient care.
ASSESSMENT OF PATIENTS	Consult patients are assessed for specific problem and any related conditions. Patients participating in protocols are given a complete physical assessment prior to beginning the study.
ASSESSMENT OF PATIENTS WHO HAVE SPECIAL NEEDS	Interpreting service is available for non-English speaking patients. The clinic is designed for handicapped patients. Interpreters for the deaf are available.
PLANNING AND PROVIDING CARE OF PATIENTS	Patient care is provided through a collaborative practice model including all members of the health care team.
OPERATIVE AND SPECIAL TREATMENT PROCEDURES	Minor salivary gland and oral lesion biopsies are performed by an oral surgeon or oral medicine specialist as diagnostic procedures. Assistance with the procedure and post-op teaching is provided by nursing staff.
REHABILITATION AND CARE SERVICES	Follow-up appointment is arranged at the physician's request with other diagnostic clinics and social work.
PATIENT AND FAMILY EDUCATION	Patient education is provided on Sjogren's syndrome, treatment options, comfort measures and self care. Postoperative teaching is also provided. Printed and videotaped modalities are used. Education for preventive health practices is an integral part of patient care.
MAINTAINING A SAFE ENVIRONMENT	Safety is maintained through the use of universal precautions, safe handling of medications and equipment. Conscious sedation is managed per the Clinical Center standard of practice.
MANAGEMENT OF HUMAN RESOURCES	The clinic is staffed with a certified Oral Surgeon, Dentists and a Dental Hygienist who specialize in oral medicine research. Certified Dental Technologists assist with procedures. Nursing support includes 1 ½ FTE for Nursing and Patient Care Services and ½ nurse FTE and 1 patient care assistant from NIDCR.
SURVEILLANCE, PREVENTION, AND CONTROL OF INFECTION	The members of the health care team participate in a monitoring program for TB surveillance. Universal Precautions are maintained and mandatory reviews are completed annually.