SURGICAL ACUTE UNIT STANDARD I—SAFETY

The patient can expect that a safe environment will be provided free from untoward events.

1. Each patient will have an accurate name band on and each patient will be positively identified according to Corporate Policy (00.PAT.80) Patient Identification: Inpatient/Outpatient.

2. The patient will be protected from infection and cross contamination according to Infection Control policies.

3. As the patient’s condition or nursing interventions warrant, the bed will be kept in the low position with the wheels locked and upper side rails in the up position and call light within reach of patient.

4. The Nursing staff will provide for the patient’s safety while using electrical equipment.

5. An allergy label will be placed on the front of each patient’s chart with “Allergies” or “No Known Allergies” listed as appropriate.

   5.1 “Allergies” or “No known allergies” will be entered into the patient’s electronic medical record (CareVISION) during the admission process and updated as appropriate.

6. If restraints are necessary for the patient’s safety, they will be applied according to hospital policy and nursing procedure.

7. Defibrillators and crash carts will be checked every shift according to Nursing Department Policy #126.185, “Maintenance of Emergency Equipment.”

8. Safety measures will be utilized by all personnel during transport.

9. Accucheck Inform meters will be tested daily for quality control according to nursing procedure.

10. Medications will be administered per nursing department policies and procedures.
SURGICAL ACUTE UNIT STANDARD II—NURSING CARE

The patient will receive nursing care based on an assessment of the patient’s needs by the registered nurse.

1. Patients will be admitted to patient care areas according to their physical and psychosocial needs, unit admission criteria, and bed availability.

2. The patient will be oriented to the room, department, and to their assigned nurse upon arrival.

3. Admission assessment and reassessments will be completed as stated in Corporate Policy (00.PAT.66).
   3.1. Biophysical assessment will be completed within two hours of admission.
   3.2. Psychosocial assessment will be completed within 12 hours of admission.

4. Clinical Manager or Communicator will make patient assignments according to Nursing Department Policy #126.052.

5. Treatments, medications, and IVs ordered by the physician will be instituted according to Nursing procedures and policies.
   5.1. IV fluids and IV meds will be initiated per Nursing Procedure inv01.

6. Vital signs will be completed as per Corporate Policy (00.PAT.66), unit routine, physician order, or as patient condition warrants.

7. Identified patient needs and subsequent nursing interventions will be evaluated and documented in the patients’ medical record.

SURGICAL ACUTE UNIT STANDARD III—PLAN OF CARE

The patient and/or significant other will be given the opportunity to participate in the planning of their care.

1. An interdisciplinary plan of care will be initiated within 12 hours of admission and coordinated by the RN that identifies nursing interventions needed to achieve expected outcomes.

2. The interdisciplinary plan is individualized to the patient’s conditions or needs as identified.

3. The plan is developed in collaboration with other health care providers and the patient/significant others as appropriate.

4. The plan will be reviewed every 12 hours to reassess patient needs and achieved outcomes.

5. Available resources will be utilized as needs are identified.
SURGICAL ACUTE UNIT STANDARD IV—EDUCATION

The patient and/or significant other will receive education that will enhance their knowledge, skills, and behaviors related to their healthcare needs.

1. Patient/significant other teaching will begin during the admission process and will be ongoing. Documentation will include the education plan and patient/significant other response.
   
   1.1. Education flowsheets will be initiated on all patients. All Nursing staff will be responsible for patient education.
   
   1.2. Patient education handouts will be utilized based on the patient education needs.
   
   1.3. Discharge teaching instructions will be placed in the MD progress notes upon patient’s arrival (folded with writing visible).
   
2. Discharge planning will begin during the admission process and continue throughout hospitalization.

3. Written discharge instructions will be provided prior to discharge as per hospital policy.

SURGICAL ACUTE UNIT STANDARD V—CONTINUUM OF CARE

The patient will receive care based on the collaborative efforts of Nursing and other health professionals to achieve a continuum of patient care across all settings.

1. Nursing staff will seek input from the patient and/or significant other and other health care professionals to plan and implement care.

2. Nursing staff will communicate pertinent information needed to provide continuity of patient care using the hand off communication guidelines.

3. The nurse will utilize collaborate with ICM and use available resources to facilitate an optimal transition between health care settings.

SURGICAL ACUTE UNIT STANDARD VI—SATISFACTION

The patient and/or significant other will receive the opportunity to communicate their responses to the hospital, illness, or care provided.

1. The Nursing staff will encourage input from the patient/significant other regarding their care.

2. The patient and/or significant other will be encouraged to complete the patient satisfaction questionnaire.

3. The nurse will serve as the patient’s advocate when problems and/or complaints arise.

SURGICAL ACUTE UNIT STANDARD VII—COMFORT/PAIN MANAGEMENT

The patient will have his/her comfort and pain needs effectively managed.
1. All patients will be provided with an environment conducive to rest/recovery.

2. The patient will have his/her needs for personal hygiene met appropriate to his/her condition.

3. Patient’s comfort level will be assessed and comfort measures/pain management will be provided to meet patient needs.

SURGICAL ACUTE UNIT STANDARD VIII—PATIENT RIGHTS/INFORMED CARE

The patient will be provided with the information necessary to participate in decisions about his/her nursing care.

1. The nurse will assess the patient’s level of understanding and explain nursing treatments/procedures, allowing time for questions.

2. Consent for procedure and patient understanding will be verified prior to treatments/procedures. If further explanation is required, appropriate resources will be utilized.

3. Additional information regarding advance directives will be provided as requested by patient/significant other.

4. The nurse will respect the patient’s right to refuse treatment or procedure and will notify physician.

SURGICAL ACUTE UNIT STANDARD IX—CONFIDENTIALITY

The patient can expect that confidentiality of information regarding his/her care will be maintained.

1. The patient can expect that the Nursing staff will maintain confidentiality of information regarding his/her care according to hospital policy and HIPAA regulations.

2. Authorized personnel caring for the patient will have access to the medical record.

3. Standards set by the Customer Service Program will be maintained.

SURGICAL ACUTE UNIT STANDARD X—CULTURAL/SPIRITUAL VALUES

The patient will receive considerate and respectful care consistent with his/her cultural and spiritual values as demonstrated through our Customer Service Program.

1. Patient’s spiritual and cultural beliefs will be considered when planning and implementing care.

2. Patient and family interactions will be conducted in a caring, courteous, professional, and empathetic manner.

3. Available resources will be utilized to maximize patient/significant other support as needs are identified.
Reviewing Authors: Carolyn Joslin, Clinical Manager, RNC, BS
               Tiffany Farrell, Clinical Practice Specialist, RNC, BSN
### APPROVALS:

Signatures indicate approval of the new or reviewed/revised department policy.

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**Committee/Sections (if applicable):**

Nursing Standards & Practice Council 5/4/06

**Administrative/Director (if applicable):**

Signature: 

**Title:** 

**Vice President/Administrative Director (if applicable):**

Signature: 

**Title:** Jan Mauck, Vice President, Chief Nursing Officer