




# Scope of Services

July 2021 Monthly Education

<b>Title:</b> Scope of Services	<b>Policy Number:</b> OP.021.0
<b>Date Issued:</b> 04/01/2016	<b>Date Revised:</b> 04/01/2016, 01/01/2018
<b>Source:</b> SerenaGroup™ Inc.	<b>Revisions:</b>
	<b>Medical Director SerenaGroup, Inc.</b> Thomas E. Serena MD FACS

**SCOPE:**

The Advanced Wound Care Center accepts for care, treatment and services only those patients whose identified care, treatment and service needs it can meet.

**PURPOSE:**

Provide guidance to employees on expectations and deliverables required in order to meet patient's needs.

**BACKGROUND:**

The Advance Wound Care Center provides advanced outpatient therapy/treatment for chronic non-healing wounds consistent with specific medical needs of the patients. The primary goal of the center is to provide vital services to the population at risk, which includes patients of multiple and differing socioeconomic and cultural backgrounds. These are patients with diabetes, renal failure, peripheral vascular disease, hypertension and many other chronic illnesses and their sequelae.

The main objective of the program is to be a "Center of Excellence" providing cutting edge patient care service, utilizing advanced treatment and prevention modalities.



# Age Populations

The program has been designed to meet specific medical needs of the adult population.

Under special circumstances and on a case-by-case basis needs of other patient populations may be considered.



# Types of Patients

The patients treated in the program are typically the outpatient population with chronic difficult heal wounds, varying in age, who come to us from home, hospital, extended/long term care facilities with underlying illnesses including:

- ***Age-related illnesses***
- ***Chronic illnesses, such as diabetes, vascular disease, hypertension***
- ***Auto-immune disease***
- ***Post-traumatic injury***
- ***Skin conditions***



# Care and Services Provided

The services provided by the center include, but are not limited to:  
Chronic wound management/treatment including:

- ***Vascular assessment***
- ***Infection control***
- ***Surgical wound debridement/excision***
- ***Prescribing appropriate topical agents***
- ***Application of various devices to aid in healing, i.e. NPWT and like devices***
- ***Application of skin grafts or biological dressings***
- ***Offloading/pressure relief methods and devices***
- ***Hyperbaric medicine as an adjunctive therapy for Medicare-approved indications***
- ***Nutritional assessment***
- ***Edema control***



# Hours of Service

The wound care center is “typically” open

- 5 days per week,
- Monday through Friday,
- from 8:00 AM to 5:00 PM.

However, hours may be added as needed and approved by hospital.



# Staffing Plan

Staffing for an outpatient center for wound care and hyperbaric medicine will vary to meet the needs of each individual center. A combination of full and part time staff may be utilized.

- Provider staffing – may be a single provider or a panel of providers.
- Administrative staffing – may include a secretary(s), manager, community education specialist, biller, etc.
- Clinical staffing - may include a clinical coordinator, registered nurse, licensed practical nurse, medical assistant, certified nursing assistant, EMT, etc.
  - NOTE: Cross coverage may occur in some centers crossing disciplines such as front desk and clinical staffing



# Improving Quality

- The quality management program is designed to measure outcomes and related processes of care to seek ways to improve the quality of services provided at the wound care center.
- The wound care center results are compared to national and/or system-wide benchmarks, when available, or the center historical data.
- Unmet goals are perceived as opportunities for improvement. Corrective actions are relevant to improving the services rendered.





# Practice Guidelines

- The policies, procedures and standards of care are developed using the most recent scientifically valid practice guidelines.
- SerenaGroup® has provided each wound care center with a printed version of evidence-based wound healing guidelines as well as disease specific clinical guidelines.



# Competency and Education

Qualifications for the clinical staff of the wound care center include:

- Clinical competency, as determined by level of care provided
- Current state license, where applicable
- Current basic life support (BLS), where applicable
- Credentialing by the medical staff, where appropriate
- Certification in hyperbaric medicine



# Competency and Education

Competency of the wound care staff is based on:

- Education and training  
(licensing, certification and credentialing as appropriate)
- Ability to demonstrate the necessary skills to perform assigned duties
- Years of experience
- Ability to communicate effectively with the medical staff, patients and their families



**QUIZ TIME**

**SG**

# QUESTION 1:



**1. The purpose of the scope of practices policy is to provide guidance to employees on the expectations of the department; types of patients, operations, staffing and quality.**

Answer: **TRUE**



## QUESTION 2:



**2. Staffing varies to meet the needs of each individual clinic. However, clinical staff are required to meet specific licensure and regulatory standards**

Answer: **TRUE**



## QUESTION 3:



**3. Outpatient centers for wound care and hyperbaric medicine may only treat adult patients with age related illness.**

Answer: **FALSE**. The majority of patients will be adults with age related illness. However, variances may occur on a case by case basis.



## QUESTION 4:



**4. I have been doing wound care for many years, I know all there is to know and my clinical competency assessments are just a formality.**

Answer: **FALSE**. Clinical guidelines are frequently evolving and it is best to be familiar with the most recent copy of the SerenaGroup® guidelines. Competency assessments are performed annually to verify clinical ability to provide advanced wound care.





Thank you for taking the time to complete SerenaGroup Education for March 2021. SerenaGroup continues to focus on providing education to all clinical staff. If you have ideas, questions, comments around education – please reach out to the Education Committee Members.

SerenaGroup Education Committee Members,

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