



VA Portland Healthcare System

Unit Descriptions

Division and Unit Descriptors

Inpatient and Emergency Services Division (IESD) provides care for all patients who need hospital level care. It is comprised of 5 acute care inpatient medical and surgical units, a level II trauma center Emergency Department (ED) and a combined medical/surgical Critical Care Unit (CCU).

The medical and surgical units use a patient driven care model to deliver nursing care in an interdisciplinary environment. Patient driven care compels nurses and the health care team to view individualized care needs through the eyes of the patient. The optimally informed and capable patient is a leader and negotiating partner in a coordinated, interdisciplinary shared decision-making process with the health care team. The RN is assigned to patients by the Unit Shift Leader or the Charge Nurse. They are assigned for continuity whenever possible and according to the clinical competencies required. The Nursing Assistants (NAs)/Student Nurse Technicians (SNTs) are partnered with an RN for delegation of care and/or tasks. The medical/surgical units strive to maintain a ratio of 75:25 RNs to NAs/SNTs.

5D is a high acuity Medical-Neurology cardiac telemetry unit that specializes in the care of neurology, cardiac, spinal cord injury, chronic ventilator dependent patients, radioactive iodine and seizure patients, in addition to surgical over flow patients. As a neurology unit, 5D cares for new stroke patients and patients with amyotrophic lateral sclerosis (ALS). It houses a dedicated seizure telemetry monitoring lab. Cardiac telemetry is decentralized and the cardiac telemetry monitoring studio is located on 5D where up to 80 patients can be monitored throughout the five acute care units. Most admissions to this unit are unplanned admissions from the Emergency Department or are transfers from the CCU as well as direct admissions from outside facilities or clinics. Patients are typically geriatric with multiple co-morbidities. Admissions to 5D are primarily assigned to the five general medicine teams, the Clinical Hospitalist Service (CHS) teams, and neurology team.

7C (formerly 6D) is a high acuity and complex 20 bed inpatient medicine unit that specializes in cardiac telemetry, oncology, chemotherapy, palliative care, and surgical over flow patients. Veteran patients are typically geriatric with multiple co-morbidities. 7C is a Dedicated Education Unit (DEU) with an exclusive academic and service partnership with the University of Portland (UP) School of Nursing. 7C nursing staff receives specialized training in education theory and receive adjunct faculty status to function as Clinical

Instructors to senior UP nursing students in their clinical rotations. The 7C staff is composed of twenty-seven registered nurses, eight certified nursing assistants, seven student nurse technicians, seven medical support assistants, and three housekeepers. A management philosophy of shared governance is exemplified via a formal Unit Based Council. Floor leadership is comprised of a Clinical Nurse Manager, Assistant Nurse Manager, and Unit Shift Leader, as well as many relief charge nurses and professional practice drivers. 7C fosters a culture and environment of Civility, Respect, Engagement, in the work force (CREW). Camaraderie, educational and professional development, team ethic, diverse talent, individual worth, and Veteran advocacy are just some of the descriptors for this fine nursing unit.

8D is a high acuity Medical cardiac telemetry unit. Like the other 2 medicine units, 5D and 7C, the majority of admissions to 8D are unplanned, with most patients transferring from the ED or from the CCU, as well as direct admissions from outside facilities or clinics. However, 8D accepts surgical over flow from any one of the 12 surgical specialties as needed. 8D clients are largely within the geriatric age group, experiencing multiple complex co-morbid medical disease processes. 8D is a VA Nursing Academic Partnership (VANAP) Learning Center (LC) with Oregon Health & Sciences University School of Nursing. Between 5D, 7C, and 8D there are 5 residency medicine teams and 5 CHS teams. 8D provides specialty care in inpatient peritoneal dialysis.

9C is a high acuity Medical/Surgical cardiac telemetry unit. 9C provides care to patients assigned to the CHS teams and the following surgery teams: Vascular Surgery, General Surgery, Urology, Orthopedics, ENT, Plastics, and Neurosurgery. In addition, 9C regularly admits medicine over flow patients. 9C is a fast paced unit that takes direct admits from outside facilities as well as pre and post-operative patients that also include many procedures throughout the patients' hospitalization. 9C is also a VA Nursing Academic Partnership (VANAP) Learning Center (LC) with Oregon Health & Sciences University School of Nursing. The care provided on 9C includes complex acute chronic management oversight for the post procedure patients with various pre-existing comorbidities. 9C staff receive additional education to develop their nursing competencies in the areas of Patient Controlled Analgesia (PCA) management and Epidural (intrathecal) pain therapy. Specialty services include epidural management, wound vac therapy, Argatroban administration, high risk glucose management, and continuous bladder irrigation.

6D (formerly 9D) is a high acuity Medical/Surgical cardiac telemetry unit. 6D provides care for the following surgical services: General Surgery, Urology, Orthopedics, ENT, Vascular and Plastics. This unit also specializes in the care of pre and post-operative abdominal (Liver and Kidney) transplant patients. VAPORHCS serves as VHA's regional center for transplant which is a highly complex patient care program. Another specialty service provided by staff on 6D includes the care of post-operative cardiothoracic patients.

This includes the provision of care for the electrophysiological studies (EPS) patient population. VAPORHCS is the VISN designated center for EPS. 6D also provides some additional specialty services including complex and acute pain management oversight. 6D staff receive additional training to develop their nursing competencies in the areas of Patient Controlled Analgesia (PCA) management, Epidural (intrathecal) pain therapy and nerve blocks for pain management. The Wound Management team also resides on 6D and staff RNs support the complex wound care and ostomy management programs which include care of the new ostomy patient and wound vac oversight.

The **Critical Care Unit (CCU)** at VAPORHCS it is a 24-bed fast paced complex critical care unit serving surgical, cardiac and medical populations. The scope of these services include advanced critical care interventions, including resuscitation, titration of vasoactive medications, advanced modes of mechanical ventilation, intra-aortic balloon pump, advanced cardiac and neurological monitoring, and continuous renal replacement therapy (CRRT). Major medical diagnosis include heart failure, coronary artery disease, acute coronary syndrome, sepsis, end stage liver disease, acute kidney injury and end stage kidney disease, chronic obstructive pulmonary disease (COPD), stroke and delirium from alcohol withdrawal. Major surgical populations include; vascular, cardiothoracic, neurosurgical interventions, major abdominal surgeries, kidney and liver transplant (OLT). The all RN staff works in collaboration with the unit's multidisciplinary care team; the nurse to patient ratio is 1:1 or 1:2 dependent on patient acuity. The unit is proud of its recent re-designation as a "Beacon" unit by the American Association of Critical Care Nurses; the award acknowledges the staff for continuing to fulfill its mission of providing high quality, safety focused and compassionate patient centered care to the Veteran patient.

Other Divisions and Unit Descriptors

Specialty Clinics (Bldg. 104, CDU, 8C, Areas A, B, C, and D), under the Division of Hospital and Specialty Medicine, provides outpatient clinical services for the subspecialties of Medicine, Surgery, and Neurology at the Portland Medical Center. A dynamic team of specialty trained LPN's working within an interdisciplinary team, providing care in a high volume care setting. Services are routinely provided Monday through Friday between the hours of 0730-1800.

Specialty Clinics also provides nursing staff for prn Saturday clinics such as Urology. The most common diagnoses in our patient population include malignant neoplasm of the prostate, osteoarthritis, dermatophytosis of nail, congestive heart failure, and hepatitis C. Common nursing activities include minor procedure set up, rooming patients, room changeover, initiating time-out procedures, clinical reminders, vaccinations, and medication reconciliation.

Additionally, nurses perform ENT procedures/flexible and rigid scopes, wound V.A.C., UNNA boot, and PROFORE dressings , urological procedures (e.g. foley and suprapubic catheterization), voiding trials, Uroflow studies, PVRs, urine analysis testing, podiatry procedures, suture and staple removal, nail care, EKGs, cerumen removal, nebulizer treatments, PEG testing, timed walk tests, SLOAN eye chart and ISHIHARA's color testing, Future Med Discovery-2 spirometry testing, and phototherapy treatments.

Hemodialysis Services is a 14 Station Hemodialysis clinic, responsible for conducting hemodialysis(HD) treatments on chronic End Stage Renal Disease(ESRD) patients, as well as Acute Kidney Injury (AKI) patients. We conduct an average of 20 outpatient and 4-6 inpatient HD sessions daily, >7000 treatments annually . Services/treatment is performed in the Dialysis Clinic (7D-100), or in emergency/acute situations mobile dialysis is conducted in the ICU. Dialysis Services is composed of 10 RNs (Full and Part Time), and 10 Dialysis Technicians (Full and Part-Time). Our clinic hours of operation are Monday-Saturday 0530-1630.

The CLC on the Vancouver Campus is a 72 bed transitional care unit which provides short term skilled nursing care and rehabilitation to patients who need subspecialty care, close medical monitoring and rehabilitation services. Limited respite care is available and there is also an 8-bed Hospice/Palliative Care Unit. Twenty-one of the beds are located on the CRU.

Utilization Management is a nationally-required function to assure that patients are in the right level of care, for the right length of time, and receive the right kind of care. The all-RN staff is tasked to review all acute care days of care using proprietary criteria to determine whether they are receiving care at the appropriate level. The staff is trained in the use of the criteria and is required to take inter-rater reliability testing to validate their skill and knowledge.

Nursing Informatics: There are two RN nursing Informaticists, who work with staff, computer equipment, and computer programs to assure that patient care using these programs and equipment functions as designed in daily clinical work of nursing staff members.

Access Office: This area is staffed by non-clinical staff. The Access Office is the link between outside providers of care and VA care and services. This role is mainly about outpatient care and services. Access Office is a call center, where outside care providers call with questions or messages for our providers. They also receive thousands of faxes of outside medical records that have to be uploaded into CPRS. The Access staff also review calls Veterans made during the hours where the outpatient clinics are closed to make sure that the Dayton Telehealth Call Center appropriately handled Veterans' calls.

Endoscopy Unit is a 4 procedure room inpatient-outpatient clinic responsible for conducting endoscopic examinations (evaluations) on patients with digestive diseases (disorders), and Colorectal Cancer screening. Endoscopic procedures include esophagogastroduodenoscopy (EGD) colonoscopy, flexible sigmoidoscopy, endoscopic retrograde cholangiopancreatography

(ERCP), endoscopic ultrasound (EUS), percutaneous endoscopic gastrostomy (PEG), and esophageal manometry. We conduct on average 24 outpatient procedures, and 2 to 4 inpatient procedures daily, > 4000 procedures annually. Services are performed in the endoscopy unit and emergent acute cases are performed in the ICU. The endoscopy clinic is composed of 19 Full Time RN's, 2 intermittent RN's, and 3 Full Time Endoscopy MIT's. The endoscopy clinic hours of operation are Monday – Friday 0700-1700.