

## Policy: Statement Mission, Goals and Objectives

It is the mission of the Bey lea Ambulatory Surgical Center to provide each individual with the highest quality of care, comfort, and respect in a friendly environment.

Our skilled physicians and highly trained professional staff are committed to the prevention and treatment of digestive diseases.

As a Center of Excellence, it is the ongoing mission of Bey Lea Ambulatory Surgical Center to maintain gold standards using state of the art equipment in an atmosphere of mutual support.

### I. Mission

1. To create a safe physical environment in preparation for the scheduled procedure, during the procedure, and immediately following the procedure.
2. To provide an atmosphere of compassion and understanding with minimal stress and anxiety.
3. To function at a high level of efficiency in order to accommodate the convenience of both the patient and the physician.
4. To assist the physicians in accomplishing a plan of diagnostic evaluation and medical management for each patient.
5. To promote the knowledge and skills of the staff as a means of meeting technical and scientific progress in the delivery of health care and to be aware of new research, new products, and new ideas which may modify and improve present activities and procedures.
6. To maintain that all information regarding patients is kept private and confidential.
7. To provide the patient maximum pain relief and the highest level of function with minimal side effects. This process will be facilitated by requiring patient participation in the pain management process.

### Vision

The Center is dedicated to providing quality care.

To: Well informed patients

In: A convenient, non-institutional, cost- effective environment

By: Professional staff who provide personalized care

For: A reasonable return on investment to the facility

The vision of this center is to be the ambulatory surgical facility of choice for surgeons, patients, and payers for health care in our community

### II. Goal

1. To make every effort to ensure that all patients receive the highest quality care on a completely non-discriminatory basis as to sex, race, color, creed or national origin.
2. Patient and significant other health teaching and prevention of infection are important factors in the care of our patients.
3. Empathetic and understanding support for patient and family is vital to our service.

### III. Objective

1. To make every effort to ensure that patients receive quality care and to make every effort to ensure that professional performance and conduct is displayed by the medical Staff, Clinical and Non-Clinical Personnel. This will be accomplished through an on-going, Performance Improvement/Quality Assurance program and through the above established mission, goals and objectives.
2. To evaluate and provide medical/surgical and nursing care for the patients and their families.
3. To define and implement the philosophy, objectives, policies and procedures for the Center.
4. To provide a plan of administrative organization which clearly outlines responsibilities and duties of each category of personnel.
5. To coordinate functions of patient care with all services of the Center.
6. To develop and maintain an effective system of clinical and administrative records and reports.
7. To assist in the determination of the facility needs, supplies, equipment as well as a system for evaluation and control.
8. To participate and adhere to the financial structure of operation of the Center.
9. To provide and implement in-service education/training for personnel.
10. To provide an efficient and effective delivery system of patient care with optimum functioning of all personnel by:
  - a. Defining lines of authority
  - b. Providing adequate numbers of personnel to meet patient care needs.
  - c. Assigning personnel on the basis of their qualifications and abilities.
  - d. Providing supervision of personnel
  - e. Establishing performance requirements for employees which permit:
    - i. Identification of sub-standard performance
    - ii. Identification of outstanding performance

#### Controlling:

With appropriate personnel, submit budgetary estimates. Participate in budgetary planning for equipment and supplies to increase the efficiency and economy of the patient care functions.

#### Coordinating

1. Interdisciplinary approach by interrelating functions of the Center.
2. Establishing a QI program that encompasses Patient Care/Policy and Procedures/ Safety/ Risk Management/ Sharps, Infection Control/Blood borne Pathogens/ Exposure Control Plan, Credentialing/ Privileges/ In-Service/ Peer Review, Medical Record Review, HIPAA, Corporate Compliance, Benchmarking, Pharmacy/Therapy, Utilization Review, Tissue/ Culture issues, Pain Standards.
3. Promote the growth of all Center employees
4. Provide in-service education and training programs for all personnel.
5. Provide counseling and guidance and the opportunity for additional growth and experience.

### Directing

1. Interpret the philosophy, purpose, and objectives of the Center in all aspects of patient care.
2. Administer the personnel policies and procedures as established and approved by the Governing Body of the Center.
3. Provide and utilize sound personnel and professional management practices in the administration of the Center.

### Evaluating

1. Study problems and coordinate plan of action for their solution.
2. Review duties of personnel to determine if they are consistent with current changes in therapeutic programs and professional practices.
3. Review the patient care to determine if the quality of care was received as outlined in the policy and procedure manual and QI approved by the Governing Body.