

Cumberland Heights

NURSING SERVICES

Cumberland Heights Nursing Services operates within the framework of the disease model of addiction as a physical, emotional, mental and spiritual disease. Nursing practice is based around biopsychosocial principles that approach the patient on a holistic basis. To that end, nursing staff are involved with patients from triage through admission through detoxification and rehabilitation phases of the treatment program. Staff is maintained on a twenty-four hour day, seven day week basis and consists of Registered Nurses, Licensed Practical Nurses, Medical Assistants, and a Medical Administrative Assistant. Patient care is supervised on a daily basis by a registered nurse.

On admission into the detoxification or residential programs, licensed nurses complete a nursing assessment, including an assessment of the patient's current mental, emotional and physical status. The physician is contacted for orders and detoxification, if needed, is begun based on the physician's orders and the Initial Treatment Plan is developed by an RN. Cumberland Heights provides sub-acute detoxification, and makes referrals for patients in need of acute detoxification care.

Patients are monitored on a regular basis throughout detoxification. Observations of a wide variety of physical, behavioral, and emotional sign and symptoms are used to assess the patient's progress and the need and frequency for detoxification medications. When a patient is deemed stable, the patient is transferred to the rehabilitation phase of the program.

During rehabilitation, nursing staff serve on a consultant basis to patients and significant others regarding physical aspects of addiction and treatment. The nursing staff is also a mainstay of psychosocial support on the evening, night and weekend shifts. Nursing staff is also responsible for administering routine maintenance medications, assessing physical complaints, and triage for all rehabilitation patients. Nursing is also the liaison between the patient's counselor and the physician. Nursing is responsible for the coordination of outside physical health appointments and follow-up care. A continuing care plan for medical/nursing needs is developed for patients as needed at the time of discharge.

The Nursing Service is administered by the Director of Nursing. This position reports to Chief Administrative Officer and Chief Medical Officer who have ultimate responsibility. The Director of Nursing is assisted clinically by registered nurse shift supervisors and administratively by the Nursing Coordinator. The DON participates in the Clinical Management Committee as well as a wide variety of Committees, including chairing the Medication Practices Committee and the Infection Control sub-committee of the facility Environment of Care Committee. The Nursing Supervisor(s) are also in charge of the facility after hours in the absence of director or executive staff members. Nursing Supervisor(s) are backed by clinical and administrative staff on call.

Quality Management

The Director of Nursing or designee develops indicators to monitor quality care, in conjunction with the QM Director. Data is collated monthly and submitted to the QM Office. Specific data is monitored in regard to the following areas: medication usage, medication error rates, medical complications in detoxification, and Code Blue and AED use. If an opportunity for improvement or a problem arises, a Narrative Analysis with an action plan may be completed by the Director of Nursing or designee. Plan effectiveness is monitored via indicators. Nursing Services reports are also reviewed as necessary by the Clinical Management Committee and the Executive Team.