

The Finley Hospital/VNA Department Descriptions

The Finley Hospital/VNA provides a variety of services to meet the health care needs of the greater Dubuque community. The following provides an overview of the scope of services provided:

Inpatient Units:

5th Floor Medical/Surgical Unit/Ortho/Onco/Peds: The 5th floor Medical/Surgical Unit is a 34-bed inpatient unit that cares for oncology, pediatric and surgical unit patients. Oncology patients may receive chemotherapy administration, symptom management and/or palliative care. Pediatric patients can range from infancy to 14 years of age. Surgical patients include those who have undergone a general, orthopedic, urological, ear, nose and throat or other surgical procedure. The unit is staffed 24 hours a day according to patient census and acuity. Staffing is evaluated and adjusted at 0700/1100/1500/1900 and 2300 based on patient care needs. Nurses and patient centered care techs are utilized to provide patient care.

Medical Acute: The 3rd floor Medical Unit is a 37-bed unit that cares for patients with respiratory diagnosis, renal failure, infectious diseases, endocrine, gastrointestinal and/or neurological diagnoses. The unit is staffed 24 hours a day according to patient census and acuity. Staffing is evaluated and adjusted before each shift, based on patient care needs, by the charge nurse. Nurses and patient centered care techs are utilized to provide patient care.

Intensive Care Unit (ICU): ICU is a 10-bed special care unit providing care to Level I and Level II patients. The age group cared for ranges from infant to geriatrics. Level I patients include those with high-risk cardiology, pulmonary, endocrine, nephrology, gastrointestinal, orthopedic, general surgical or general medical needs. Level II patients include those requiring monitoring and/or intervention on an intermittent basis for cardiac, pulmonary, renal, gastrointestinal, neurological, oncological and metabolic conditions. Staffing is on a 24-hour a day basis and is based on acuity, census and patient care needs. Care is provided by Registered Nurses and Patient Centered Care Tech staff.

Acute Inpatient Rehabilitation Unit: This 10-bed unit utilizes an interdisciplinary approach to care for patients who have suffered some impairment of function from a variety of conditions such as stroke, multiple trauma, brain injury, hip fractures among others. The Medical Director coordinates each individual patient's rehabilitation plan. The unit is staffed 24 hours a day, and care is provided by specially trained rehabilitation therapists, nurses, social workers, psychologists and other licensed and non-licensed ancillary personnel. Each patient's plan of care is individualized and may include assisted vocational and social retraining outside of the hospital in the community setting.

The Sleep Center: This center was developed in 2004 to provide evaluation and treatment for disorders of sleep in patients from 5 years of age and greater, including but not limited to Obstructive Sleep Apnea, Restless Leg syndrome, Insomnia,

Narcolepsy, and REM Behavior disorders. Two board-certified Polysomnographic Technologists perform studies 5 to 6 nights per week. Scheduling time is generally less than 3 weeks.

Transitional Care Unit: This 16-bed unit provides care to patients 16 years of age and older who do not require the intensity of service provided in an acute inpatient setting. These patients do not require a daily physician physical examination, but they do require daily skilled services. The type of services and care provided includes restorative/maintenance therapy, IV medications, nutritional support, wound care, respiratory care, fluid and electrolyte balancing, initial teaching of ostomy/COPD/diabetic care, psychosocial support and terminal/palliative care. The unit is staffed 24 hours a day by registered nurses, licensed practical nurses, patient centered care techs, social worker, rehab therapists, case manager and dietitian. Staffing is according to census and is adjusted as necessary each shift.

Summit Center/Geropsychiatric Inpatient Center: The Summit Center is a 9 bed unit that cares for patients 55 years and older who require inpatient psychiatric services. The unit is staffed 24 hours a day.

Depression, anxiety, and depression are the most common diagnoses treated in the unit, with an average stay of 9 to 10 days. A medical director who meets the training and experience requirements for examination by the American Board of Psychiatry and Neurology provides leadership for the unit. A minimum of two nursing staff are assigned per shift, of which one is always a registered nurse. A master's prepared social worker monitors and evaluates the quality and appropriateness of social services provided. Psychological services are available to meet the needs of inpatients, and therapeutic activity programs are provided by qualified therapists, support personnel and consultants.



Family Birthing Suites (FBS): This unit with 12 Labor Delivery Recovery Postpartum (LDRP) suites and 2 regular suites provides comprehensive services for women during their antepartum, intrapartum and postpartum stages of delivery. The unit handles the delivery of babies 34 weeks of gestation or greater and also provides inpatient and outpatient gynecological services. It is staffed 24 hours a day according to census.

Suite Beginnings staff see patients during their pregnancy prior to delivery to do a risk assessment, give tours of the department and assist with scheduling classes and services needed during pregnancy and after delivery. Staff also visit all moms and babies 2 days after discharge to assess both the mom and the baby and answer any questions that they have once they are home. Suite Beginnings also provides free pregnancy testing by appointment.



Emergency Care:

Emergency Services: The Emergency Department responds to urgent medical problems that are primarily episodic or acute by providing assessment, diagnosis and intervention. Intervention may require minimal care to life-support measures, patient, family and significant other education; appropriate referral and discharge planning. The Emergency Department takes care of people of all ages. It is designated as a Level III Trauma Care Facility by the State of Iowa and a Level II Trauma Facility by the State of Illinois. Service is provided 24 hours a day by a minimum of one Board Certified Emergency Medicine Physician. There is a Medical Director, Nurse Director, EMS/Emergency and Disaster Preparedness Coordinator, and an Educator. The registered nurses have obtained certification as Trauma Nurse Specialists, Pediatric and Adult Advanced Cardiac Life Support, and Trauma Nurses Core Course verifications. Support staff include technicians and clerks.

Convenient Care Services: This service is provided Monday through Friday from 4 pm to 10 pm and Saturday/Sunday and Holidays from 10 am to 10 pm. Treatment of minor, less urgent problems is provided by mid level providers (physician assistants, nurse practitioners) with the back up of Emergency Department physicians.



Surgical Care:

Surgical Services: The Finley Hospital provides surgical services in the areas of general, cardiovascular (except open heart), gastroenterology, gynecology, infertility, ophthalmology, orthopedics, urology, otorhinolaryngology, pediatric, plastic and reconstructive, nephrology and podiatry.

Surgical services includes the following:

- Pre-Admission Testing: Nursing staff physically assess the patient for surgical admission. Health history information is collected. Tests are completed and reviewed. Pre and post-op care is explained and discharge planning begun. Staff answers patient and family questions concerning hospital care. The department is operational Monday through Friday from 7:00 a.m. to 5:00 p.m. and is staffed by RNs.
- Babka: This outpatient surgery unit performs the following functions: 1) Admits surgical patients who have not been pre-admitted; 2) Performs preoperative assessment and preparation for all surgical patients; 3) Assists in minor outpatient procedures such as removal of minor lesions and others; 4) Performs phase II patient postoperative recovery; and 5) Discharges same day surgical patients. The department is operational Monday through Friday from 5:30 a.m. to 8.00 p.m. and is staffed by RNs and a unit secretary.
- Surgical Suites: Surgery is performed utilizing eight operating rooms with staff that includes RNs, operating room technicians, unit secretaries, anesthesiologists, certified registered nurse anesthetists, anesthesia technician, operating room assistants and medical staff with surgery privileges. The surgical suites are regularly

staffed during 24 hours, 7 days per week and call teams are available providing coverage and surgical capability if needed.

- Post Anesthesia Care Unit (PACU): PACU provides nursing care to physically recover the patients from surgery and anesthesia. Recovery may occur in the PACU, the OR, the Family Birthing unit, Radiology or in a mobile unit such as a Lithotripsy unit. The PACU is regularly staffed during Monday through Friday day hours, and call teams are available providing coverage during the remaining hours and days of the week.

Support Services:

Sterile Processing Department: This department provides the sterilization and reprocessing of instrumentation for all clinical areas. Case cart orders for the OR are filled along with request for clinical equipment. They distribute clinical equipment and urgent supply requests. The department is staffed 24 hours a day by Sterile Processing Department technicians.

Pharmacy: The Pharmacy reviews physician orders/prescriptions, assesses the appropriateness of the therapy and dispenses the required medication. The Pharmacy also maintains the drug formulary, monitors drug therapy to identify potential drug related problems and works to assure positive outcomes. The area is open from 6:30 a.m. to 11 p.m. Monday through Friday and 7 a.m. to 11 p.m. Saturday and Sunday. The Prescription Service is open for employees from 9:00 a.m. to noon and 1:00 p.m. to 5:00 p.m. Monday through Friday. Emergency prescription service is provided at other hours when the pharmacy is open. From 11:00 p.m. to 7:00 a.m., one of the pharmacists is “on call” to return to the hospital to obtain needed medications or to answer questions that may arise. At all times, while the pharmacy is open, the department is staffed by at least one registered pharmacist. Staffing levels are based on volume and service needs.

Respiratory Therapy: This department provides therapeutic use of medical gases, humidification, aerosols, medications, ventilatory support, broncho-pulmonary drainage and exercises, respiratory rehabilitation and maintenance of natural, artificial and mechanical airways to those in-patients and out-patients of all ages with cardio pulmonary system abnormalities. Diagnostic studies performed include pulmonary function testing, blood gas analysis, and pulse oximetry. Additionally, the department provides various non-invasive Cardiac Diagnostic Services, including electrocardiography, cardiac ultrasound, (echocardiography) stress testing, stress echocardiography and holter monitoring, Neurodiagnostic Services, including electroencephalograms (EEG), and evoked potentials are available. Registered Respiratory Therapists, Certified Respiratory Therapists, and Registered Electro-Neurodiagnostic Technicians staff the above services.

Director; Doug Becker – 2470; 589-2470

Sleep Lab: This service is available to diagnose sleep disorders and is staffed by a Registered Polysomnographer. The services are provided 24 hours a day.

Radiology: The department of Radiology provides a wide range of diagnostic and therapeutic procedures utilizing ionizing and non-ionizing radiation; and involving invasive, non-invasive and intra-operative techniques. The department provides services to inpatients, outpatients, skilled and emergency department patients ranging in age from infant to the aging adult. Current imaging services include: general radiography, fluoroscopy, ultrasound, computerized tomography (CT), nuclear medicine, mammography, bone densitometry, magnetic resonance imaging (MRI), positron emission tomography (PET), and interventional radiology/angiography. Primary service hours are from 7:00 a.m. to 5:00 p.m. Monday through Friday. Imaging services are provided twenty-four hours per day. During night shifts, weekends, holidays, and other times without a full complement of staff, technologists and radiologists are available on call. Staff include general diagnostic technologists, CT, MRI, Ultrasound, Nuclear Medicine technologists, nursing personnel, support staff and board certified radiologists.

Health Information Management: A professional staff of technicians, coders, and transcriptionists who provide the following services on the following schedule:

Medical Transcription:

Hours: Sunday 8:00 am – 9:00 am
Monday through Wednesday 2:00 am – 11:00 pm
Thursday 6:00 am – 1:00 pm
Friday 2:00 am – 11:00 pm
Saturday 6:00 am – 2:30 pm

SERVICE: Medical Transcription of physician dictation for the hospital patient and the Cascade Medical Center.

Technician Staff:

Hours: Sunday 12 Noon to 8:30 pm
Monday through Friday 6:00 am – 9:00 pm
Saturday 7:00 am – 2:30 pm
SERVICES: Discharge record management, release of information (M-F only), Chart retrieval, imaging processes, assist physician with record completion, research record requests, etc.

Coder Staff:

Hours: Monday through Friday 7:00 am – 5:00 pm (after hours support on schedule)
SERVICES: Coding of all discharged patient records, assigning necessary reimbursement categories i.e. APC, DRG, etc., completing data abstracts for records, etc.

Admitting: This is a 24-hour a day operation that involves the registration of patients for all hospital services and pre-registration for certain ancillary departments. Staffing includes registrars and pre-registration staff.

Switchboard: Insures that all phone calls are answered and handled in a courteous, efficient manner and emergency notifications are provided accurately and expediently. One switchboard operator is in attendance at all times. The switchboard is answered 24 hours a day.

Environmental Services: Housekeepers maintain a clean, attractive and safe environment for patients, visitors and staff. Housekeeping staff provides service in shifts Monday through Sunday according to the following hours: 6:30 a.m. to 3:00 p.m., 3:30 p.m. to 12:00 a.m. and 5:00 p.m. to 1:30 a.m. Staff are present to order, receive and distribute clean linen during 6:00 a.m. to 2:30 p.m. Monday through Sunday. The floor finishers work 6:00 p.m. to 2:30 a.m.

Food Service: The Food Service Department provides food and nutrition services including patient meal service, outpatient nutrition, cafeteria for hospital staff and visitors, special function meals, physician dining, vending services and home delivered meal program for senior citizens. Staff includes a Food Service Director, Manager of Nutritional Services, Community Outreach Dietitians, Food Production Coordinator, Dietitian Assistants and other food service personnel. Hours of Operation are as follows:



Cafeteria: Breakfast 7:00 to 10:00 am
Lunch 11:00 am to 1:30 pm
Dinner 4:30 pm to 6:30 pm
Deli Bar, Salad bar and grill open during the day.

Patient Meal Service:
Breakfast 7:30 am
Lunch 11:30 am
Dinner 4:45 pm

Dietitian Services are provided Monday through Friday and are available on Call during weekends and holidays.

Employees receive a discount on food by wearing your name badge.

Social Work: Licensed social workers assess patients and use a variety of interventions to assist those with high risk social, emotional and/or financial issues. They act as a liaison between patient, family and the health care team to communicate any concerns, progress and issues. They assist with conflict resolution, patient/family education, discharge planning, and support. They are knowledgeable regarding community resources available to meet the patients' identified needs at various points of health care delivery.

Services are provided Monday through Friday from 7:00 a.m. to 5:00 p.m.

Human Resources: This department is involved with the administration team in setting and achieving the strategic direction and goals for the hospital. These goals are in alignment with the hospital mission guided by the hospital vision and achieved by

demonstrating the hospital core values. This department works closely with the Finley Management team and Finley employees to help all of us meet our patient needs and expectations. We partner with directors to build a positive culture at Finley Hospital. Human Resources is involved in all aspects of employment. Including involvement with selection and orientation of new employees, assisting with employee development, administering employee benefits, updating and maintaining personnel policies, and providing annual wage and salary reviews. The department maintains staff records and ensures that employee appraisals and employee continuing educational and licensing requirements are met.

The department is staffed from 7:00 a.m. to 4:30 p.m. Monday through Friday.

Finance: The Finance Department works with the Iowa Health System to ensure that the following high quality services are provided to service lines: 1) Accounts Payable--processing of invoices and coding to the general ledger accounts; 2) Payroll; 3) Fixed Asset Management--tracking capital purchases and paperwork along with calculation of depreciation; 4) Accounts Receivable--monitoring contracts and billing for payment. Services are provided Monday through Friday 7:00 a.m. to 5:00 p.m. The department is staffed with a Controller, Director of Patient Accounts and Finance, staff accountants, a payroll specialist, accounts payable clerk and financial planning clerk. Patient Accounts are processed by the Central Billing Office (CBO) of the Iowa Health System working in conjunction with patient liaisons at The Finley Hospital. The CBO performs patient billing on UB-92 forms. The Hospital Patient Accounts staff perform patient billing on HCFA 1500 forms. The Patient Accounts department is staffed with two Liaisons and two Billers.

Materials Management: This department is responsible for the procurement, processing and distribution of supplies, equipment and services through the various departments within the Finley Tri-States organization. Staff checks and replenishes PAR levels in patient care areas, fills department orders, tags patient charge items and restocks stockroom shelves. The department is open from 7:00 am to 4:00 pm Monday through Friday. After hours need for supplies are handled by the Central Supply staff and house coordinator. The department is staffed with one chauffer/courier, four materials clerks, two buyers and one director.

Rehabilitation Services: These include physical, occupational and speech therapy service to inpatient and outpatient hospital units, Home Health Care, extended care facilities and intermediate care facilities. Care is provided by physical and occupational therapists, assistants and aides, speech-language pathologists and massage therapists.

Hours of operation for these services are as follows:

-Physical Therapy:

Inpatient Services: Monday through Friday: 7:00 am to 5:00 pm, Saturday and Sunday: 6:30 am until all patients are seen.

Outpatient Services at Westmark and Grandview are 7:00 am to 6:00 pm Monday – Thursday and Friday hours are 7:00 am to 5:00 pm. Saturday is available PRN at our Grandview location from 7:00 am to 12:00 pm and Sunday by emergency only.



Nursing Home Services are 8:00 am to 5:00 pm Monday through Friday and 8:00 am through 12:00 pm on Saturday and Sunday as needed.

-Occupational Therapy:

Inpatient Services: Monday through Friday 8:00 am to 5:00 pm, and Saturday 7:00 am to 5:00 pm as needed.

Outpatient and Nursing Home Service is Monday through Friday 8:00 am to 5:00 pm while Saturday and Sunday are as needed.

-Speech Therapy:

Inpatient and Outpatient: Monday through Friday 8:00 am to 5:00 pm, and Saturday as needed.

Nursing Home Service is Monday through Friday 8:00 am to 5:00 pm, and Saturday and Sunday as needed.

-Massage Therapy:

Provided at Grandview Monday through Thursday from 12:30 pm to 5:20 pm.

Quality Management: Quality management professionals are involved with utilization management (reviewing and assuring appropriateness of admission and continued stay of patients), procedure monitoring for appropriateness and outcomes, monitoring of quality measures, performance improvement, analysis of patient satisfaction data, coordination of infection control activity, leadership of hospital safety program, and compliance with accreditation requirements. The department is staffed by a Director, Safety Officer (Registered Nurse), Quality Management Professionals, Nurse Case Managers, Project Coordinator, and an Infection Control Practitioner. Services are provided Monday through Friday 7:00 am to 4:30 pm.

Other Services:

Wendt Regional Cancer Center: Provides coordination of a comprehensive scope of services including: 1) Radiation therapy for control, care and palliation; 2) Management of the side effects associated with treatment; and 3) Management of the symptoms of the cancer disease process. The service is provided to all age groups by a team, which includes physician specialists in radiation oncology, physicist, Radiation Therapist, Medical Dosimetrist and Nursing personnel.

The hours of operation are from 7:30 am to 5:00 pm Monday through Friday but staff is available 24 hours a day for emergencies.



Diabetes Center: The Center provides information, instruction and support through educational programs and counseling sessions for those of all ages who are afflicted with diabetes. Educators follow International Diabetes Center Staged Diabetes Management guidelines when making medication recommendations. This program has national ADA Education Program recognition. The center is staffed by a program manager, program assistant, registered nurse, dietitians who are certified diabetes educators and other part time staff including social worker, physical therapist and pharmacist. Their Medical Director oversees the quality of the program.

The center is open Monday through Thursday from 7:30 am to 4:00 pm and Friday from 7:00 am to 12:00 pm.

Visiting Nurse Association: The VNA provides services to Dubuque area residents through two divisions: 1) Care Net/Private Duty which provides home care support services to the elderly or chronically ill members of the community; and 2) Community Services which provides adult and child health public health services to individuals and families. The VNA is the public health subcontractor for the County Board of Health and conducts communicable disease investigation for Dubuque County. The VNA also has a division in Clayton County. The VNA hours of operation are from 7:00 am to 4:30 pm Monday through Friday.



Home Healthcare: Finley Home Healthcare provides intermittent home care services: Skilled Nursing Case Management, Physical, Occupational, Speech and Language therapies, Social Work, Dietitian services and assistance with personal care through Home Health Aides. Nursing services are available 24 hours per day, Home Health Aide services are available from 7 am to 5 pm, 7 days a week. Therapy and social work services are available from 8 am to 5 pm on Monday through Friday and on weekends/holidays based on need. Dietitian services are available as needed and support staff is available from 7 am to 5 pm Monday through Friday. Finley Home Healthcare is a Medicare Certified agency.

Cardiac Rehabilitation (Phase I, II and III): This service provides ongoing patient education, rehabilitation exercises, and dietary management to those clients who are post myocardial infarction (MI), coronary artery disease, stable angina, post Coronary Arterial Bypass Graft (CABG), valve or other cardiac surgery and congestive heart failure. The unit is staffed 5 days per week, Monday thru Friday, by Registered Nurses. Finley's Cardiac Rehab. program is nationally certified by the American Association of Cardiovascular and Pulmonary Rehab (AACVPR), with staffing levels based on their current guidelines. All patient visits and admissions are pre-scheduled.
Hours of Operation are: M, W, F- 5:30 AM until 2:30 PM
T, Th- 7:00 AM until 10:30 PM

Wellness Center: This service is designed for the client that needs assistance maintaining his/her lifestyle changes or needs additional assistance or monitoring with exercise due to an underlying physical condition or disease process. Our wellness exercise program offers a flexible individualized program with supervision by trained exercise professionals to provide you with support and continued education.
Hours of Operation are: M-F – 8:00 AM until 5:00 PM

Pulmonary Rehabilitation (Phase I, II and III): This service provides ongoing patient education, rehabilitation exercise, and dietary management for those clients suffering from lung disease. These patients are most often de-conditioned which plays a major role in shortness of breath. Finley's pulmonary rehabilitation program helps to recondition patients suffering from lung disease, therefore improving their quality of life. Our goal is to help the patient understand and cope with pulmonary disease and function more comfortably and independently at home.
Hours of operation are: T, Th- 12:00 PM until 2:30 PM

The New Direction Nutrition and Weight Management Program: This service takes patients through all the phases of weight management from the initial weight loss through maintenance. The New Direction Team of medical professionals helps to guide patients through safe, rapid weight loss backed by proven behavior modification strategies to help patients keep their weight off. This medically monitored and supervised program teaches patients the essential skills to achieve and maintain a healthier weight while offering ongoing support and follow-up.
Hours of operation are: Tuesday 7:30 am until 5:30 pm
Wednesday 7:30 AM until 4:00 PM

Outpatient Care Unit: (hereafter referred to as OPCU) is located on the third floor, opposite ICU/Cardiac Rehab. This area has 8 patient exam rooms and a procedure room. The OPCU is designed to care for adults 14 and older, requiring interventional treatment. Expected length of stay is not to exceed hours of the units operation from 6:00 AM – 6:30 PM.

Procedures to include but not limited to:

- Blood transfusions

- Bladder instillations

- IVIG transfusion

- Injections, ATB treatment

- IV fluid replacements

- Interventional Radiologic procedures:

 - Angiograms, Biopsies, Thoracentesis, Paracentesis

Clinic departments included in this area:

- Pain Clinic
- Wound Clinic
- Pacemaker Clinic
- New Directions Program

Pain Clinic: The Finley Pain Clinic provides evaluation and medical/behavioral intervention for patients who are experiencing acute/chronic pain. The clinic only accepts patients by referral of their attending physician. Medical direction for the Clinic is provided jointly by a physician board certified in both anesthesia and pain management along with a clinical psychologist. These directors work with the Pain director and nurses who have clinical experience related to medical interventions, patient assessments and/or behavioral medicine interventions. Additional departments available to these patients may include: Pharmacy, Dietary, Occupational Therapy, Physical Therapy, Social Work and the Library (patient education).

Clinic days are Monday & Thursday 8:30 am – 5:00 pm. Nursing staff are available Monday through Thursday from 8:00 a.m. – 5:00 pm, Friday 8:00 a.m. – 1:00 p.m. These hours flex as patient volumes and needs change.

Wound Care Clinic This clinic specializes in the treatment of patients with any type of open area such as a sore or ulceration to the skin from the knee on down. This clinic offers treatments for such problems as diabetic foot ulcers, venous insufficiency ulcers, pressure ulcers, and trauma/burn/surgical wounds. The clinic uses many advanced wound care modalities such as Vacuum Assisted Closure, Promogran, Graft Jacket, Regranex, and various moist wound healing dressings. The clinic staffs two Physicians specializing in Podiatry and two RNs including a Certified Wound Care Nurse. Hours of operation are Monday afternoons from 2:00 pm - 5:00 pm by appointment and referral only.

Finley Occupational Health offers businesses a comprehensive array of workers' health services. All services are customized to meet the specific needs of each client. Services include Injury management, Post offer employment physicals, DOT physicals, Drug and alcohol testing, Hearing screening, Respiratory (spirometry) testing, Immunizations, Work-site assessments, Case management, On-site x-ray and rehab, Physician certified in IME and MRO services, Occupational Safety and Health Administration (OSHA) surveillance, and Work-site educational and wellness programs



Services at two locations:

- 1655 Embassy West; Monday – Friday, 7:30 am – 5:00 pm
- 350 North Grandview; Monday – Friday, 7:30 am – 4:00 pm

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