

**SECTION - ADMINISTRATION
ADMINISTRATIVE DIRECTIVE NO. 158
(Replaced AD 158 dated 11/10/05)**

Effective Date: October 5, 2006

SUBJECT: ADMINISTRATIVE SERVICES

I. PURPOSE

This policy defines the composition of Administrative Services.

II. AUTHORITY

Welfare and Institutions Code, Sections 4306, 4311, 4312, and 4313; Department of Mental Health Special Orders 216, 235, 810. 01 and California Penal Code Sections 830.3(h) and 830.38.

III. POLICY

Administrative Support Services are provided in partnership with Clinical Services to support the hospital's mission. All activities are conducted in a manner that emphasizes effectiveness, efficiency, and continuous performance improvement.

IV. METHOD

A. HOSPITAL ADMINISTRATOR

The Hospital Administrator is Chief of the Hospital's Administrative Support Services, and is responsible for the planning, development, organization, monitoring, direction and management of Administrative Services to best meet Hospital goals and objectives. The Hospital Administrator supervises the Assistant Hospital Administrator, the Hospital Administrative Resident, Accounting Administrator, Pharmacy Manager and manages the Department of Police Services. In addition, the Hospital Administrator develops and implements hospital policy relating to Administrative Services and participates/assists in development of hospital-wide policy, long-range hospital planning, and overall hospital program planning.

B. ASSISTANT HOSPITAL ADMINISTRATOR

The Assistant Hospital Administrator assures Administrative Services compliance with regulatory standards and participates in planning and policy development. The Assistant Hospital Administrator supervises the managers of the following Administrative Departments: Information Technology, Human Resources, Department of Police Services and Plant Operations. The position

also coordinates various programs and processes as requested by the Hospital Administrator.

C. HOSPITAL ADMINISTRATIVE RESIDENT

The Hospital Administrative Resident supervises the managers of the following departments within Administrative Services: Dietary Services, Canteen, General Services, and Health Information Management. The position also coordinates/monitors special projects as designated.

D. ORGANIZATION

Nine departments comprise Administrative Services. The activities of each department are briefly described below:

1. Fiscal Services:

Fiscal Services is composed of Budget, Accounting, and Trust Services. Fiscal Services is also responsible for the development and maintenance of the Hospital's fiscal support systems (Calstars and TACS II).

a. Budget

Budget responsibilities include working closely with Headquarters Budget Office; monitoring and controlling the Hospital's allocations; requesting and managing cash; producing monthly Projection Reports; and developing and producing annual Budget Change Proposals.

b. Accounting Services

1.) The major activities in Accounting Services include paying invoices; maintaining the Revolving Fund to pay travel expenses and salary advances; collecting financial data for hospital bed rates; reconciling Hospital appropriations to the State Controller's accounts; issuing payroll; producing monthly expenditures reports for Hospital Managers; resolving fiscal issues; and maintaining the internal controls of the Hospital's fiscal system.

2.) Accounting Services also produces the annual year-end financial statements in accordance with generally accepted accounting principles and State Controller's Office requirements.

c. Trust Services

- 1.) Trust Services manages Individual hospital accounts. Individuals are able to use funds from these accounts to purchase items from the hospital canteen.
- 2.) The Trust Office also locates, protects, and manages Individual's assets in a prudent manner consistent with the law and departmental policies. Acting in a fiduciary capacity, the Trust Office files for benefits and insurance, manages financial affairs and assists Individuals and referral services when required. The Trust Office also administers Voter Registration.

2. Department of Police Services:

Legal authority for the Department of Police Services and the activities of this unit is provided by Section 830.38 of the Penal Code, and by Sections 4311, 4312, and 4313 of the Welfare and Institutions Code. Within this authority, and in accordance with the pertinent rules and regulations prescribed by law, the Department and the hospital, the Department of Police Services utilizes its authority to enforce the rules and regulations of the hospital to preserve peace and order on the premises thereof, and to protect and preserve the property of the state.

3. General Services:

The General Services Department provides supplies and a variety of services through its following divisions:

a. Mail Center

The Mail Center processes and distributes all Hospital and Individual mail including interoffice mail. No employee personal mail or packages should be sent to the Hospital.

b. Telecommunications

Telecommunications handles all telecommunications traffic, furnishes general information related to the hospital, provide coverage for the reception lobby in the Administration Building, processes requests and provides phones and phone accessories, maintains the video and audio conferencing equipment, handles all phone service requests, and sends/receives fax transmissions for hospital staff.

c. Central Housekeeping

Central Housekeeping performs cleaning services in the public areas of the hospital, distributes the cleaning supplies, and advises other departments regarding housekeeping methods.

d. Clothing Center

The Clothing Center furnishes clothing and bedding to Individuals and designated employees throughout the hospital. The mending area repairs and fabricates garments and other items for the hospital; and receives and stores all clothing and Individual non-monetary or valuable property.

e. Storeroom

The Storeroom receives, stores, and issues all supplies for the hospital. Other activities include reordering supplies and materials on an as needed basis for replenishment.

f. Property Department

The Property Department coordinates all movement of state property throughout the hospital. The Property Department maintains an inventory of all state property.

4. Health Information Management Department:

a. The primary function of the Health Information Management Department is the maintenance and security of a clinical record, which documents the hospital experience of the Individual and to maintain a record, which is timely, reliable, accessible, and contains accurate health information needed to facilitate quality Individual care.

b. The purposes of the clinical record are to:

- 1) Provide a means of communication between the physician and other professionals contributing to the Individual's care;
- 2) Serve as a basis for planning Individual care;

- 3) Furnish documentary evidence of the course of the Individuals' illness and treatment during each hospital admission;
 - 4) Assist in protecting the legal interests of the Individual, hospital, professional staff, and the community in general; and
 - 5) Provide clinical data for use in research and education.
- c. Three main areas within the Health Information Management Department (Transcriptions, Record Review, and Legal) contribute to the maintenance, processing, and preservation of Individual information as established by the policies and procedures of the department. The hospital regulatory agencies, the judicial system, and legislative bodies determine standards of control.
 - d. All employees of the hospital universally share confidentiality of Individual information. The Health Information Management Department has the primary responsibility for release of Individual information following specific rules and regulations for release.

5. Information Technology:

Information Technology provides consultation, planning, coordination, development, maintenance, technical assistance, training, and operational support of computer hardware and software for management and line personnel at the hospital. These services assist hospital staff in the evaluation and treatment of our Individuals and in general administrative functions.

6. Pharmacy Services:

Pharmaceutical Services shall be available for all Individuals to insure continuity in Individual care and to optimize response to drug therapy utilizing the skills and knowledge of the hospital pharmacist. Under the management of the Pharmacy Services Manager, the Pharmacy shall:

- a. Assist in the delivery of drug therapy to the Individual.
- b. Monitor and audit drug utilization;
- c. Implement and/or maintain a medication distribution system.
- d. Properly handle research and investigational drugs;
- e. Prepare budgetary projections, estimate, and requisition for drugs

and chemicals;

- f. Prepare compounds and dispenses drugs and pharmaceuticals; and
- g. Maintain records for all facets of the pharmacy operation as required by State and Federal regulations.

7. Dietetic Services:

The Dietetic Services Department plans, develops implements, supervises, and monitors the provision of nutritional care. The primary services provided include:

- a. Preparation and service of meals/nourishments to meet the Individual census, established meal schedule, and physician orders.
- b. Evaluation and assessment of Individual nutritional status, including the development and implementation of nutritional plans and goals for Individuals requiring nutritional intervention.
- c. Procurement of food equipment and supplies to meet the Individual's dietary needs.
- d. Provision of training via a "Basic Food Handling" class to clinical staff who need authorization to bring in food for approved Individual functions or who supervise food-related Individual activities (barbecues, family encounters, unit holiday parties).

8. Human Resources

The Human Resources Department is composed of four (4) units: Health & Safety, Personnel (including Transactions, Examinations, and Employment), Training, Labor Relations and Discipline.

a. Health and Safety

The Health and Safety Department assists and advises all departments to meet or exceed the minimum health and safety standards of the California General Industry Safety Orders, and other applicable safety fire and health codes through the following programs:

- 1.) Provides guidance in the prevention and control of injury and illness through the administration of the Injury and Illness Prevention Program.

- 2.) Monitors and evaluates injuries and accidents, provides safety training, compiles data and submits reports to hospital management, administration, and Department of Mental Health staff.
- 3.) Provides leadership to the facility at all levels in the prevention and resolution of hospital-wide health and safety issues, and directs the Area Specific Health Safety and Violence Prevention coordinators and committee, the Employee Wellness Program, and the Hazardous Materials and Waste Minimization Program.
- 4.) Administers the Employee Assistance Program, including informal and formal referrals; assists in reviewing and decision making of need for Fitness-for-Duty evaluations, medical demotions, and disability retirements.

b. Personnel (Transactions, Exams and Employment)

The Personnel Office plans, develops, implements, and administers and monitors effective personnel policies, practices and procedures for the hospital. These services included:

- 1) Leadership, consultation, coordination and training in areas of employee discipline, adverse actions, hiring, testing, focused recruitment, classification, and position control.
- 2) Timely and accurate personnel transactions, including payroll, benefits, changes in employment status, and leave balances.
- 3) Coordination and processing to claims for Workers Compensation benefits, and the Return-to-Work and limited duty programs.

c. Training Center

The primary purpose of the Training Center is to ensure that employees receive the necessary training to develop and maintain a high level of professional skills and competence to fulfill licensing, accreditation, and policy requirements related to training and staff development.

d. Labor Relations and Discipline

The Labor Relations Unit works cooperatively with the employee unions and management to ensure fair and equitable treatment of staff in relation to existing Memorandums of Understanding

(MOU's). The Discipline Unit acts on behalf of management when administering adverse actions to employees.

9. Plant Operations:

- a. The objective and function of the plant maintenance and operation section is to provide safe comfortable housing, uninterrupted services, needed facilities, and a pleasing appearance of both buildings and grounds to provide a proper setting for the care and treatment of the Individuals. A preventive maintenance system is performed through regular inspection of defined areas. This assists in ordering necessary stock and prolongs the life and usefulness of existing buildings and equipment.
- b. The Department is headed by the Chief of Plant Operations, who seeks cooperation of all hospital departments in planning for normal workflow and utilization of staff and equipment. The divisions of Plant Operations are mechanical (refrigeration, plumbing, electrical, power plant, steam-fitting, electronics); building trades (carpentry, painting, locksmith, mason, building maintenance, vector control, welding); water and sewage; garage and transportation (motorized equipment, motor pool, pickup and delivery); and grounds.

10. Fire Services:

Fire Services exists to locate and remove fire hazards; perform fire inspections; implement fire drill system; test fire alarms; remove hazardous materials; rescue, evacuate, suppress, and investigate in case of fire; instruct all new employees in fire prevention procedures; provide refresher fire training for all employees; and to respond in accordance with the Mutual Aid Agreement to provide assistance in the community/county as requested.



W. T. VOSS
Executive Director

Cross Reference(s):

- A.D. No. 122 Hospital Administrator
- A.D. No. 274 Joint Labor-Management/Health & Safety Committee
- A.D. No. 310 Fire Plan - Procedures in Case of Fire, Explosion or Rescue
- A.D. No. 314 Fire Plan - Fire Exit Drill and Evacuation Drill Procedure
- A.D. No. 326 Fire Inspections