

TITLE: HOLIDAY COVERAGE – CASE MANAGERS & CLINICAL SOCIAL WORKERS**PURPOSE**

HOLIDAY COVERAGE SERVICES WILL PROVIDE CONTINUITY OF CARE AND DISCHARGE PLANNING. THESE SAME SERVICES ARE PROVIDED TO ADDRESS THOSE PATIENT CARE/FAMILY ISSUES THAT ARE OF SUCH AN EMERGENT NATURE THAT THEY CANNOT WAIT UNTIL THE NEXT REGULAR BUSINESS DAY.

POLICY

The Department of Care Coordination & Clinical Social Work at Ronald Reagan and Santa Monica hospitals provides access to case management, discharge planning, and social work services on recognized University and Medical Center holidays.

FORMS**REFERENCES PROCEDURES**

1. Department staff is expected to rotate coverage on Holidays and must work one (1) non-premium holiday per year. A coverage schedule is developed annually. All full time and part time staff are expected to participate *regardless of regular assignment*. Per Diem staff will only participate if the budget allows. The following non-premium holidays will be covered by Clinical Social Workers and Case Managers:
 - 1) Veteran's Day
 - 2) Friday after Thanksgiving
 - 3) Martin Luther King
 - 4) Presidents' Day
 - 5) Cesar Chavez Holiday
 - 6) Memorial Day
 - 7) Juneteenth
 - 8) Independence Day
 - 9) Labor Day

2. Staff who work non-premium holidays will be granted an alternate day off, which is subject to departmental approval and granted based on operational needs. Internal leave time granted for working a holiday must *be requested in writing through the regular departmental time off system using Time Off Request Form within 30 days of the date the holiday is worked or the leave may not be granted. Approval and scheduling the alternative day off will be subject to operational needs of the department.* The holiday leave time may be taken later than 30 days after the holiday is worked. If the date of the internal leave is granted and then must be changed, it must be done in writing prior to 10 business days of the scheduled leave. Only one such change will be allowed.

2. Clinical Social Workers and Case Manager volunteers will be sought from the department's regular staff to work the Premium holidays of
 - 1) Thanksgiving Day
 - 2) Christmas Eve day (12/24) and University designated holiday
 - 3) Christmas Day (12/25) and University designated holiday
 - 4) New Year's Eve day (12/31) and University designated holiday
 - 5) New Year's (01/01). and University designated holiday

For each of these holidays, the Clinical Social Workers and Case Managers* that work will receive a stipend of:

Clinical Social Workers	= \$70/hour
Case Managers	= \$75/hour

3. The sign-up will be announced in the beginning of August each year and will actually take place on the last Monday of August. (Sign up dates may be delayed due to operational needs, but no later than September)
4. Sign-ups will be based upon seniority, that is, individuals with the most years of service will be allowed to sign up first.
5. Probationary employees should make every attempt to choose a holiday that occurs after completion of their probationary period. Exceptions will be made for employees who are already acclimated to the department (i.e., prior/current registry).
6. The number of staff required for each holiday will be determined by management in advance of the sign up process.
7. The coverage assignment is posted and distributed to staff, Unit Directors, and Clinical Nurse Specialists and page operators prior to each holiday.

8. Responsibilities:

Holiday coverage is provided to address those patient care issues that are of such an urgent/critical nature that they cannot wait till the next business day. Those patient care issues that fall outside of the priority list will be addressed on the next regular business day.

Social Work Holiday Coverage Responsibilities

Holiday social work coverage will include:

- Code Traumas
- Child Abuse / Neglect - Domestic Violence - Elder / Dependent Adult Abuse / Neglect
- Unexpected / Imminent Death where Families are not Coping Well
- Emergency Transplant Evaluation
- Patients whose Discharge is Imminent and Needs Social Work Services for D/C to Proceed in a Timely Manner
- Patient Wanting to Leave AMA
- Adoption
- Fetal Demise

Case Managers Holiday Coverage Responsibilities

Holiday case management coverage is provided to address the following:

Case Managers will stop by each unit to liaison with the Lead RN and offer assistance.

- Assessment of complex discharge planning or patient flow ~~activities concerns~~
- Inpatient acute to acute transfers
- Transfers to lower level of care
- Assistance with Home Health and ~~Post-Acute-Patient~~ Placement referrals
 - Through-put / discharge, and utilization management ~~activities concerns~~

~~Home Health/Patient Placement Coordinators Holiday Coverage Responsibilities~~

~~This coverage applies only when a Resource Case Manager is scheduled and available.~~

- ~~Holiday Home Health/Patient Placement coverage is available to receive home health referrals to initiate/set-up the coordination of home health services and patient placement.~~
- ~~Start of service dates will be dependent on availability of agencies and insurance benefits.~~

APPROVAL

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Date

REVISION HISTORY

Effective Date: 2010

Review Date: 2020

Work Standard Date: 2010

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