

Institutional Handbook of Operating Procedures
Policy 09.01.30

Section: Clinical Policies	Responsible Vice President: Vice President & CNO Health Systems
Subject: Admissions, Transfers, and Discharges	Responsible Entity: Nursing Service

I. Title
Opening, Closing, or Transferring an Inpatient Unit

II. Policy
Patient safety and continuity of patient care and service operations will be maintained when opening, closing, or transferring a nursing unit.

Key personnel and departments shall be notified of unit changes in the following situations:

- Opening a new unit
- Reopening of an existing unit
- Unit closures
- Unit moves or expansions to new unit locations

Plans for and notifications about unit changes should be made at least 4 weeks prior to the proposed change, with the exception of [temporary closures](#) of seven (7) calendar days or less. All non-temporary unit changes or closures will require approval by the Health System Chief Operating Officer.

Temporary Unit Closures

Determination of appropriateness of a temporary unit closure will be jointly reviewed by:

- Nurse Manager
- Clinical Operations Administrator
- Nursing Director
- Chief Nursing Officer
- Hospital Administrator on call
- Unit Medical Director or their designee

III. Procedures for Temporary Closures

Once the decision to close is made, the Nurse Manager or designee will follow the procedure below:

Step	Action
1	Notify the Clinical Operations Administrator of plan to proceed.
2	Notify all other relevant departments of the unit changes (see Areas to Notify section).
3	Provide patients/families with the new location and phone number of the unit to which the patients are being moved.

4	Notify Pharmacy of unit closure. Pharmacy will secure Pyxis, and remove all medications from medication cart and medication refrigerator.
5	Secure all unit equipment, books, and supplies in a locked room. Turn off unit computers and printers.
6	Once all patients are moved and the unit is closed, call campus police or the Clinical Operations Administrator and have all necessary doors locked.
7	Lock the unit keys and roll over the primary phone lines to the unit designated to cover the closed area. Notify the unit they will now receive calls from the closed unit.
8	When it becomes necessary to reopen the unit, the Nurse Manager or designee of the closed unit is responsible for making arrangements to reopen the unit by notifying the appropriate individuals (see Areas to Notify Section).

Areas to Notify

In the event of a unit closing, reopening, transferring or opening of a new unit, notify the following areas as appropriate for the situation.

NOTIFY FOR ALL UNIT CHANGES		
Area	Available	Contact Information*
Patient Placement Center	24 hours a day	409-747-2170
Pharmacy	24 hours a day	409-772-1171
Main Hospital Operator	24 hours a day	“0”
Service Response Center <ul style="list-style-type: none"> • Business Operations and Facilities (BOF) – notify BOF Executive on-call for temporary closures • Clinical Equipment Services • Environmental Services (EVS) • Laundry/Linen Services • Transportation 	24 hours a day	409-772-4040
Campus Police	24 hours a day	409-772-2691
Health Care Clinical Staffing (CSS)	24 hours a day	409-392-7790
Food and Nutrition Services	0630-1830 (after hours leave voice mail message)	409-772-9779
Clinical Laboratory Services	24 hours a day	409-772-8077

Telemetry Room	24 hours a day	409-266-7543
TDCJ Bed Placement (for TDCJ units only)	24 hours a day	409-772-0120
NEAR Department/Student Placement Coordinator (regarding student assignments)	24 hours a day	COA will contact (on call in AMCOM system)

ADDITIONAL NOTIFICATIONS FOR UNIT CLOSURES > 7 DAYS		
Area	Available	Contact Information*
Health Information Management (Medical Records)	24 hours a day	409-772-1918
Care Management	0800 A.M. – 5:00 P.M. M-F	409-772-1541
Materials Management	24 hours a day	409-772-2695
Help Desk/Epic Support	24 hours a day	409-772-5200
Finance	0800 A.M. – 5:00 P.M. M-F	Director of Finance
Risk Management	0800 A.M. – 5:00 P.M. M-F	409-772-4775
Quality Management	0800 A.M. – 5:00 P.M. M-F	409-747-7177
Health Care Epidemiology	0800 A.M. – 5:00 P.M. M-F	409-772-3192

IV. Additional References

*Consult UTMB directory for changes to phone numbers

V. Dates Approved or Amended

<i>Originated: 05/10/2018</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>

VI. Contact Information

Nursing Services Administration
(409) 747-2186